



Maine State Housing Authority
Request for Proposals (RFP) for
Software System to Manage
Housing Choice Voucher Program

SCHEDULE

Issue Date: June 2, 2025

Deadline for Questions: June 27, 2025 5:00 p.m. EST

Deadline for Submitting Proposals: July 18, 2025 5:00 p.m. EST

MaineHousing Contact for this RFP:

Allison Gallagher, Director HCV

E-mail:

HCVSoftwareRFP@mainehousing.org

MAINEHOUSING NONDISCRIMINATION NOTICE:

MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability, familial status, or receipt of public assistance in the admission or access to, or treatment in, its programs and activities. In employment, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability, or genetic information. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Lauren Bustard, Maine State Housing Authority, 26 Edison Drive, Augusta, Maine 04330, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600, or Maine Relay 711.

Maine State Housing Authority
Request for Proposals
For Software System to Manage Housing Choice Voucher Program

I. INTRODUCTION

Overview

In this **Request for Proposals for a Software System to Manage Housing Choice Voucher Program** (the “RFP”), Maine State Housing Authority (“MaineHousing”) is requesting proposals from experienced, qualified, and professional companies (“Vendor”) who can provide and assist with the implementation of a comprehensive, modern, and secure software to manage the Housing Choice Voucher Program (the “Program”)

Functionality included in the scope of this RFP includes, but is not limited to the following:

1. Application software features and functions (either packaged or custom solution)
2. Implementation, project management, planning, and training
3. On-going support
4. Estimated costs and rates associated with each of the above items must be included in the submitted response to the RFP.

This RFP is being provided to vendors to solicit their proposed solutions for software (either an existing packaged solution OR a vendor proposed custom designed solution) that best meets the current and future information needs of MaineHousing.

MaineHousing would like to invite your company to participate in this process.

About MaineHousing

MaineHousing’s mission is to assist Maine people in obtaining and maintaining quality affordable housing and services suitable to their housing needs. MaineHousing is an independent quasi-state agency that, at its core, couples the efficiencies of the private financial markets with public purpose goals to provide affordable home ownership and rental housing opportunities for Maine people. In addition, it administers a number of state and federal housing-related programs including the Low-Income Housing Tax Credit Program, the Section 8 Rental Assistance programs, the Emergency Solutions Grant Program, the Weatherization Program, and the Home Energy Assistance Program on behalf of the State of Maine. These programs, as well as others, reduce costs associated with housing for Maine people.

For more information about MaineHousing, please go to www.mainehousing.org.

Overview of Housing Choice Voucher and Moderate Rehabilitation Programs

Housing Choice Voucher Program

The Housing Choice Voucher Program is a tenant-based program that provides housing assistance to eligible extremely low-income and very low-income individuals and families. Tenants typically pay 30-40% of their income toward their monthly rent, and HUD pays the remainder. MaineHousing pays the subsidy received from HUD to the landlord on behalf of the participating individual or family. Tenants may live in the unit of their choice as long as it passes an inspection under HUD’s Housing Quality Standards or NSPIRE, meets an affordability test, and passes a rent reasonableness comparison to similar units in the area. Any type of private rental housing is eligible, including single room occupancy. The owner of the rental property retains normal management rights and

responsibilities including tenant selection, rent collection, property maintenance, and lease termination.

Project-Based Voucher Component

Project-based vouchers are a component of the Housing Choice Voucher Program. MaineHousing may attach up to 20% of its voucher assistance to specific rental housing units if the owner agrees to rehabilitate or construct the units, or to set aside a portion of the units in an existing development. All units receiving project-based voucher funding must also meet HUD Housing Quality Standards or NSPIRE. Any eligible individual or family on the housing choice voucher waiting list who is interested in moving into the specific housing project receiving project-based voucher assistance is eligible for consideration. Because this type of assistance is initially tied to the unit, tenants must live in the unit for one year in order to move from the unit with their rental assistance. MaineHousing currently administers 590 project-based vouchers. MaineHousing determines the eligibility of a rental housing project for project-based voucher assistance. MaineHousing administers the waiting list for people interested in moving to a rental unit receiving project-based voucher funding and determine applicant eligibility.

Homeownership Voucher Component

The homeownership voucher component of the Housing Choice Voucher Program was created to assist individuals and families holding housing choice vouchers in achieving the dream of homeownership. This component allows the homeowner to use the monthly housing assistance payment for mortgage payments and other homeownership costs. The rules and regulations of the Housing Choice Voucher Program apply to the homeownership voucher component of that Program in addition to other regulations specially geared towards homeownership. The eligibility of a home and of an individual or family for assistance with a homeownership voucher is determined by MaineHousing. In order to use its voucher for homeownership. MaineHousing provide initial home inspections under HUD Housing Quality Standards or NSPIRE and perform annual income recertification of homeowners. MaineHousing currently administers 36 homeownership vouchers.

Family Self-Sufficiency Component

The family self-sufficiency (FSS) aspect of the Housing Choice Voucher Program connects individuals and families who hold housing choice vouchers to the support services needed to help them become economically independent. With the help of an FSS Coordinator, tenants develop an individual training and services plan with long and short-term goals designed to move them toward economic self-sufficiency. The FSS Coordinator does not provide the services; the coordinator helps the tenant find the appropriate resources and services in the community. As individuals and families go to work or procure better jobs, they continue to pay 30% of their income toward their rent. As the tenant portion of rent increases and HUD pays lower subsidies, HUD sets aside the difference in an escrow that the individual or family can access on successful completion of the program. The escrow can be used for a down payment on a house or educational expenses among other uses.

Moderate Rehabilitation Program

The Moderate Rehabilitation (Mod Rehab) Program was created to promote the upgrading of existing housing stock and to provide rental assistance to very low-income families. The Mod Rehab Program provided a 15-year rental contract to owners who rehabilitated substandard rental units for rental to low-income families. Tenants pay 30% of their income toward the rent; HUD pays the rest. This rental subsidy is project-based – if tenants move from the building, they lose their rental assistance. Eventually contracts may expire, and tenants may receive alternative enhanced voucher funding. MaineHousing provides administrative services in addition to maintaining the waiting list for people interested in moving into a Mod Rehab unit.

Portability

HUD's portability policies allow eligible tenants to take their tenant-based subsidy anywhere in the United States. MaineHousing currently has approximately 200 families who have ported to other housing authority jurisdictions and are currently billing for families moving into our jurisdiction.

Jurisdiction

State of Maine

Stability Through Engagement Program (STEP)

The STEP Program is a tenant-based certificate program that provides housing assistance for up to 24 months to eligible extremely low-income and very low-income individuals and families. Tenants pay 30% of their income toward their monthly rent, and HUD pays the remainder. MaineHousing pays the subsidy received from HUD to the landlord on behalf of the participating individual or family. Tenants may live in the unit of their choice if it passes an inspection under HUD's Housing Quality Standards or NSPIRE, meets an affordability test, and passes a rent reasonableness comparison to similar units in the area. Any type of private rental housing is eligible, including single room occupancy. The owner of the rental property retains normal management rights and responsibilities including tenant selection, rent collection, property maintenance, and lease termination.

Information Technology

MaineHousing uses the Emphasys/AOD HFA Financial Suite including General Ledger and other modules in the suite.

MaineHousing currently has 6 funds, and each fund has multiple series. Accounting for those series includes multiple account numbers.

Major Interfaces Expected with other Current or Planned Systems

- API feature for waiting list applications
- PIC/HIP/HUD (Housing participant Information Files)

II. GENERAL TERMS AND CONDITIONS

Review and Compliance

It is the responsibility of each Vendor to review this entire document and comply with all requirements of this RFP. "Vendor" refers to any person or entity who may, or does, submit a proposal in response to this RFP.

Questions and Answers

All Vendor questions deemed relevant and material to this RFP along with response answers will be posted by MaineHousing at www.mainehousing.org, no later than Friday, July 18th, 2025. Any responses or answers provided by MaineHousing to Vendor questions will automatically become part of this RFP.

Proposal Terms

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

Alterations, modifications or variations of a proposal after the submission deadline will not be

considered by MaineHousing, unless authorized by an amendment or addendum to this RFP issued by MaineHousing.

In the case of any award pursuant to this RFP, the awarded Vendor must keep in effect all proposal terms, including pricing, throughout any contract negotiations.

Proposal Costs

MaineHousing is not liable for any expenses incurred by the Vendor in the preparation, delivery, product demonstration, or submission of their proposal to this RFP. Costs of developing and delivering proposals pursuant to this RFP are solely at the expense of the Vendor.

Proposal Materials

All proposals submitted, including all items and materials submitted as part of the proposals, become the property of MaineHousing, whether or not selected. Proposal materials may be appended by MaineHousing to any contract between MaineHousing and the Vendor providing such materials.

Contract Term

The initial term of the contract award, pursuant to this RFP, will be for a minimum of one (1) year, with the possibility of one (1) year renewals up to a term of five (5)

III. REQUIREMENTS

General Requirements/Scope of Work

At a minimum, MaineHousing's expectation is to select a Vendor to provide the following:

- Online portal and a website version specifically designed and optimized for mobile devices
- MaineHousing must have ownership of and access to all data contained in the software system. Ownership of the data shall be retained by MaineHousing in the event of contract termination by either party
- MaineHousing must have system administrator access
- Ability to generate accurate reports for all federal partner requirements and other key data points
- Ability to write and customize reports based on local needs
- Two-way communication for API connection
- Role based access
- Ability to be in production by March 1, 2026
- Training documentation for system administrators and end users specific to Maine's implementation ready at time of launch
- On site presence for initial system administrator and end user training
- Administer Certificate and Voucher programs
- Application intake and processing
- Waiting list management including API integration with Maine Centralized Waitlist
- Rent reasonableness determination
- Utility Allowance data and calculation for multiple uses and regions
- Housing Quality Standards/NSPIRE inspections and tracking
- Leasing and recertification
- Full accounting and payment capabilities
- Accounts receivable and the ability to receive payments by debit/credit
- Landlord and Resident Portals

Security Requirement

The Vendor must describe how the software will maintain the highest level of security protection of all sensitive, protected, and/or confidential data and materials, throughout the contracted relationship.

At a minimum, the software must:

- Have the ability to enable single sign on (“SSO”) and two factor authentication in instances where SSO is not available or for any cloud hosted modules
- Enforce password complexity controls
- Capture audit trail of database activity to include date, time, and username for all data edits and views of data and produce reports of audited activity
- Utilize currently supported encryption methods for data at rest and in transit
- Have the ability to allow MaineHousing, as administrator, to assign user roles for internal staff and external partners, to create projects, picklists, assessment forms, reports, and make local system customizations

Any Vendor that is invited to the demonstration phase of the selection process will be required to complete the MaineHousing Vendor Security Survey prior to the software demonstration. If you would like a copy of the MaineHousing Vendor Security Survey, please make that request via email to HCVSoftwareRFP@mainehousing.org. The findings of the security survey may disqualify the Vendor from moving forward in the selection process.

Implementation and Development Expectations

Vendors must adhere to the following requirements during the implementation process:

- Project Timeline and Milestones
 - a. Provide a detailed project timeline along with estimated completion dates for key milestones
 - b. Include milestones for development completion, testing, data migration, and training
 - c. Include adequate enough time to fully test the developed system prior to the launch date
- Project Management
 - a. The Vendor must assign a dedicated project manager that will be responsible for managing all aspects of the project development and that will ensure timely completion of milestones
 - b. Develop detailed mock-ups, wireframes, or prototypes of new features to be reviewed and approved by MaineHousing prior to development
 - c. Establish a formal approval process for deliverables, ensuring MaineHousing has adequate time for review and feedback.
- Planning
 - a. Collaborate closely with MaineHousing to understand and map existing business processes through workshops, meetings, and documentation reviews
 - b. Features that need to be developed to meet MaineHousing’s needs should be mocked up and approved by MaineHousing
- Change Order Process

Vendors must adhere to the following change order process for any modifications to the project scope, deliverables, timelines, costs, or other contractual terms once the contract is effective:

 - a. Any changes to the project must be requested in a written Change Request

- b. Change Requests must include a detailed description of the proposed change, the reason for the change, and the date of the request
- c. Once a Change Request has been submitted, the Vendor must conduct an impact assessment and provide MaineHousing with a written Change Order Proposal
- d. The Change Order Proposal must include analysis of how the proposed change will impact the project's scope, timeline, cost, resources, and risk
- e. MaineHousing will review the Vendor's Change Order Proposal and may request additional information or clarification
- f. MaineHousing will approve or deny the Change Order Proposal
- g. Approved Change Order Proposals will be formalized in a written Change Order and signed by authorized representatives from both parties
- h. No work on the proposed change may be done until the Change Order has been signed by both parties.
- i. Once the Change Order is finalized, the Vendor will be responsible for updating all relevant project documentation, including the project plan, schedule, budget, and deliverables that are affected by the change
- j. Any work that is performed outside the scope of the original contract or an approved Change Order will be considered unauthorized work and MaineHousing will not be responsible for any costs associated with that work.
- k. Any unauthorized work performed is at the Vendor's own risk
- Data Migration
 - a. Develop a comprehensive plan for migrating data from MaineHousing's current Data System
 - b. Conduct a detailed mapping exercise to align existing data fields with the new system
 - c. Ensure data accuracy, integrity, and security throughout the migration process
 - d. Perform data validation on all migrated data

IV. PROPOSAL PRICING

Cost Items

The Vendor must provide:

- A detailed, itemized firm cost proposal for all costs, including conversion, associated with this RFP that will remain firm for the initial year of the contract and a firm cost proposal for ongoing operations costs after initial implementation that remains firm for at least two (2) of the extensions, if any. The cost proposal must include all necessary labor, hardware, software, configuration, training, and programming for an initial software conversion and ongoing operations as well as the selection of the proper type and quantities of the system components to ensure a complete and operational solution.
- A fee schedule for one time or monthly reoccurring costs, including any extra costs necessary to support software upgrades, incident response, scalability of services or off hours access or services.

The basis of the price and any underlying assumptions must be included in the Vendor's cost proposal.

Payment

Generally, payment by MaineHousing will be tied to specific milestones, which may include satisfactory acceptance testing, and/or deliverables.

Payment terms are net 30 days after receipt of the correct invoice containing information

required by MaineHousing and acceptance of deliverable (after testing).

V. PROPOSAL SUBMISSION REQUIREMENTS

The submission deadline for all proposals is 5:00 PM on July 17th, 2025. Proposals should be emailed to HCVSoftwareRFP@mainehousing.org.

MaineHousing 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:

- Submitted by e-mail in PDF format
- Pages numbered consecutively
- Provided in the sequential order listed below:
 1. Vendor Information Sheet (see Appendix A)
 2. Vendor Proposal Response – include Detailed Requirements from Appendix D
 3. Itemized Costs and Licensing Model
 4. Business References (see table under Section V for formatting)
 5. Service Level Agreement
 6. Company W-9
 7. Current Certificate of General Liability Insurance
 8. Current Certificate of Workers Compensation Insurance
 9. Equal employment opportunity and affirmative action policy
 10. Vendor Certification Form (see Appendix B)
 11. Conflict of Interest Disclosure Form (see Appendix E)

Content

All information requested by this RFP must be submitted as part of Vendor's proposal. Only information that is received in response to this RFP will be evaluated.

References to information submitted to MaineHousing outside this RFP process or references to Internet website addresses will be deemed non-responsive and will not be considered by MaineHousing.

Cross-references to other portions of a Vendor's proposal submitted in response to this RFP are acceptable but must reference the specific section number and heading for identification.

Business References

Vendors must provide a minimum of three (3) business references from clients who have Vendor's proposed software in production for at least two years. MaineHousing reserves the right to contact and verify any or all references provided.

RFP: Housing Choice Voucher Management Software
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 Vendor's software modules being used in production for this reference.	
How long have you been a vendor for this reference?	
Have you supported this reference with an incident response? If so describe summary of incident and resolution.	
What federal or state housing programs are tracked using this software solution?	

RFP Point of Contact/Submission

To ensure clear communications, the following individual has been designated the point contact for this RFP. All requests, questions, proposal documents and/or correspondence must be communicated through this designated RFP contact:

Name:	Allison Gallagher
Title:	Director of HCV
Address:	MaineHousing, 26 Edison Drive, Augusta, ME 04330
Email:	HCVSoftwareRFP@mainehousing.org
Tele#:	(207) 624-5712

Vendors contact with any MaineHousing employee, consultant, or other MaineHousing representative concerning this RFP other than the MaineHousing contact person given above will be

grounds for proposal rejection.

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 Vendor. Vendors will only rely on written statements issued from MaineHousing's designated RFP point of contact.

VI. PROPOSAL EVALUATION AND SELECTION CRITERIA

An evaluation committee consisting of MaineHousing staff will review all proposals. The evaluation committee may contact the Vendor to clarify any response and obtain information from any available source concerning any aspect of the proposal. MaineHousing may request any Vendor present to the evaluation committee as part of the selection process. MaineHousing's goal would be to have them in Maine or virtually by July 25, 2025.

Vendor 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, MaineHousing will select the Vendor whose proposal is most advantageous to MaineHousing. Any award is contingent on successful negotiation of the final contract terms. In no event will any claimed obligations of any kind be enforceable against MaineHousing unless and until MaineHousing and the selected Vendor enter into a written contract. This RFP and the successful Vendor's proposal, as may be modified pursuant to this RFP, will be incorporated by reference into and be part of any contract between MaineHousing and the Vendor.

Vendors will be reviewed based on both a technical and financial basis from their written proposal to the RFP and interview, if any. The most important criteria will be:

- Qualifications and experience of entity/persons assigned
- Ability of proposed software to meet requirements outlined in RFP
- Implementation methodology/Work plan and Timeline
- Completeness of proposal and demonstration of the Vendor's understanding of MaineHousing needs and expectations
- Proposal pricing

VII. TERMS AND CONDITIONS

Rights Reserved by MaineHousing

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

Adjust the timetable for this RFP as deemed necessary.

Waive informalities and minor irregularities in proposals received.

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

Reject any or all proposals received and not award a contract pursuant to this RFP, or to cancel or terminate this RFP process at any time, whether before or after any proposals

have been submitted or received, if deemed by MaineHousing to be in its best interest.

Negotiate price or other factors included in any proposal submitted to MaineHousing, and in the event MaineHousing is unable to negotiate a mutually satisfactory contract with the successful Vendor under this RFP, MaineHousing may, in its sole discretion, negotiate with another Vendor or cancel this RFP and not award a contract to any Vendor.

Reject the Vendor selected pursuant to this RFP and to offer a contract to another Vendor in the event the selected Vendor does not enter into the required contract to provide related services described in this RFP.

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

Correct or amend this RFP. In no case will this RFP be amended within seven (7) days of the proposal submission deadline unless the amendment includes an extension of time. MaineHousing will not be liable for any costs incurred as a result of changes to this RFP.

Other Terms and Conditions

Conflict of Interest. The Vendor, any principal or affiliate of the Vendor, or anyone who will be paid for work on the Contract, that has business ties, familial relations, or other close personal relations with a current MaineHousing employee or a commissioner, or anyone who was a MaineHousing employee or a commissioner within the past year must disclose this information under **Appendix E – Conflict of Interest Disclosure Form**.

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

Confidentiality and Nondisclosure. Vendors 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 MaineHousing, and shall not use for any unauthorized purpose, any and all information, documents and data received or obtained from or on behalf of MaineHousing. Vendor may use such information, documents and data only to the extent required for the purposes described in this RFP. Vendor shall adhere to all security, confidentiality and nondisclosure policies and procedures required by MaineHousing for the protection of such information and data from unauthorized use and disclosure and from loss.

Maine Freedom of Access Act. Information submitted by a Vendor 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. Vendor acknowledges that MaineHousing is required to comply with FOAA.

Protest Procedures. Protests of any award made pursuant to this RFP must be submitted in writing to MaineHousing at the address given on the cover page of this RFP, to the attention of: Allison Gallagher, Director of HCV. To be considered, protests must be received by MaineHousing within fifteen (15) calendar days from the date of notification of the contract award and provide specific reasons and any supporting documentation for the protest.

Women and Minority Owned Businesses. Women and minority owned businesses are encouraged

to apply. To subcontract any of the work, Vendor must follow the steps outlined in 2 CFR 200.321.

APPENDIX A
VENDOR INFORMATION SHEET

for
 MaineHousing Request for Proposals (RFP) for
 Software to Manage the Housing Choice Voucher Program

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 software of similar scale and composition as described in this RFP:	
Current Company Size:	
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 Vendor's ability to provide the services, materials, and labor required under this RFP:	

APPENDIX B
VENDOR CERTIFICATION FORM

for
MaineHousing Request for Proposals (RFP) for
Software to Manage the Housing Choice Voucher Program

Vendor Name	
Vendor Address	

The undersigned Vendor represents and certifies as follows:

1. The prices in this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other Vendor or potential Vendor.
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. Vendor has not given, and will not give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to any employee or representative of MaineHousing in connection with this RFP.
4. Vendor acknowledges that MaineHousing will determine whether a conflict of interest exists and that MaineHousing reserves the right to disqualify any Vendor on the grounds of actual or apparent conflict of interest.
5. Vendor has not employed or retained any person or entity to solicit or obtain any contract resulting from this RFP and has not paid or agreed to pay to any person or entity any commission, percentage, brokerage, or other fee contingent upon or resulting from the award of any such contract.
6. Vendor understands and acknowledges that the representations in its proposal are material and important and will be relied on by MaineHousing in evaluating the proposal. Vendor 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 Vendor will disqualify Vendor from further consideration in connection with this RFP.
7. The undersigned individual is legally authorized to sign this Vendor Certification Form for and on behalf of Vendor and to bind Vendor to the statements made herein.

Name, Title and Signature of Individual with Authority to Bind Vendor	
Name	
Title	
Signature	
Date	

APPENDIX C
KEY PROPOSAL DATES

for
MaineHousing Request for Proposals (RFP) for
Software to Manage the Housing Choice Voucher Program

All dates are subject to change at MaineHousing's discretion.

All proposal documents, correspondence, and/or questions must be emailed to:
HCVSoftwareRFP@mainehousing.org.

RFP Issuance:	
Date Issued:	
Questions & Answers:	
Questions:	Questions will be received: From: June 16, 2025 to June 27, 2025 <u>no later than 5 p.m. EST</u> Questions must be emailed directly to: HCVSoftwareRFP@mainehousing.org
Answers:	All questions, and their subsequent answers, will be posted on the MaineHousing website for public viewing. Questions will be answered no later than July 4, 2025 <i>To locate these postings, go to the MaineHousing website located at:</i> https://www.mainehousing.org/rfp
Pertinent Proposal Dates:	
Deadline for Proposal Submission:	July 18, 2025 no later than 5:00 p.m. EST <i>**Please be sure emailed proposal is in PDF format, as well as all supplemental documentation.</i>

APPENDIX D
DETAILED FUNCTIONAL REQUIREMENTS

for
MaineHousing Request for Proposals (RFP) for
Software to Manage the Housing Choice Voucher Program

Core Functionality

A. General Administrative Functions:

- Track and manage tenants in all 50058-based housing programs
- Create custom reports quickly and easily
- Create and print HUD forms and letters
- Pre and full applications for housing assistance
- Client/case handling, including family members, incomes, expenses, and assets
- Correspondence generation, storage and tracking
- Housing Choice Voucher assistance payments
- HUD compliance and reporting
- Look-up lists to easily obtain database records and information
- Robust standard or user-customized searching
- Drill-down capability for quickly viewing source and transaction records
- User-configurable fields, pick lists, and data entry screens that can change according to MaineHousing's evolving needs
- Easy-to-read workflow diagrams that are dynamically linked to data entry screens and reports
- Flexible report writing and electronic distribution options
- Electronic attachments that can link to any database record, including office documents, diagrams, pictures, and videos (optionally viewable, if desired)
- Electronic memorandums that document, date, and time-stamp user notes and "off-line" activities (includes future date capability for "tickler list" purposes)
- Built-in validation rules
- Detailed income, asset, and expense records
- Verification letter scheduling and printing
- Property and unit transfers
- Easy head-of-household changes
- Report customization including PDF, Word, HTML, Excel
- Income, asset, and expense data for each household, with each item tied to an individual household member.
- Automatic data transfer to other programs when an applicant becomes a tenant and moves into a unit.
- Voucher issuance and tracking for HCV applicants.
- Log of all applicant activity and decisions for audit purposes.
- Copies of past tenant certifications retained in a tenant history database.
- Tenant rent calculations summarized on one screen.
- Tracks both HCV tenant and HCV landlord data with appropriate linkages.
- Supports all current HUD-approved methods of HCV subsidy payment.
- Ability to produce direct deposit transaction files for landlord payments.
- Tracks Family Self-Sufficiency (FSS) accounts.
- Track multiple landlords for a single property owner.
- Check request adjustments that can span multiple months of subsidy payments, and can be adjusted for tenants who have already moved out
- Track landlord IRS 1099 requirements and print the 1099 form.
- Maintain a database of outside agencies that provide supportive services to tenants
- System updates available automatically over the Internet

B. Waiting List Functions:

- Manage one or more multiple-preference waiting lists and generate ready-to-mail applications, letters, and forms;
- Integrate with State Centralized waitlist through API
- Create unlimited custom forms for Waiting list and Occupancy modules
- Waiting lists, including list-specific preferences, income targets, and sort criteria
- Unlimited waiting lists based on design by MaineHousing.
- Ranking, lumping, or aggregate waiting list
- Preference considerations

C. Inspection Functions:

- Automatically schedule inspections and print schedules, checklists, letters, and notices
- Utilize Tablet and/or IOS technology so inspectors can complete Housing Quality Standards/NSPIRE Inspections in the field
- Housing Quality Standards/NSPIRE/Real Estate Assessment Center and other housing inspections
- Flexible unit inspection tracking and scheduling
- IOS unit inspection interface

D. Family Self Sufficiency Functions:

- Provide a full featured FSS program including, welfare-to-work software components, and home ownership support;
- FSS client tracking
- FSS reporting including escrow ledger accounting

E. Financial Functions:

- A fully-integrated, GAAP-compliant, double-entry ledger system, capable of managing all normal HUD accounts, conforming to all official HUD accounting standards and practices.
- Multi-distribution system allowing distribution of an expense across multiple accounts and ledgers.
- Budget tracking functions with projections for the next fiscal year based on previous years' figures.
- Produce both standard financial reports and user-defined reports.
- Provide budget forecasting information based on previous fiscal years' records.
- Ability to import data from other Financial Systems.

System Administrator

- Ability to:
 - Create/Edit/Delete end users, programs, projects, clients
 - Assign User Roles that define permissions and access to information
- Dynamic audit ability – for data entered by users
- Resource library to include documents like how to guides, workflows, fixing data errors, etc.

Project and End User

- Data validation
- Role based access
- Ability to reset own passwords
- Automatic log out after a period of inactivity
- UAT environment that mimics the production environment

Reporting

- All reports must adhere to role access permissions and confidentiality
- Standard reports that can be scheduled or run ad hoc dependent on user security roles
- Ad hoc report writer tool can be used by end users without technical skills to meet various reporting requests

- Ability to build out comprehensive reports for local needs including standard and custom fields
- Dashboard type visual reports
- The system must provide secure, documented APIs that adhere to modern API standards (e.g, RESTful, SOAP, etc) for use with a local reporting database
- Role and project-based access to reports
- Reports exportable to word/excel/csv/other
- Reporting includes configurable parameters so that results can be filtered

Technology

- User interface is available 24/7 with 99% reliability (other than planned outages)
- Ability to restrict data sharing for clients who decline to consent
- Online portal and a website version specifically designed and optimized for mobile devices
- Ability to have real time local copy of data
- System fully supports monitoring access and audit logs should track views and access to sensitive data. Audit reports provide visibility to the log data
- System supports Azure single sign on
- Vendor utilizes a ticketing system with system administrator access to track support requests. Service level for ticket response is clearly defined and escalation procedure is available to system administrators
- Document size limits are published, and file types restricted. Files are scanned for malware or other attack vectors before being uploaded and stored in the system
- Role-based security is available and custom roles can be defined. Sensitive data access is controlled by role level security within the application and reporting tools
- System upgrade and patching process is clearly defined along with vendor/customer roles and responsibilities.
- Production, Training and User Acceptance Testing environments are licensed to MaineHousing
- User Acceptance Testing Environment should mirror the production environment other than the update that is intended to be tested
- Vendor provided documentation includes user guide, administrator guide, data dictionary and database entity relationship diagram
- Currently supported versions of Microsoft Edge and Firefox browsers provide the best performance for each of the modules in the application
- If solution is vendor hosted, all servers are in the United States
- Ability to access daily copies of the database backup
- Vendor can provide results from web application security and accessibility testing
- Vendor disaster recovery plan is provided
- Vendor solutions are high availability and high redundancy
- All data shall remain the property of MaineHousing and shall be provided, when requested, at no additional charge
- Ability to import data from current system into proposed solution (Migration and test plan needed)
- Ensure all system upgrades pass regression testing
- Ensure software is ADA compliant
- Allow for interoperability/integration into existing or other comparable databases
- Data quality reports offer client-level detail for resolving data quality issues
- All deliverables will become property of MaineHousing

Customer Support/Service

- Timely responsiveness to support tickets received from customers
- Designated contact person for support
- Document expectations: data dictionary reporting, module guidance, database design and navigation, workflow for entering client information, user manuals specific to the Housing Choice Voucher program
- Ensuring that the timing of release, description, and communication are coordinated

Optional Functionality

- User messaging feature to deploy messages to users at next login
- Email functionality directly from system
- Ability to print standard/dashboard style reports
- Message board on logon screen has time bound messaging capability
- Aggregate reports and data visualizations can be directly embedded onto a public website for community partners and consumers to view
- Capacity for document generation – readable, printable blank forms and completed forms

APPENDIX E
**CONFLICT OF INTEREST DISCLOSURE FORM AND
CONFLICT OF INTEREST POLICY – MAINEHOUSING PARTNERS ***
for

MaineHousing Request for Proposals (RFP) for
Software to Manage the Housing Choice Voucher Program

To maintain the continued confidence of Maine citizens in carrying out our joint mission to assist Maine people in obtaining and maintaining quality affordable housing, MaineHousing Partners must avoid situations which are, or appear to be, at odds with their responsibilities to MaineHousing. Maine law and federal regulations (when federal funding is involved) govern conflicts of interest.

MaineHousing Partners must ensure that **no** person who is an employee, agent, or consultant of the Partner – *and* who performs any functions with respect to any MaineHousing program – may obtain a personal or financial interest or benefit (other than their earnings) from MaineHousing programs, either for themselves or for those with whom they have family, business, or close personal ties. As soon as the Partner becomes aware of a potential conflict of interest:

- The Partner must disclose to MaineHousing all personal and business relationships between Partner’s employees and any contractors, agents, or consultants who work on MaineHousing programs.
- The Partner must disclose to MaineHousing all employees (including temporary employees and volunteers) of the Partner who are applicants for MaineHousing programs administered by the Partner.
- The Partner must disclose to MaineHousing anyone who will be paid for work on MaineHousing programs who is a current or former MaineHousing employee or commissioner – or has family, business, or close personal ties with a current or former MaineHousing employee or commissioner (within the last year.)

Conflict of Interest Definitions

A ***conflict of interest*** arises when the personal interest of an employee (or a family member, friend, or business associate of the employee) conflicts or potentially conflicts with the employee’s work duties or responsibilities to MaineHousing. Conflicts of interest can occur when actions may be improperly influenced by a secondary motive, such as:

- financial gain,
- professional advancement, or
- desire to do favors for family and friends.

An ***appearance of a conflict of interest*** exists if circumstances are believed to create a risk that decisions may be improperly influenced by other motives. It is important to note that a conflict of interest may exist, regardless of whether any unethical or improper act has taken place.

A ***direct interest*** occurs when the employee individually, or through a majority stakeholder position in an entity, owns or is a party to any contract, business agreement, project, or property. Individuals with management, control or other decision-making responsibilities, or voting rights for an entity, are also considered to have a direct interest.

* This policy applies to all individuals and organizations who receive funding from or who have a business or contractual relationship with MaineHousing. Pertinent partners include, but are not limited to: Grantees, Subgrantees, Sub-recipients, Community Action Agencies, Shelters, Developers, Applicants, Contractors, Administrators, and Vendors.

An *indirect interest* occurs when family members, friends, or business associates of the employee have ownership or contractual rights in any contract, business agreement, project, or property. Shares in an entity by the employee or commissioner through an investment vehicle, a trust or estate arrangement, mutual fund, or other intermediary also meets the definition of an indirect ownership interest. Additionally, any ownership interest in a related entity (such as a parent company or subcontractor) that plans to do business with MaineHousing is considered an indirect interest.

Family members are defined broadly, and include spouse/partner, mother, father, son, daughter, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother, sister, brother-in-law, sister-in-law, nephew, niece, uncle, aunt, first cousin, grandparent, grandchild. Family members also include all "half" or "step" relatives (e.g. half-brother or step-daughter).

Conflict of Interest Procedures

Personal or Business Relationships Involving Employees

As soon as a Partner becomes aware of a personal or business relationship involving an employee that could give rise to perceived partiality, an appearance of a conflict of interest, or an actual conflict of interest in connection with MaineHousing programs, **the Partner shall disclose the relationship to MaineHousing in writing, with a description of the Partner's plan to manage the potential conflict.** Once reviewed and approved by MaineHousing's Director of Audit, the plan must be signed by the employee and representative(s) of the Partner and submitted to MaineHousing. Plans must be reviewed and re-signed once a year.

Employees as Applicants for MaineHousing Programs

If eligible, Partner employees (including temporary staff and volunteers) are encouraged to apply for MaineHousing programs administered by the Partner. However, approval of any program application by a partner employee **requires two levels of signature**, including the Director or other Senior Executive of the Partner.

Copies of signed applications must be submitted to MaineHousing, and maintained by the Program Department in accordance with required Records Retention periods. The Partner must also retain original signed and approved applications in accordance with required Records Retention periods.

Compliance with the Partner Conflict of Interest Policy and Procedures will be monitored by MaineHousing staff and subject to periodic program audits.

If you are unsure whether a situation constitutes a conflict of interest, please consult with your contact at MaineHousing, or email MaineHousing's Director of Audit, Linda L. Grotton, at lgrotton@mainehousing.org.

Appendix E
MAINEHOUSING PARTNERS
CONFLICT OF INTEREST DISCLOSURE FORM

I have read and understand the *Conflict of Interest Policy – MaineHousing Partners*.

- YES
- NO

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 MaineHousing commissioner or employee or anyone who was a MaineHousing commissioner or employee within the past year?

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

Signed: _____

Date: _____

Printed Name: _____

Title: _____