CT HMIS RFP Q&A Session

Wednesday March 4, 2026
2:00-3:00pm EST

Agenda

- Welcome

- Overview of questions received

- Answers to questions grouped by theme

- If you have additional questions, please put them in the chat and we will answer what we can now or will provide the answer in writing

- A copy of these slides with the answers provided, along with any new questions and answers, will be posted to the HMIS page on ACT's website: https://act-ct.org/hmis.html

Overview of Questions Received

- Received 15 questions from multiple vendors covering several themes
- Answers to questions are grouped by theme:
    - Clarification
    - System Specifications
    - Data Warehouse
    - System Backups
    - Data Validation
    - Custom Reporting
    - External Systems
    - Budget
   - Software Demonstration

Clarification Needed

Question:
In 3b. Real-time Reporting, it appears some words may be missing at the end of the item where it says, "just CoC, SSVF Export and Reporting." Can you explain what is meant by that final line of the question? Full question context below: Fully functional reporting with detailed sub-reporting for troubleshooting data issues for the following: CoC APR, Coordinated Entry APR, ESG CAPER, PATH Reporting, RHY Compliant Export, LSA Export, HIC/PIT Export, System Performance Measures with flexibility for analysis at a more granular level and just CoC, SSVF Export and Reporting

Answer:

The corrected bullet point should read: "•Fully functional reporting with detailed sub-reporting for troubleshooting data issues for the following: CoC APR, Coordinated Entry APR, ESG CAPER, PATH Reporting, RHY Compliant Export, LSA Export, HIC/PIT Export, System Performance Measures with flexibility for analysis at a more granular level than just CoC level, and SSVF Export and Reporting"
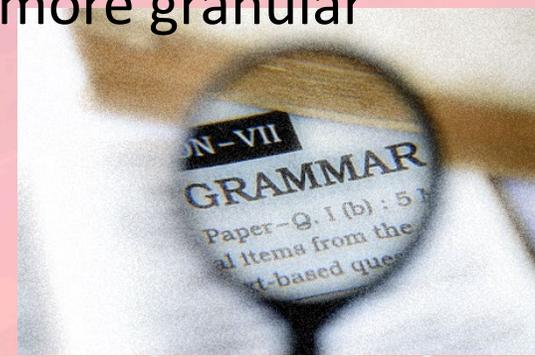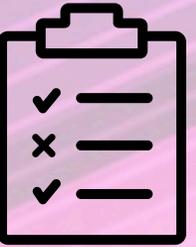
System Specifications

Question: What is the approximate size of the database to be migrated (e.g., number of client records, number of years of historical data)?

Answer: As of January 2026 there are 1091 Active Users and 6,352 inactive user records in the database. There are 1740 open programs. There are over 250,000 client records in the database. We will be de-identifying data with not activity for 7+ years, but all records in the database will need to be migrated.

Question: Will the existing custom SQL scripts be provided from the vendor? The Data Quality Framework Customizations for example.

Answer: The scripts can be shared, but many of the customizations and maintenance of those are done by the current system administrators, Nutmeg Consulting.

Question: How many active users are there in the current HMIS system? Do you believe this is roughly the same number that will be needed in the new HMIS?

Answer: As of January 2026 there are 1091 Active Users and 6,352 inactive user records in the database. The average number of new users added each month ranges between 25-50. All active and inactive records will need to be maintained for historic reporting accuracy.

Data Warehouse

Question:

Please describe the Data Warehouse in more detail. Please provide some example use cases, and provide the names/types of source data.

Answer: The data warehouse is a modified copy of our live HMIS environment, updated approximately every 24 hours. This was designed to allow agencies to query their data using reporting tools of their choosing via a secure connection that would not impact performance of the production systems. Modifications include deduplicating certain PII data that is not used in aggregate type reporting, masking PII to not allow for data leakage and some custom views and transformations to allow for easier reporting. Approximately 15 people currently have access to this instance. Local agencies only have access to data specific to their programs, while specific, named statewide users (including the HMIS Lead, Department of Housing, and specific Nutmeg Staff) have access to all data in the warehouse.

System Backups

Question:
Will the full database backup be provided from the vendor?

Answer: Yes

Data Validation

Question: Beyond standard survey-level validations within HMIS and the customizations outlined in the RFP, what specific additional data validation controls are required to prevent inaccurate data entry?

Answer: Some examples include: Date validation to prevent future dating, no veterans under age 18, funding source and program type determined assessments appear as expected to ensure all required data elements are collected and only allowable answers can be selected, and other validation as determined for any new projects.

Question: In 3d. Case Management, it says, "Automated alerts for required data collection based on HUD Requirements (annual assessments, inactive appearing enrollments on caseloads, etc)." Just to clarify, what does, "inactive appearing enrollments on caseloads refer to? Only inactive enrollments or inactive clients in general?

Answer: Inactive enrollments are those with no activity for 90 days or longer (e.g. no bed night check ins, no services provided, no case notes)

Custom Reporting

Question: How many users will need to build custom reports?

Answer: We anticipate 30-45 users would be interested and have the skillset necessary to build custom reports

Question: How many users will need to build custom dashboards?

Answer: We anticipate 30-45 users would be interested and have the skillset necessary to build custom dashboards

External Systems

Question: What types of data sharing are anticipated beyond HUD CSV exports and are there specific external systems that must be supported?

Answer: We currently have integrations with Careware for HOPWA providers and a data sharing connection for related to Medicaid and higher utilizers of medical systems who are also experiencing homelessness.

Question: Please describe the integration needs between Smartsheets and HMIS.

Answer: Smartsheets currently provides spreadsheet like functionality for managing data which is easier than HMIS for most users. The intention is to move away from this external system and have all data management done in HMIS.
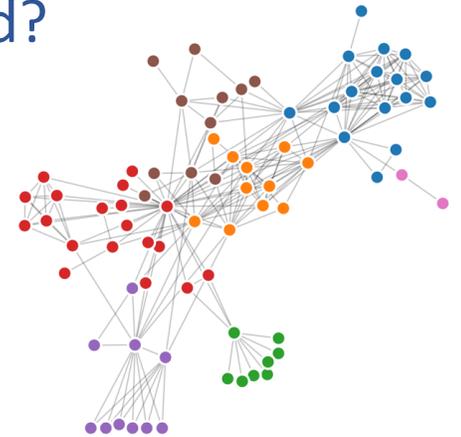
Budget

Question: The RFP references an estimated annual budget of only $180,000 annually. Please clarify whether this amount is intended to cover software licensing only, or whether it is expected to also include implementation services, training, data migration, and 5 different databases.

Answer: This amount currently covers software licensing, databases in use, and support. Please be sure to provide a budget that includes the one time costs for implementation, data migration, and training for our System Administrators. Please be sure to provide the additional costs in your proposal.

Question: Given the scope of statewide HMIS replacement and the RFP's emphasis on reducing reliance on external systems, can it be clarified on how the state is balancing total cost of ownership (including implementation and functional capabilities) within the stated annual budget estimate?

Answer: Our current budget for HMIS Software is $180,000 annually. For additional costs, please provide details in your budget. We will be further identifying funds for this project once we have an understanding of the total cost.

Software Demonstration

Question: Is the Software Demonstration intended to be virtual or in-person? What is the anticipated length of the demonstration?

Answer: Virtual demonstrations. We request setting up at least 1 hour, and will accommodate 90 minute and 2 hour sessions if necessary.
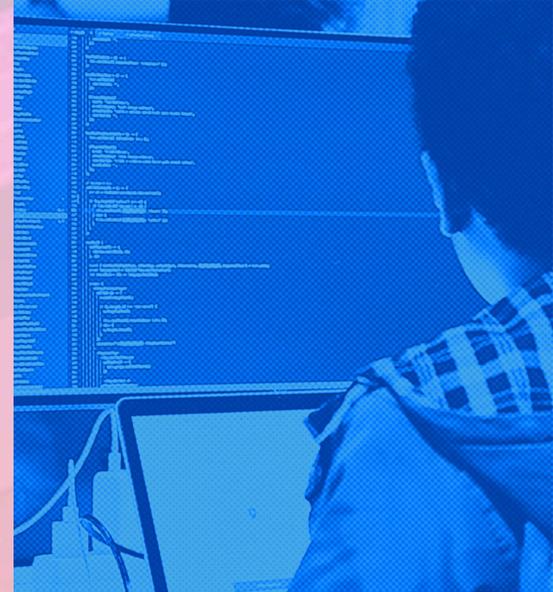
Addendum-Question Asked During Q&A Session

- Question: How many demo time slot options would you like us to provide?

- Answer: 3-4 time slots would be best for us to coordinate all of the schedules involved.