



Maine Continuum of Care

Request for Proposals for a Homeless Management Information System (HMIS) Lead Agency

SCHEDULE

Issued: Friday, May 23, 2025

Deadline for Submitting Proposals: Friday, July 11, 2025
at 5:00 p.m. EST

Contact Email for this Request for Proposals:

hmisleadrfi@mainehousing.org

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Request for Proposals for a Homeless Management Information System Lead Agency

I. INTRODUCTION

Overview

In this **Request for Proposals for a Homeless Management Information System Lead Agency** (the “RFP”), the Maine Continuum of Care (“MCoC”) is requesting proposals from experienced, qualified, and professional entities who can effectively transition into the role of Homeless Management Information System (HMIS) Lead Agency for the MCoC by January 1, 2026. Proposals are welcome from for profit and nonprofit organizations, states, local governments, and instrumentalities of state or local governments in or outside of Maine. For profit entities who may wish to be the HMIS Administrator may partner with a nonprofit organization, state or local government or instrument of state or local governments to be the HMIS Lead and recipient of the HUD funding. For-profit entities are not eligible to apply for grants or to be sub recipients of grant funds per the CFR Interim Rule. Entities based outside of Maine would be expected to have a presence in the state for effective leadership in this role.

Background

The MCoC is a statewide body that works to carry out the responsibilities prescribed by HUD and to secure HUD funding to create housing and services to help individuals and families exit homelessness and find safe, stable housing. The Board of the MCoC provides oversight, governance, and guidance on the policy and strategic planning efforts of the MCoC in order to ensure the work is conducted in accordance with best practices, furthers community efforts to prevent and end homelessness, enhance the lives of those we serve, and is in compliance with HUD data standards and requirements.

The Homeless Management Information System is a centralized database intended to collect and report on unduplicated counts and demographics of persons accessing Maine’s homeless response system. The system is utilized to understand inflow and outflow patterns, program outcomes, and other data trends as it relates to how Maine’s homeless services system is functioning. While HMIS is federally mandated, it is also leveraged in Maine to collect and report on state and locally funded programming. The MCoC is the custodian of the data within the HMIS and is eager to enhance data directed decision making, with HMIS data at the core of that goal.

MaineHousing serves as the current HMIS Lead Agency for the MCoC and will be stepping down from that role at the end of calendar year 2025. The HMIS has a current user base of over 320 users representing over 50 agencies and 300 unique projects and approximately 86,000 unique client records. In addition to supporting required system functionality, the MCoC utilizes HMIS for its Coordinated Entry System data and local and state programming initiatives. The MCoC uses Community Services, a software product of

Wellsky as its HMIS. The MCoC is interested in learning from respondents how they could enhance and/or improve our current data collection, management and dissemination practices.

For more information about the MCoC, please go to www.mainehomelessplanning.org. For more information about the Maine HMIS, please go to www.mainehmis.org.

II. GENERAL TERMS AND CONDITIONS

Review and Compliance

It is the responsibility of each respondent to review this entire document, including its attachments, and comply with all requirements of this RFP.

Questions

All questions deemed relevant and material to this RFP should be submitted to hmisleadrfi@mainehousing.org. All questions must be in writing and submitted only to the designated RFP contact email address. Attempting to ask questions in person, or by telephone, will not be allowed and can disqualify a respondent.

Proposal Terms

All proposals submitted and received will be treated as offers. A proposal must remain open from the time of receipt of the proposal and continue for a minimum of 90 days after the date of product demonstration, pursuant to this RFP and may not be unilaterally modified during that period.

Alterations, modifications or variations of a proposal after the submission deadline will not be considered, unless authorized by an amendment or addendum to this RFP issued by the MCoC.

Proposal Costs

The MCoC is not liable for any expenses incurred by the respondent in the preparation, delivery, or presentation of their proposals, or in connection with any product demonstrations.

Costs of developing and delivering proposals and demonstrations pursuant to this RFP are solely at the expense of the respondent.

Proposal Materials

Regardless of whether or not a proposal is selected the proposal, including all items and materials submitted as part of the proposals, become the property of the MCoC.

Definitions

Maine Continuum of Care (MCoC) - The Maine Continuum of Care secures HUD funding to create housing and services that help individuals and families exit homelessness and find safe, stable housing.

Maine Continuum of Care Board of Directors (MCoC Board) - The Maine Continuum of Care Board of Directors provides oversight, governance, and guidance on the policy and strategic planning efforts of the

MCoC in order to ensure this work is conducted in accordance with best practices, furthers community efforts to prevent and end homelessness, enhances the lives of those we serve, and is in compliance with HUD standards and requirements.

Statewide Homeless Council (SHC) - The Maine Statewide Homeless Council serves as an advisory committee on homeless matters to the Governor, the Legislature, and various state agencies.

Homeless Service Hubs - The State of Maine has launched nine Homeless Response Service Hubs in the state. The Hubs are the outcome of efforts by the Statewide Homeless Council, in collaboration with MaineHousing, the Maine Continuum of Care, and other stakeholders in restructuring Maine's homelessness response system. Each service hub is staffed by a Hub Coordinator.

MCoC Outcomes Committee – The MCoC Outcomes Committee ingrates best practices in collecting, reviewing, and supporting data driven decision making, including system wide measures in the MCoC. The committee develops data analysis to bring stronger outcomes, by identifying system gaps and needs to increase and reallocate resources, and to improve connections and resource provisions to unconnected persons experiencing homelessness.

III. REQUIREMENTS

Detailed Requirements/Scope of Work

The successful HMIS Lead Agency applicant will be responsible for the following:

System Administration

- Be the primary operator and system administrator of Maine's statewide HMIS
- Conduct all system administrator tasks including, but not limited to, managing user accounts, project configuration and maintenance, data field creation and maintenance, managing duplicate records, creation, creation and maintenance of bed and unit inventories, creation and maintenance of workflows
- Monitor audit logs and user license availability to ensure appropriate use of system
- Work with software vendor to ensure compliance with all current and updated HUD HMIS Data and Technical Standards and all HUD and federal partner required reporting
- Assess software performance for improvement opportunities
- Work with software vendor on custom workflows and project workplans
- Learn existing, and provide updates to, the HMIS Policies and Procedures
- Support and collaborate with non-HMIS programs with a comparable database
- Maintain knowledge of non-federally funded projects contributing to HMIS
- Adhere to record retention requirements and removal/archive of data as authorized by the MCoC Board

Communication and Collaboration

- Coordinate HMIS strategic planning in connection with the MCoC and SHC

- Ensure robust communication with providers and end users on HMIS related matters and requirements
- Enter into an MOU with the MCoC Board of Directors
- Work with the entire existing CoC and expanded provider base
- Work collaboratively with the established Homeless Service Hubs to align data elements and reporting
- Be a member of the MCoC Outcomes Committee
- Support expansion of the current HMIS to encompass more complete statewide data
- Create and manage a HMIS website
- Maintain a calendar of events encompassing report due dates, training dates, and applicable meeting dates
- Commit to strong collaboration with MaineHousing as the CoC Collaborative Applicant and ESG Recipient
- Conduct activities paid for through HUD grant and leveraged matching funds
- Work to the best of their abilities to support MCoC contracts from HUD
- Have the ability to attend in-person and virtual meetings
- Complete HMIS grant application during the CoC NOFO process

Technical Support and Expertise

- Ensure HMIS network infrastructure is operational and test, monitor and validate software updates and fixes
- Provide timely end user and program support for daily functions of the HMIS and reporting during regular business hours through a help desk system (M – F, 8 – 5 EST)
- Troubleshoot with software vendor to address technical issues identified by HMIS Lead, end users, and providers
- Verify hosting, storage, and backup procedures are completed in accordance with CoC expectations

Training

- Attend HMIS related trainings, including software vendor training opportunities
- Develop and implement regular training plans for HMIS end users and providers
- Review, update and deliver HMIS end user training
- Develop and maintain training documentation, including user guides and other useful resources
- Provide training on reporting
- Provide training on system security, privacy, and HMIS policies and procedures
- Incorporate user feedback into planning and training
- Create and maintain a training site for end user orientation and training

Reporting

- Review and submit HUD required reports including the LSA and PIT &HIC after final approval from MCoC
- Prepare and submit, annually, the HMIS APR
- Support projects in submission of federally required reports
- Support data requests from the CoC and Statewide Homeless Council
- Support the creation and maintenance of customized reports and dashboards
- Create and maintain documentation of custom reports

Data Quality

- Establish, maintain, and enforce a CoC data quality maintenance plan
- Lead data quality initiatives and support providers in those initiatives

- Work with end users to identify and resolve data quality issues
- Monitor data collection and reporting requirements in accordance with HUD and federal partner requirements

Privacy and Security

- Ensure HMIS software is configured to ensure compliance with CoC, HUD and industry security and privacy standards
- Conduct security standard monitoring as required by HUD
- Maintain agency and end user agreements and documentation
- Create and maintain HMIS privacy notice and client release of information
- Manage and implement the HMIS end user agreements, contracts and fees
- Create disaster recovery plan for HMIS Lead related documents including user and agency agreements
- Work with software vendor to ensure presence of disaster protection and recovery plan
- Enforce data system and security

Implementation Expectations

Respondents must adhere to the following requirements during the transition process:

- Project Timeline and Milestones - provide a detailed project timeline along with estimated completion dates for key milestones
- Project Management - assign a dedicated project manager that will be responsible for managing all aspects of the HMIS Lead transition and that will ensure timely completion of milestones
- Planning - collaborate closely with the MCoC and MaineHousing to understand and map existing business processes through workshops, meetings, and documentation reviews and plan for transition of and adjustments to these processes

Proposals must demonstrate the respondent's understanding of the MCoC's needs and expectations as prescribed in this RFP and must demonstrate the respondent's capability to meet those needs and requirements.

IV. PROPOSAL PRICING

Cost Items

The respondent must provide:

A detailed, **itemized budget** for all costs associated with this RFP.

The basis of the price and any underlying assumptions must be included in the respondents' budget.

V. PROPOSAL SUBMISSION REQUIREMENTS

The submission deadline for all proposals is 5:00 PM on July 11, 2025. Proposals must be emailed to hmisleadrfi@mainehousing.org.

RFP bidders questions related to the context of the RFP can be submitted to the hmisleadrft@mainehousing.org no later than **5:00 PM on June 6, 2025**.

Responses to Bidders questions will be posted to the Maine Homeless Planning website <https://www.mainehomelessplanning.org> , by **5:00 PM June 13, 2025**.

The MCoC is not responsible for late delivery of a proposal for any reason.

Late proposals **will not be accepted or considered**.

Organization/Formatting

Proposals must be presented following the prescribed instructions within this RFP. The proposal, along with all supplemental documentation required under this RFP must be:

- Formatted using Times New Roman, 12 pt font, and 1” margins
- Submitted by e-mail in PDF format
- Pages numbered consecutively
- Provided in the sequential order listed below:
 1. Agency Information Sheet (see Appendix A)
 2. Vendor Proposal Response (reference detailed requirements implementation expectations)
 3. Budget with Itemized Costs
 4. Business References (see Appendix B)
 5. Current Certificate of General Liability Insurance
 6. Current Certificate of Workers Compensation Insurance
 7. Equal employment opportunity and affirmative action policy
 8. Certification Form (see Appendix C)
 9. Conflict of Interest Disclosure Form (see Appendix D)

Deadlines & Delivery

It is the responsibility of each respondent to ensure a timely submission of their proposal to the MCoC at hmisleadrft@mainehousing.org.

All proposals **must be submitted by e-mail in PDF format**.

The MCoC is not responsible for late delivery of a proposal for any reason.

Late proposals **will not be accepted or considered**.

Hard copy, facsimile or telephone proposals **will not be accepted or considered**.

When submitting your proposal to hmisleadrft@mainehousing.org, the email subject line must state:

"RESPONSE TO Homeless Management Information System Lead Agency RFP"

Content

All information requested by this RFP must be submitted as part of the proposal. Only information that

is received in response to this RFP will be evaluated.

References to information submitted to the MCoC outside this RFP process will be deemed non-responsive and will not be considered by the MCoC.

All proposals must include completed and signed Information Sheet (Appendix A) included in this RFP. The Information Sheet must be placed at the front of the proposal.

All proposals must include a completed and signed Certification form attached to this RFP under Appendix C.

RFP Submission

To ensure clear communications, all requests, questions, proposal documents and/or correspondence must be communicated through hmisleadrft@mainehousing.org.

Contact with any MCoC representative concerning this RFP other than at the contact email given above will be grounds for proposal rejection.

VI. PROPOSAL EVALUATION

An evaluation committee consisting of MCoC representatives will review all proposals. The evaluation committee may contact the respondent to clarify any response, and obtain information from any available source concerning any aspect of the proposal. The MCoC may request any respondent present to the committee as part of the selection process.

Respondent is cautioned that the evaluation committee is not required to ask for clarifications or information that is essential for a complete and thorough evaluation of Vendor proposals. Therefore, all proposals should be complete when submitted.

Subject to the reservation of rights and the other terms and conditions of this RFP, the MCoC will select the respondent whose proposal is most advantageous to the MCoC. Any selection is contingent on successful negotiation of the final terms. This RFP and the successful respondent's proposal, as may be modified pursuant to this RFP, will be incorporated by reference into and be part of any Memorandum of Understanding between the MCoC and the respondent.

Responses will be reviewed from the written proposal to the RFP and interview, if any. The most important criteria will be:

- Leadership and Management
- Technical Expertise
- Data Quality Focus
- Collaboration and Partnership
- Compliance and Reporting

VII. TERMS AND CONDITIONS

Rights Reserved by the MCoC

In addition to the rights reserved by the MCoC elsewhere in this RFP, the MCoC reserves the right to:

Adjust the timetable for this RFP as deemed necessary, including but not limited to extending proposal deadlines.

Waive informalities and minor irregularities in proposals received.

Reject and not consider any or all respondents who do not meet the requirements of this RFP, including but not limited to incomplete responses and/or non-responsive proposals.

Cancel or terminate this RFP process at any time, whether before or after any proposals have been submitted or received, if deemed by the MCoC to be in its best interest.

Negotiate factors included in any proposal submitted, and in the event the MCoC is unable to negotiate a mutually satisfactory agreement with the successful respondent under this RFP, the MCoC may, in its sole discretion, negotiate with another respondent or cancel this RFP.

Reject the respondent selected pursuant to this RFP and to offer the role of HMIS Lead Agency to another respondent in the event the selected respondent does not provide related services described in this RFP.

Negotiate directly with one respondent if the responses to this RFP demonstrate a lack of competition.

Correct or amend this RFP. The MCoC will not be liable for any costs incurred as a result of changes to this RFP.

Other Terms and Conditions

Conflict of Interest. The respondent, any principal or affiliate of the respondent, or anyone who will be paid for work related to this RFP, that has business ties, familial relations, or other close personal relations with a current MCoC Board, committee, or general member or anyone who was a MCoC Board, committee, or general member within the past year must disclose this information under **Appendix D - Conflict of Interest Disclosure Form.**

Certification Form. As a mandatory requirement of this proposal, all respondents must complete and submit the Certification Form attached to this RFP as **Appendix C**, along with their proposal submission.

Confidentiality and Nondisclosure. Respondent shall maintain in trust and confidence and shall not disclose to any third party, except as such disclosure may be authorized in writing in advance by the MCoC, and shall not use for any unauthorized purpose, any and all information, documents and data received or obtained from or on behalf of the MCoC. Respondent may use such information, documents and data only to the extent required for the purposes described in this RFP.

Maine Freedom of Access Act. Information submitted by a respondent in any proposal becomes public information, and is subject to disclosure in accordance with the requirements of law, including without limitation the Maine Freedom of Access Act, 1 M.R.S. Section 401 et

seq. ("FOAA"), except as provided therein. Respondent acknowledges that the MCoC is required to comply with FOAA.

APPENDIX A
AGENCY INFORMATION SHEET

for

Maine Continuum of Care Request for Proposals for Homeless Management
Information System Lead Agency

Please provide the following information, completed and signed, and place this form at the front of the proposal:

General Information	
Company Name:	
Federal Tax ID:	
Street Address:	
City, State, Zip:	
Telephone#:	
Contact Person for Questions	
Name:	
Title:	
E-mail Address:	
Telephone#:	
Business Description	
# Years in Business:	
# Years providing products/services as described in this RFP:	
Current Company Size:	
Current # Workers and Current # of Customers:	
Evidence of Workforce expertise, experience, qualifications, and knowledge	

	<i>Please be sure to include all supplemental qualification documents.</i>
Summarized Narrative of respondent's ability to provide the services, materials, and labor required under this RFP:	
List of planned resources to be assigned to meet the obligations of this RFP:	

APPENDIX B
BUSINESS REFERENCES

Respondents must provide a **minimum of three (3)** business references from clients who have worked with the respondent on similar projects. The MCoC reserves the right to contact and verify any or all references provided.

Using the following table format, respondents must provide up-to-date, accurate, and complete contact information for each of the three (3) business references:

RFP: RFP for a Homeless Management Information System Lead Agency	
Business Name:	
Business Reference Contact Information	
Name:	
Street Address:	
City, State, Zip:	
Phone, including area code:	
Email address:	
Alternate Contact Information	
Name:	
Street Address:	
City, State, Zip:	
Phone, including area code:	
Email address:	
Project Information	
Brief description of services performed for this reference.	
How long have you worked with this reference?	
Any other pertinent information about services provided that relate to this RFP.	

APPENDIX C
CERTIFICATION FORM

for

Maine Continuum of Care Request for Proposals for Homeless Management
Information System Lead Agency

Respondent Name	
Respondent Address	

The undersigned entity represents and certifies as follows:

1. The budget in this proposal has been arrived at independently and without consultation, communication, agreement or disclosure with or to any other respondent.
2. No attempt has been made at any time to induce any firm or person to submit any intentionally high or noncompetitive proposal or to otherwise submit or refrain from submitting a proposal for the purpose of restricting competition.
3. Respondent acknowledges that the MCoC will determine whether a conflict of interest exists and that the MCoC reserves the right to disqualify any respondent on the grounds of actual or apparent conflict of interest.
4. Respondent understands and acknowledges that the representations in its proposal are material and important and will be relied on by the MCoC in evaluating the proposal. Respondent certifies that, to the best of its knowledge, all of the information contained in its proposal is true, correct and complete and acknowledges that any intentional misrepresentation by respondent will disqualify them from further consideration in connection with this RFP.
5. The undersigned individual is legally authorized to sign this Certification Form for and on behalf of respondent and to bind respondent to the statements made herein.

Name, Title and Signature of Individual with Authority to Sign	
Name	
Title	
Signature	
Date	

APPENDIX D
CONFLICT OF INTEREST DISCLOSURE FORM

for

Maine Continuum of Care Request for Proposals for Homeless Management
Information System Lead Agency

All members of the Maine Continuum of Care have the responsibility for maintaining high standards of honesty, integrity, courtesy, respect, and ethical conduct in all MCoC activities. Members are expected to conduct themselves in a professional and responsible manner while carrying out the business of MCoC.

All members of the MCoC have responsibility in their activities on behalf of and in their dealings with the MCoC to avoid actual, potential, or perceived conflicts of interest. Each member must be free of any activity, association, or investment which might influence, or give the appearance of interfering with, the independent exercise of his or her judgment in conducting the MCoC's activities or in dealing with the MCoC. All activities shall be conducted in good faith and with the best interest of the MCoC in mind and in response to its set priorities. No member of the MCoC shall use the MCoC platform to advance any personal interest, financial or otherwise.

Do you (or any of your principals or affiliates, or anyone who will be paid for work in connection with the project, program, contract or services at hand), have business ties, family relationships, or other close personal relationships with a current MCoC Board, Committee, or General member?

- NO**
- YES (please describe below, or attach)**

Signed: _____

Date: _____

Printed Name: _____

Title: _____