TO:	**CHAIR AND MEMBERS** **COMMUNITY AND PROTECTIVE SERVICES COMMITTEE** **MEETING ON JANUARY 24, 2017**
FROM:	**LYNNE LIVINGSTONE** **MANAGING DIRECTOR** **NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES**
SUBJECT:	**LONDON'S HOMELESS PREVENTION SYSTEM** **CONTRACT AWARD REQUEST FOR PROPOSAL 16-56** **HOMELESS MANAGEMENT INFORMATION SYSTEM** **IMPLEMENTATION CONSULTANT**

RECOMMENDATION

That, on the recommendation of the Managing Director of Neighbourhood, Children and Fire Services, with the concurrence of the Director of Financial Services and the Director of Information Technology Services, the following actions **BE TAKEN** with respect to the award of the contract for Request for Proposal (RFP) 16-56 Homeless Management Information System Implementation Consultant:

a)   that the proposal submitted by Cargo Management Consulting Inc. for the implementation of a Homeless Management Information System in accordance with Request for Proposal 16-56, at a total estimated cost of up to $649,500 plus HST, **BE APPROVED**; it being noted that the bid submitted by Cargo Management Consulting Inc. was the highest scoring submission and deemed to best meet the City's requirements in all areas; and is in compliance with Section 12.0 of the Procurement of Goods and Services Policy;

b)   that Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in relation to this project;

c)   that approval given herein **BE CONDITIONAL** upon the Corporation entering into a Community Homelessness Prevention Initiative Purchase of Service Agreement with Cargo Management Consulting; and,

d)   that the approval noted in a) above is **SUBJECT TO** the availability of funding under the Provincial Community Homelessness Prevention Initiative.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- London's Homeless Prevention System Enumeration Results and London's Emergency Shelters Progress Report: 2011-2015 (CPSC: October 18, 2016)
- London for All: A Roadmap to End Poverty (March 2016)
- Homelessness Partnering Strategy Funding Agreement – Data Sharing Agreements (CPSC: February 17, 2016)
- London Homeless Prevention System Progress Report and Update (CPSC: September 22, 2015)
- Strategic Plan for the City of London 2015-2019 (March 10, 2015)
- Homeless Individuals and Families Information System (HIFIS) Human Resources and Skills Development Canada (HRSDC) Contract (CPSC: September 17, 2013)
- Homeless Individuals and Families Information System (HIFIS) Human Resources and Skills Development Canada (HRSDC) Contract (CPSC: August 21, 2012)

BACKGROUND

The purpose of this report is to recommend that the City of London enter into a Community Homelessness Prevention Initiative (CHPI) Purchase of Service Agreement with Cargo Management Consulting Inc. (Cargo). The Managing Director, Neighbourhood, Children and Fire Services will execute the standard form Purchase of Service Agreement provided by By-law No. A-6955-156.

Procurement Process

A formal Request for Proposal 16-56 was released on November 4, 2016 to acquire the services of a consultant with broad knowledge and experience suited to deploying the Homeless Management Information System. The Consultant will plan, deploy, evaluate, and provide preliminary support and training for the HMIS system in cooperation with the City. The City of London Project Team and the Consultant will implement the HMIS at the City, and in at least thirteen (13) homeless serving programs operating in London.

The request for proposal was released through Purchasing and Supply, Finance and Corporate Services and was posted on Biddingo.com with a closing date of December 12, 2016. Promotion of the proposal included, and was not limited to: the general advertising practices of Purchasing and Supply; distribution to groups such as the London Homeless Coalition; and, consulting networks. A public question and answer meeting was held on November 14, 2016. Addendums were issued on December 1, 2016 and December 5, 2016.

Three (3) bids were received as a result of the request for proposal. The submissions were evaluated on December 20, 2016 by an evaluation committee comprised of external reviewers and staff from Neighbourhood, Children and Fire Services, Information Technology Services (ITS), with the assistance of Purchasing and Supply, and the Homeless Prevention Service Area to ensure compliance with the specifications, terms and conditions outlined in RFP16-56 and the City of London Homeless Prevention System Implementation Plan. All proponents were interviewed on December 20, 2016.

Benefits of a Homeless Management Information System for London

Currently, the City of London and homeless serving programs operating in London use independent information systems, with little or no data sharing between them. Independent information systems make it difficult to effectively gauge the efficacy of programs and approaches to reduce homelessness or understand trends at the community level.

A shared information system, managed through consents, assists in the comprehensive understanding of homelessness in London. The proposed information system can provide immediate information in a number of areas including: emergency shelter bed availability by location and overall occupancy; shared primary demographic information of participants and their use of services; and, maintain active reports of individuals and families in London with the highest need, and experiencing chronic homelessness. This type of report will: assist with rapid response to emergency situations, including during extreme weather alerts; assist with diversion from emergency resources; ensure prioritization of referrals to programs, services and housing; and, enhance the City of London's existing enumeration events.

Significant progress has been made in introducing and adapting programs, policies and practices designed to address, reduce and prevent homelessness in London. Our collaborative efforts consistently hit roadblocks by not having a comprehensive understanding of individuals and families and their use of a wide range of services. Inefficiencies, duplication of efforts and lost opportunities occur on a daily basis. The data collected through our proposed information system will support a more detailed analysis of homelessness in London, and enhance access to meaningful data to improve decisions at strategic, operational, and service levels. Without a shared information system, a complete picture of homelessness, along with the outcomes and results of interventions and programs in London, cannot be realized.

Considerable community engagement has taken place regarding a shared information system and these programs and services are poised and waiting to introduce the new information system to accomplish our shared objectives of change, information results and achievement of goals.

The strategies and outcomes identified in a number of Council approved documents require tangible evidence to demonstrate progress in solving homelessness. We want to report progress with confidence to our community. The proposed aggressive implementation of the information system will keep London ahead of the curve and a continued leader of innovation and change.

Implementation Consultant

Cargo Management Consulting Inc. demonstrated a thorough understanding of the priorities and key concepts of the project and an ability to complete the implementation based on the scope of work. Cargo has an extensive team with strong experience and skill-sets reflecting all components of implementation including: project management; change management; deployment of cloud-based systems; training; and, multilateral data migration.

Cargo will be responsible for all components of the implementation. Throughout 2017, Cargo, along with Information Technology Services and the Homeless Prevention Service Area, will implement the technical infrastructure to establish hosting services and maintain the information system.

The databases and historical records of thirteen (13) homeless serving programs will be analyzed, mapped, and migrated into a single database to be shared among the network.

Cargo will lead community development, change management and policy development with a minimum of thirteen (13) homeless serving programs who will be incorporating the HMIS into their day-to-day operations.

Next Steps
An evaluation of available information systems has been completed. The Homeless Individuals and Families Information System (HIFIS) has been identified as the system to be applied in London. HIFIS is a product of the Government of Canada. A report detailing HIFIS will be submitted to Council at a later date.

The City of London Information Technology Services Steering Committee has identified this initiative as a 2016/2017 priority. A designated Information Technology lead has been an active member of the Planning Team and will be closely involved in the execution of the HMIS. Information Technology Services is in agreement with the recommendation of this report.

Conclusion
Civic Administration will continue to work on informing and engaging Londoners in a collaborative manner to support the implementation of London's Homeless Management Information System and its actions to achieve our collective vision of strengthening our community through caring and compassionate services to address, reduce and prevent homelessness in London.

FINANCIAL IMPACT

The total one-time funding for the implementation of London's Homeless Management Information System, of up to $649,500 plus HST, is funded 100% by the Province of Ontario through the Community Homelessness Prevention Initiative (CHPI) in fiscal years 2016-2017 and 2017-2018 and will have no net financial impact on the City's approved 2017-2019 Operating Budget.

SUBMITTED BY:	RECOMMENDED BY:
JAN RICHARDSON MANAGER, HOMELESS PREVENTION NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES	LYNNE LIVINGSTONE MANAGING DIRECTOR, NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES
REVIEWED AND CONCURRED BY:	REVIEWED AND CONCURRED BY:
MAT DALEY DIRECTOR, INFORMATION TECHNOLOGY SERVICES	ANNA LISA BARBON DIRECTOR, FINANCIAL SERVICES