



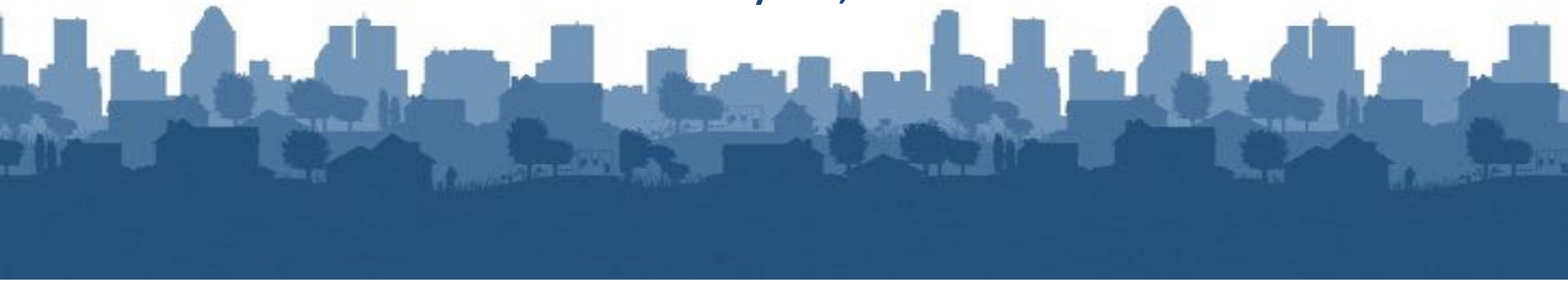
1.14 Implementing Effective Contract Negotiation and Relationship Management Strategies 101

April 21, 2021

Heather Dillashaw, ICF

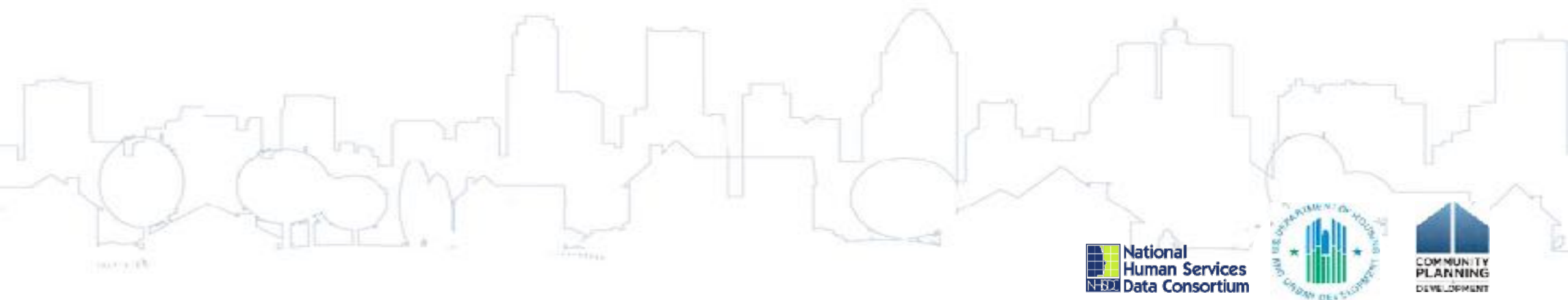
Mary Schwartz, Abt Associates

Kira Zylstra, ICF



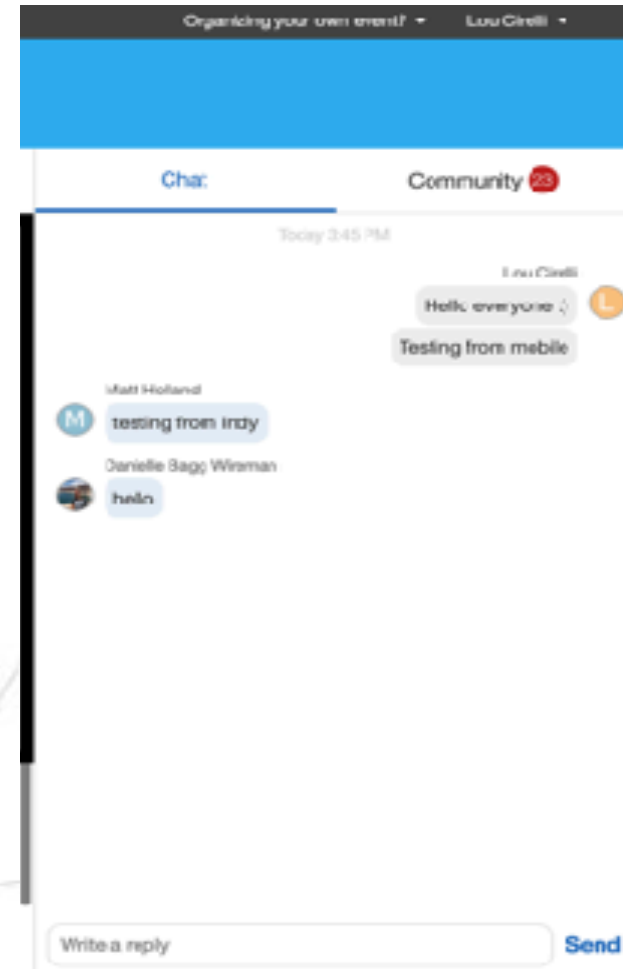
Webinar Instructions

- Webinar will last about 60 minutes
- Participants in 'listen only' mode
- Submit questions in Question and Answer box on right side of screen
- Webinar audio is provided through your computer speakers
- For technical issues, request assistance through the Question and Answer box
- Access to recorded version
- NHSDC will send you an evaluation after the session; please respond!



Questions during this Session

- Please submit your content related questions via the Q&A box
- Send to Host, Presenter and Panelists



Learning Objectives

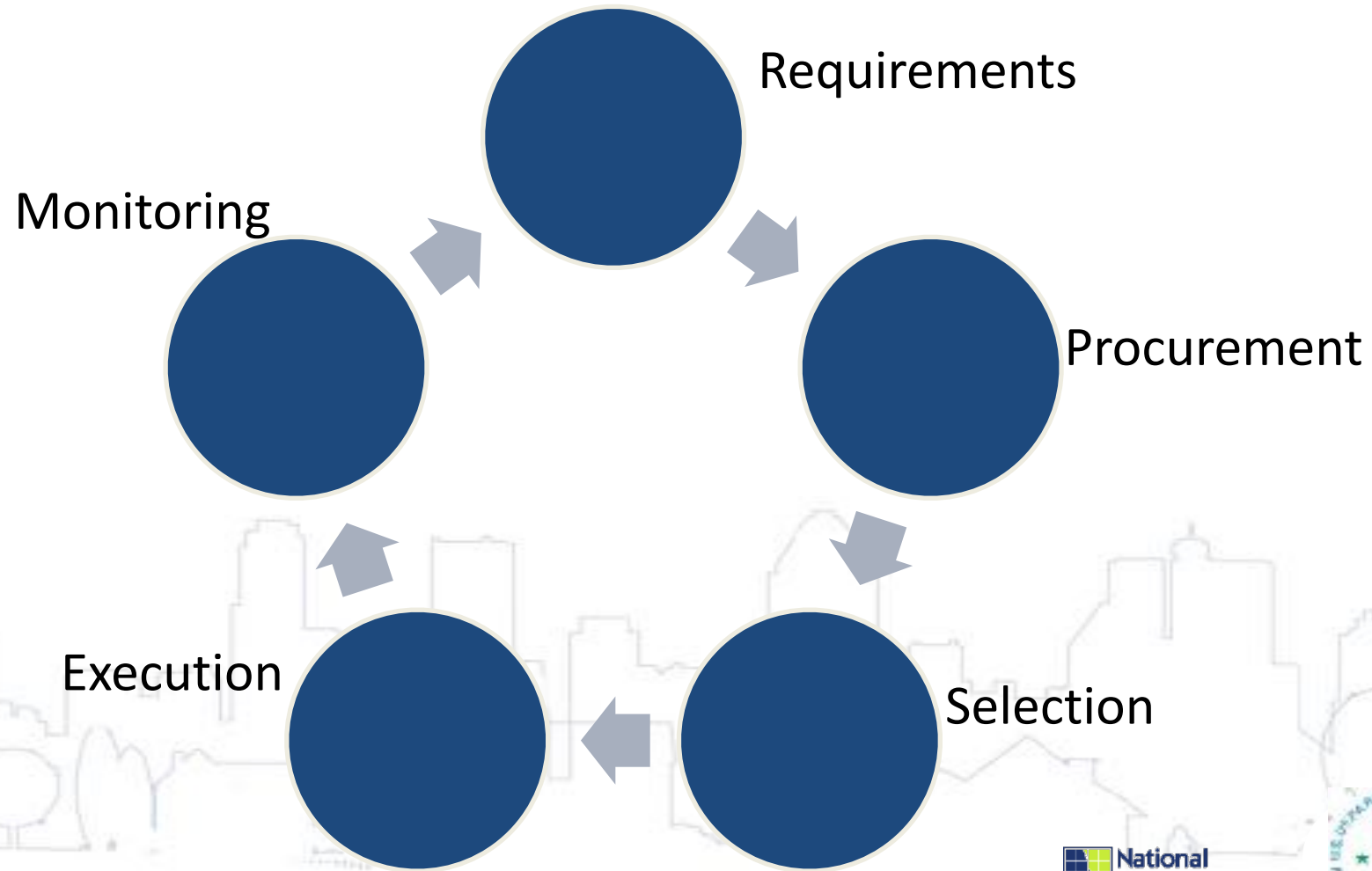
In this session you will learn:

- Baseline knowledge of the contracting lifecycle
- To identify core components of an HMIS contract including writing requirements, procurement and selection, and monitoring
- To utilize the HMIS Software Checklist & HMIS Contract Management Tool
- To utilize the HMIS Software Vendor Monitoring Tool

Link to tools: [HMIS Lead Series](#)

A brief note on the title of the session & how it relates to the Learning Objectives

The Contracting Life Cycle

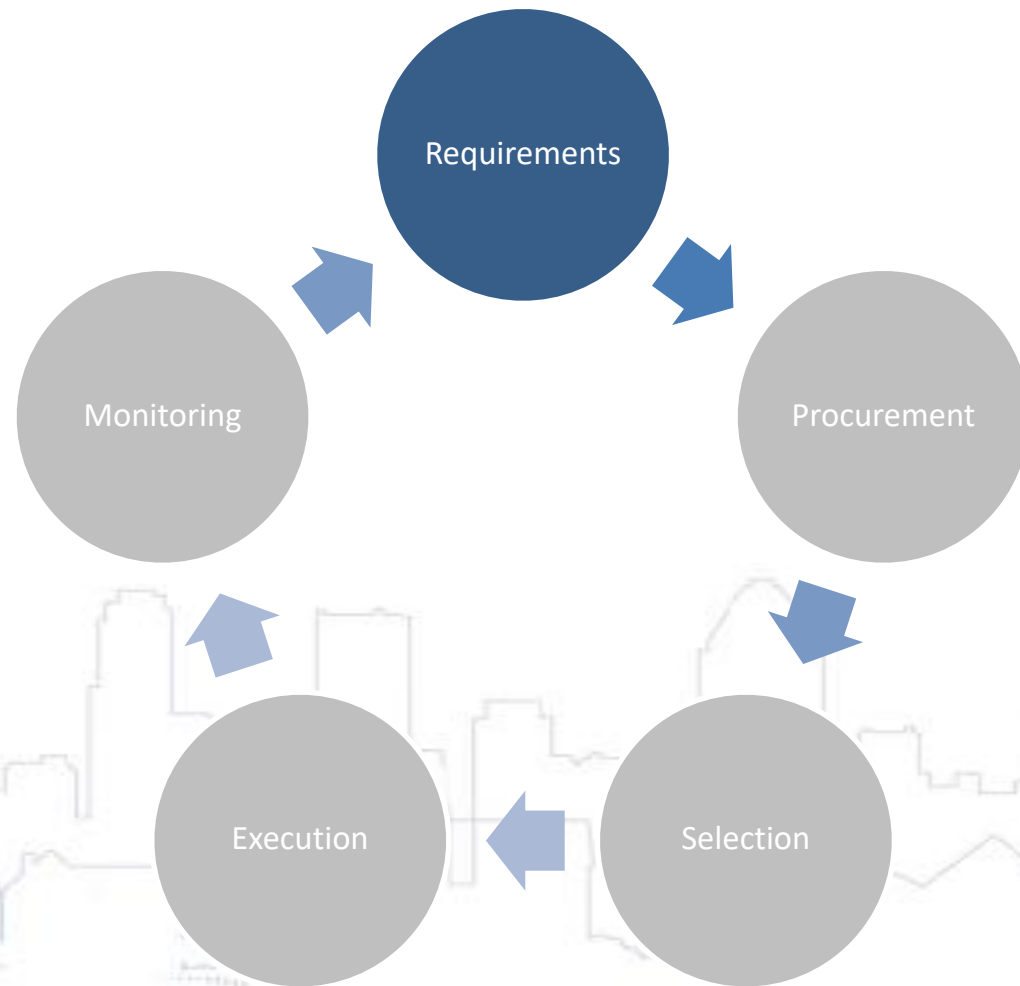


What is a contract

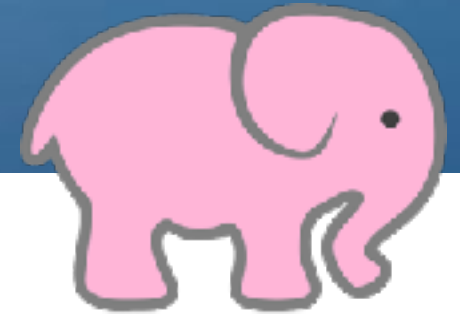
- A contract refers to a **written** or **spoken** agreement, enforceable by law.
- A Memorandum of Understanding (MOU) refers to a type of agreement between parties, similar to a contract



The Contracting Life Cycle



Requirements

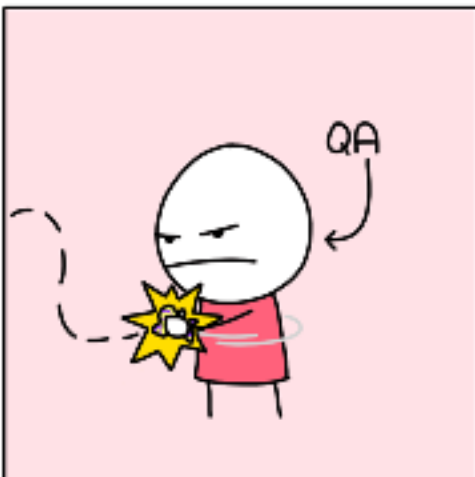
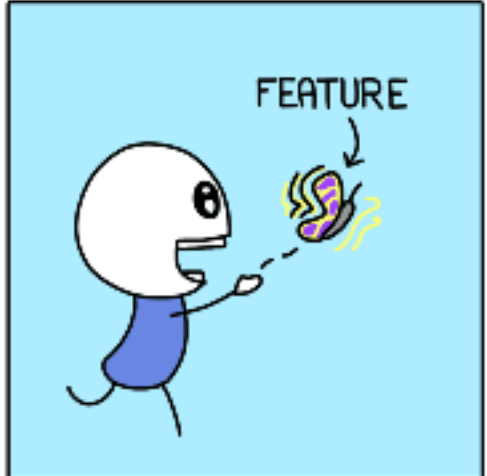
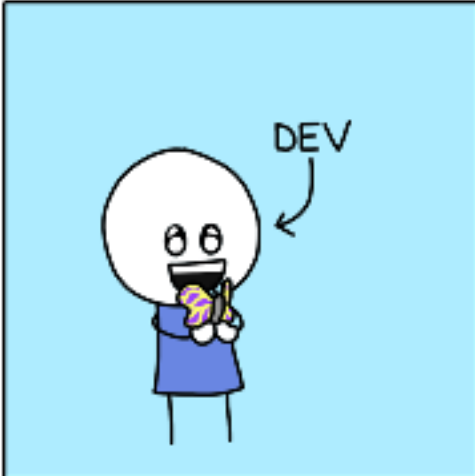


- Whose elephant is it?

It's the CoC Leadership's Elephant	It's the HMIS Lead's Elephant	It's the Vendor's Elephant	It's HUD's Elephant
<p>§578.7(b) Designating and Operating an HMIS</p> <p>Yes, and...</p>	<p>2 CFR 200 §200.318</p> <p>(b) [HMIS Lead] must maintain oversight to ensure that contractors perform in accordance with the terms, conditions, and specifications of their contracts or purchase orders.</p> <p>(h) [HMIS Lead] must award contracts only to responsible contractors possessing the ability to perform successfully under the terms and conditions of a proposed procurement.</p> <p>Yes, and...</p>	<p>The Contract with Our Vendor Says... ...that the software will be compliant with all HUD-defined HMIS requirements.</p> <p>Yes, and must be more specific than this in the eventual contract because...</p>	<p>HUD HMIS Requirements</p> <ul style="list-style-type: none"> • Data collection (some) • Reporting (some) • Security and privacy (some) <p>HUD makes some rules for some elephant behavior – but it is not HUD's elephant (because there is no contract between HUD and the HMIS Vendors).</p>

Bug or Feature?

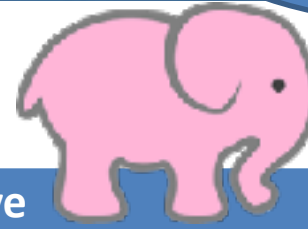
THE STRUGGLE



MONKEYUSER.COM

Requirements

Now I'm the
HMIS Lead's
elephant!



- For example:

Category	Requirement	Have to Have (Functionalities)	Nice to Have (Features)
Reporting	Produce APR for upload to HUD on regular grant cycle deadlines (annually for each CoC grant) and for ongoing data quality monitoring of CoC grantees	<ul style="list-style-type: none">• CSV export to HUD specifications*• Data quality output (in addition to APR .csv files) to highlight missing/low quality elements by client & project• Start date, end date, single or multi-project, single or multi-project type filters in addition to HUD required parameters	<p>Multiple formats for output of results:</p> <ul style="list-style-type: none">• Excel• Web page• Hyperlink to client data• Summary <p>Visualizations of output</p>

Requirement Details are Important!

Comply with HMIS Data Standards

Household ID (as defined in the HMIS Data Standards) versus “Global ID”

The HMIS Software contains all the Project Descriptor Data Elements (PDDE) and response categories.ⁱ

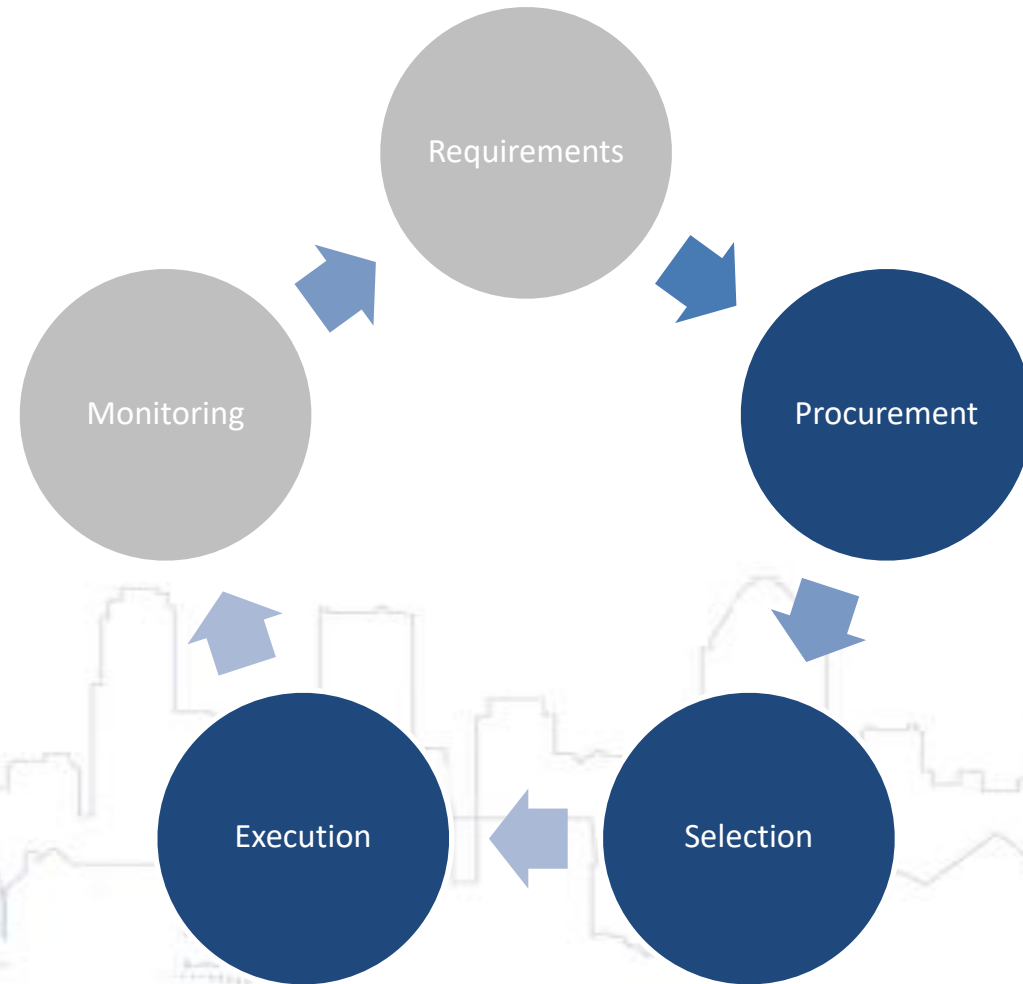
The HMIS Software contains all the Universal Data Elements (UDE) and response categories.ⁱⁱ

The HMIS Software contains all the common Program Specific Data Elements (PSDE) and response categories.ⁱⁱⁱ

The HMIS Software contains all the individual federal partner Program Specific Data Elements (PSDE) and response categories.^{iv}

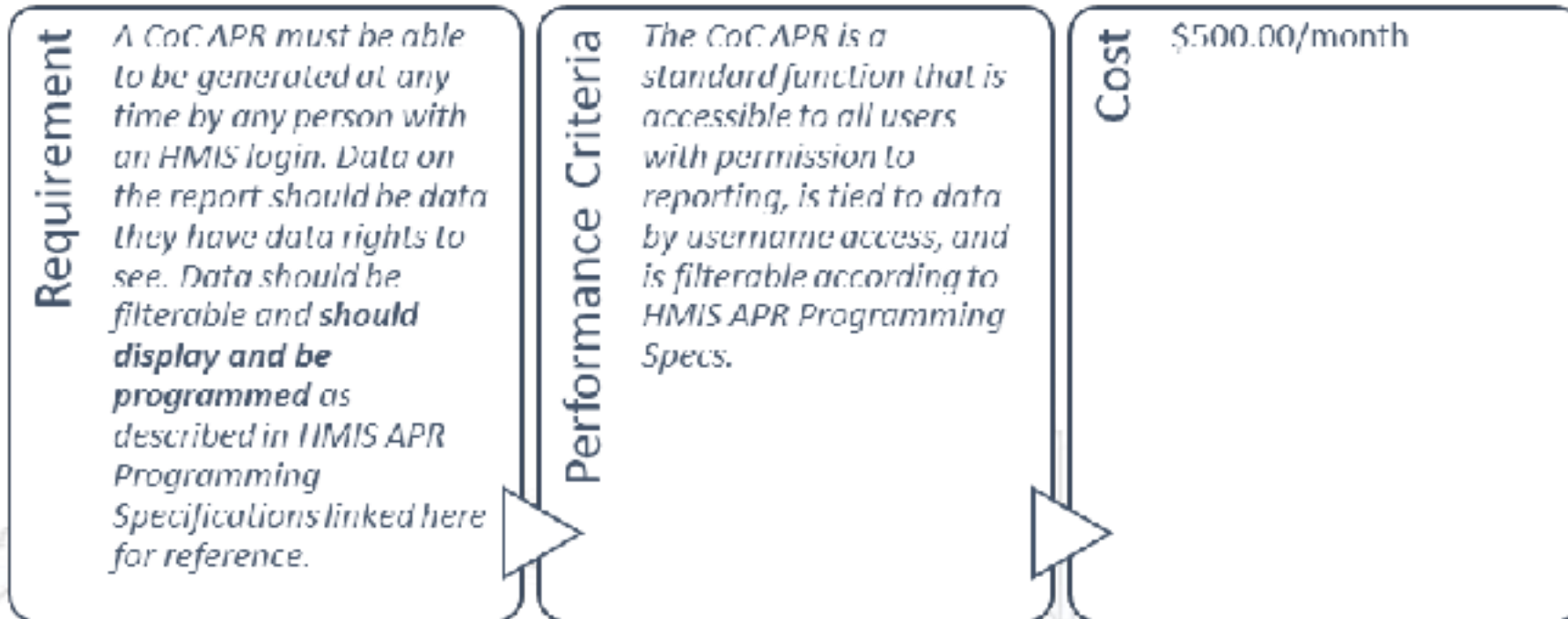
The HMIS Software contains all the Metadata Elements (ME).^v

The Contracting Life Cycle



Procurement / Selection / Execution

- Procurement: The Scope of Work for the contract with the vendor IS THE RFP for the competition and choices are limited for how they can respond

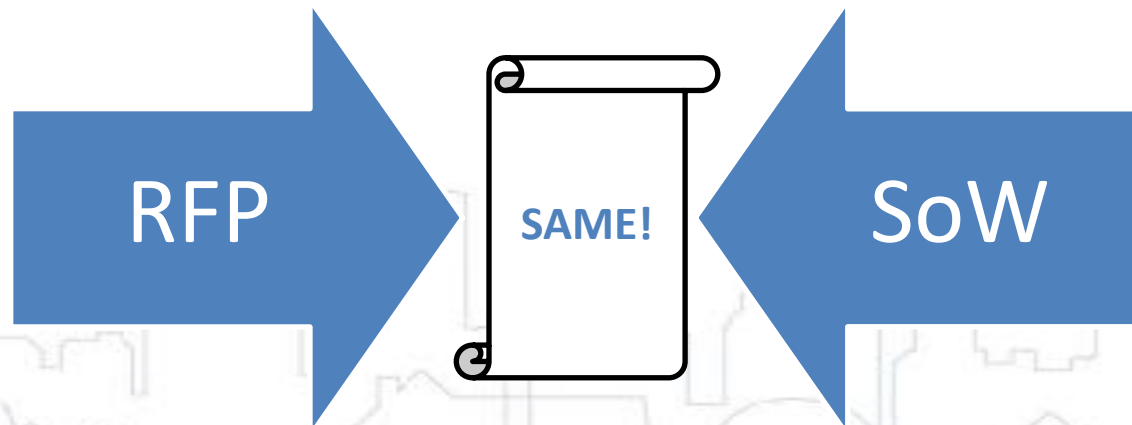


Procurement / Selection / Execution

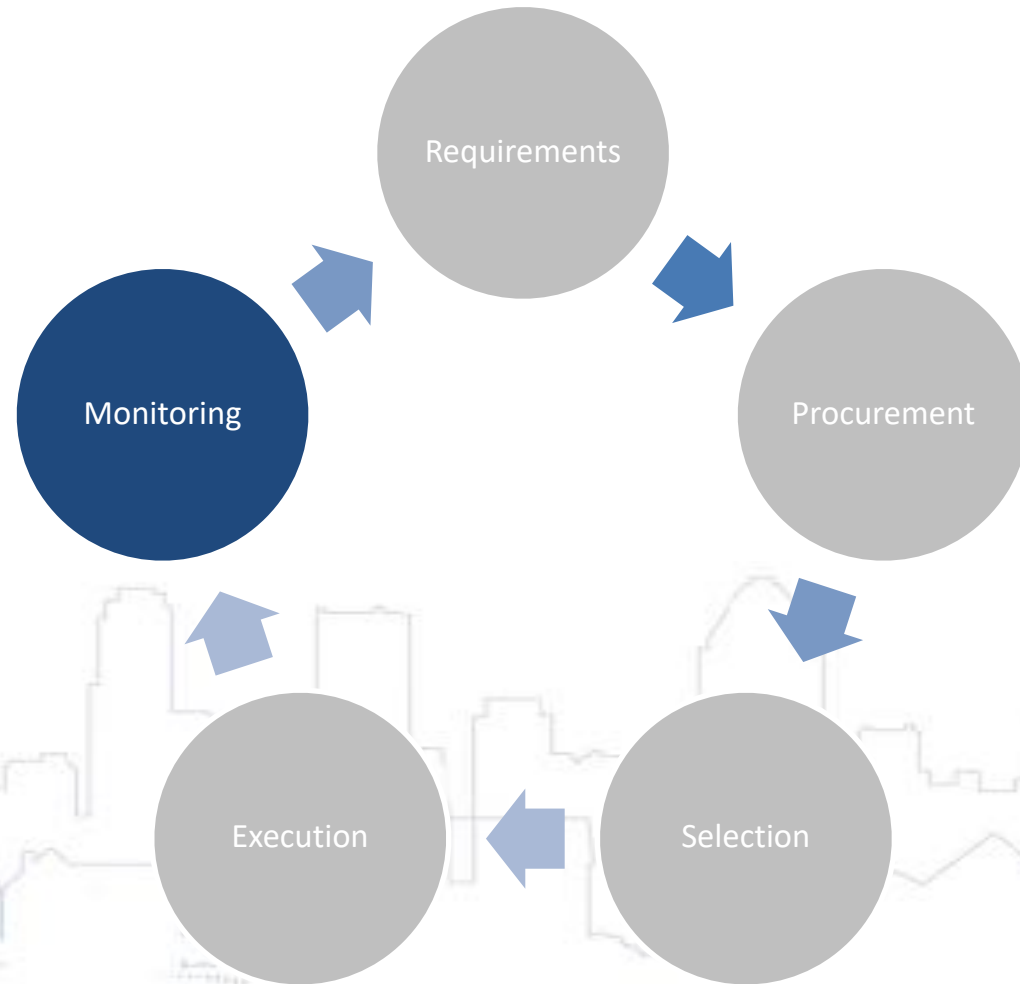
- Selection: Each stage of the selection process ensures thorough scoring against the possibility that the vendor can carry out the scope of work
- Scores from selection committee are arrived at by reviewing the words the vendor write in their response, the hands-on demonstration of their product, and what other customers say about those functionalities/features when doing reference checks

Procurement / Selection / Execution

- Execution: Ideally, following the described process, the contract is essentially already written because the Scope of Work (SoW) was defined in the beginning (in addition to other terms/conditions at RFP release)
- Requires minimal negotiation – negotiation occurred during the RFP response and selection



The Contracting Life Cycle



Monitoring

Purpose of monitoring:

- ❑ Get the right software
- ❑ At the right price
- ❑ While reducing risk, and
- ❑ Meeting community's needs

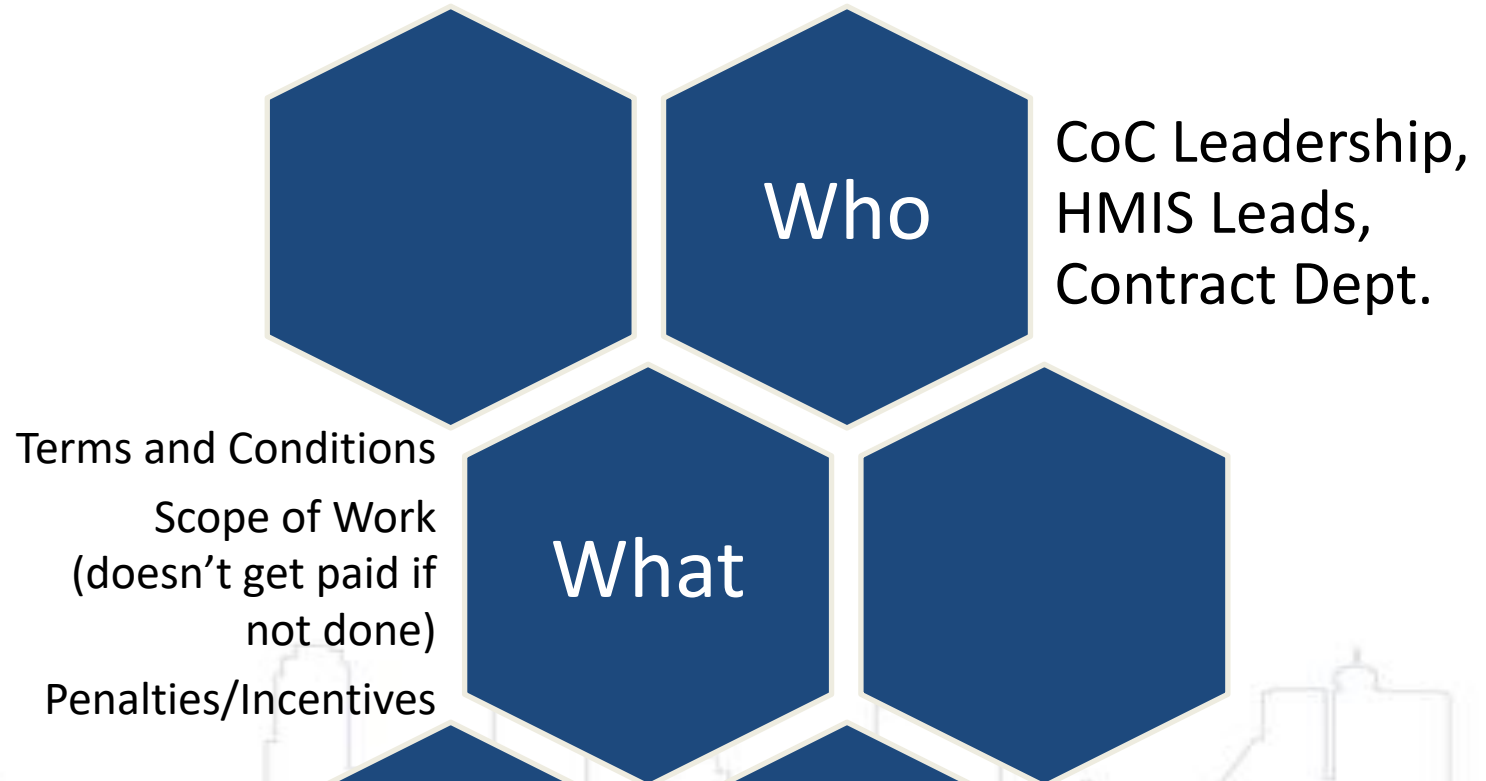
When should you monitor?

- Monthly – against the Scope of Work when you pay the bill
- Annually – against contract terms & conditions

HMIS Vendor Monitoring Tool

- Monitoring or Measurement Question:
 - Does the HMIS software have the ability to de-duplicate client records?
- Response or Finding:
 - The HMIS software de-duplicates client records using the following Universal Data Elements: First Name, Last Name, Date of Birth, and SSN, but not at the rate of confidence specified in the contract
- Improvement Strategy:
 - Review HUD requirements on de-duplication from the 2004 HUD HMIS Technical Standards
 - The HMIS Lead should clarify contractual terms and conditions for the de-duplication of client records, including accuracy requirements of client merger or de-duplication processes, and the client data that is used in the de-duplication process, such as First Name, Last Name, Date of Birth, and SSN
 - Withhold payments for this specific functionality as defined in the contract

Monitoring



Vendor Change



Before



After

Vendor Change

- HUD would prefer that a CoC exhaust all options before considering a transition from one HMIS Software Vendor to another.
- Challenges are often human-related, not technology
- Challenges might be related to:
 - Issues of CoC capacity to oversee the HMIS implementation
 - HMIS staff capacity to operate the HMIS
 - Ineffective end user training
 - Insufficient resources (i.e. number of staff, funding, skills)
 - Overly customized functionality
 - Providers undervaluing HMIS.

Community Spotlight: COHHIO

Erica Mulryan
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But, I can't...

- ...Procure
Then work on monitoring or amending
- ...Amend
Then work on monitoring or procuring
- ...Monitor
Then work on amending or procuring

HUD Certificate-of-Completion

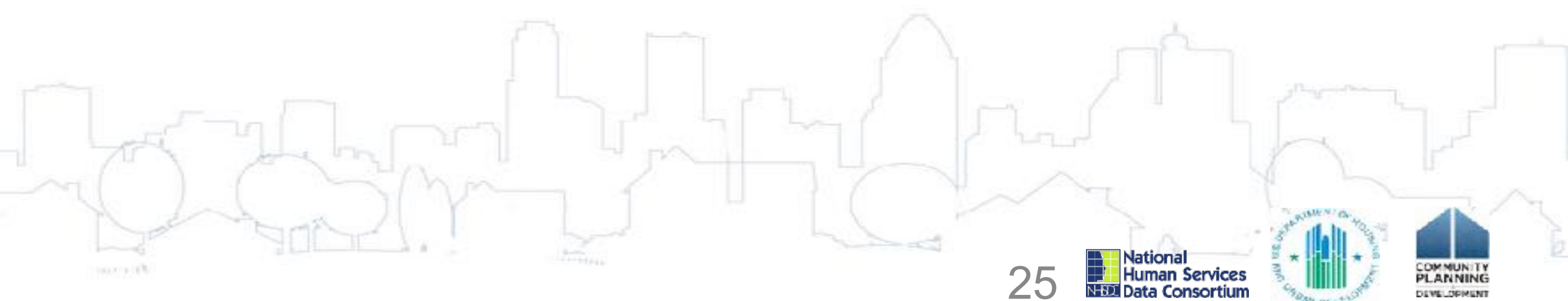
HUD is offering a Certificate-of-Completion for individuals that attend a short topic track. Participants must complete 4 sessions to receive certification.

HMIS Fundamentals

- HMIS Governance 101
- Implementing Effective Contract Negotiation and Relationship Management Strategies 101
- HMIS Project Set Up 201
- Achieving a Quality and Stable HMIS Staffing Pattern
- HMIS Project Management and Annual Calendar of Expectations
- Improving your Training Curriculum and Delivery

Be sure to complete the NHSDC post conference survey to indicate you have completed the Certificate-of-Completion!

Questions & Answers



Contact us!

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Link for Tools:
[HMIS Lead Series](#)