

Homeless Response System Hub Coordinator Contract RFP
Questions & Answers
10/2/2026

Q: Under the new statewide Employer of Record structure, what level of supervision and programmatic support will MaineHousing provide to the nine Hub Coordinators, and what responsibilities will the Employer of Record assume?

A: Details on the expectations of the Employer of Record are outlined in Appendix E. MaineHousing's support includes:

- Provide Onboarding to new Hub coordinators
- Support hub coordinator in hub operations, hub level goals and initiatives, data and reporting, Built for Zero benchmarks, and Coordinated Entry activities.
- Provide support to hub coordinators in case conferencing as needed
- Meet with Employer of Record at least quarterly to ensure well rounded support to fulfill the hub coordinator role
- Monitor monthly work plans and provide feedback and support to meet expectations
- Work with Employer of Record to conduct an annual hub coordinator evaluation
- Convene and facilitate a biweekly learning cohort of all 9 hub coordinators
- Liaison between Hubs, CoC, SHC, HMIS Lead Agency, and Community Solutions

We expect a close working relationship between the Employer of Record supervisor and MaineHousing with regular communication about Hub Coordinator performance and other support needed.

Q: After the first year, is the contract for 5 full years, or is it renewed year by year up to 5 years?

A: After the first year, the contract is renewed year to year, up to 5 years.

Q: What is the reimbursement schedule?

A: Reimbursement requests will be accepted monthly. Once a reimbursement request is submitted completely, we will process the submission and make payment within 30 days.

Q: Who is responsible for performance management decisions? For example, if a coordinator needs to be hired or terminated, who has the final decision?

A: MaineHousing and the Employer of Record will work together in performance management decisions. As outlined above, the two agencies will work together on annual evaluations of each Hub Coordinator. If problems arise, they will work together with the Hub Coordinator to resolve them. Hiring and termination decisions are the responsibility of the Employer of Record but should involve collaboration with MaineHousing.

Q: Are current Hub Coordinators guaranteed positions in the new structure?

A: We are requesting that RFP proposals include a detailed plan for how the applicant chooses to approach this.

Q: Is there an expectation that Hub Coordinators are required to have a physical workspace within their Hub or can they work fully remotely?

A: There is an expectation that Hub Coordinators meet with partners in-person in the Hub regularly. Employers of Record can include a proposed work model (remote/hybrid/in-office), based on their resources to support the model, in their submission for consideration.

Q: For the required 16 hours of community time. Does that mean 16 hours physically in the community, or working within the geographic area?

A: Hub Coordinators are expected to be physically in the Hub's geographic area at least 16 hours per month, which can be a combination of meeting in-person with Hub partners, attending provider's events, facilitating in-person meetings, or other Hub-related activities within the Hub. Hub Coordinators are also expected to meet with key Hub partners in-person at least quarterly.

Q: Can MaineHousing provide the amount of Maine CoC Planning Grant funding used to support the annual operating costs of the nine Hub Coordinators and related subcontract agreements in 2025 and 2026, including supervision, travel, conferences, mileage, administration, and other operating costs?

A: No CoC Planning funds are used for the costs of the Hub Coordinators.

Q: Can MaineHousing provide additional clarification regarding the 20% advance/80% reimbursement structure, including what constitutes "satisfactory backup documentation" and how frequently reimbursement may be requested? The RFP gives the 20/80 structure but doesn't explain its operation.

A: 20% of the overall total will be advanced when the contract is executed. The remaining 80% of funds will be disbursed on a reimbursement basis each month after reports and documentation have been submitted and approved. The goal is for the Employer of Record to always have funding from MaineHousing on-hand for cash flow purposes. Each expense must have an accompanying invoice and proof of payment. Invoices should be legible, with a description of what was purchased, an amount, and a date. Proof of payment can include canceled checks, credit card statements, bank statements, or copies of service receipts.

Q: Will the selected Agency be expected to offer employment to all current Hub Coordinators who wish to transition, or will the Agency have discretion to evaluate and select staff through its normal hiring process?

A: The agency will have discretion. A narrative addressing the transition plan and how the agency will approach hiring new and/or retaining current Hub Coordinators is required as part of the RFP response.

Q: What financial, programmatic, and performance reporting will be required of the Employer of Record, and at what frequency?

A: Financial reporting will be required monthly and at grant close out. Collaboration on an annual evaluation of each Hub Coordinator will be required. MaineHousing reserves the right to request additional reporting as needed to evaluate compliance with and effectiveness of the contract.

Q: The RFP requests a detailed, itemized budget for nine Hub Coordinators and supervisory support using the budget form in Appendix J. May applicants provide additional budget detail or a supplemental budget narrative/schedule to support the amounts presented in Appendix J?

A: Yes

Q: May applicants propose varying salary ranges for Hub Coordinators based on factors such as experience, geographic location, and the size and scope of the Hub?

A: Yes

Q: On page 8 of the RFP, the proposal submission requirements list “Qualifications and Experience Narratives” as Item 5 and “Commitment to providing services in the best interest of MaineHousing” as Item 8. Are these intended to be separate narrative sections from one another and from the narrative information requested in Appendix A (pages 12–13)? If so, can you clarify what information should be included in the Item 8 “Commitment” section?

A: A statement of commitment is sufficient.

Q: Is the awarded contract amount considered a fixed amount, or will the final contract amount be based on actual expenses incurred? If actual expenses are less than budgeted, how will the remaining contract funds be handled?

A: The contracted amount will be a fixed amount. Unspent funds remaining at the end of the contract term will be required to be returned to MaineHousing.

Q: Should the proposal budget include funds related to the annual Point in Time Unsheltered Count that the Hub Coordinators are responsible for coordinating and, if so, what kind of expenses?

A: Other than salary expenses, Point in Time related expenses have typically been covered by other funding sources, so there should not be a need to include additional expenses in the budget.

Q: Are there any costs related to software needed by the Hub Coordinators that the Employer of Record will need to include in the budget?

A: Outside of normal agency operating technology costs, if Hub Coordinators need access or licensing for specific software, it has been covered through other sources.

Q: Is MaineHousing willing to work with the Employer of Record to ensure the Hub Coordinator Position Description included in the RFP (Appendix G, Page 22) meets the expectations of MaineHousing and aligns with the Employer of Record's established human resources policies and standards?

A: Yes, provided that the intent and scope remain the same.

Q: Would MaineHousing allow the Employer of Record to apply an agency-wide remote work policy to the nine Hub Coordinators if that policy specifies how many days per week an employee may work remotely?

A: We would consider this and expect that it be included in the agency's proposal.

Q: What is the anticipated start date for the contract that results from the RFP?

A: January 1, 2027

Q: Is there a required format for the required "Commitment to providing services in the best interest of MaineHousing" listed at #8 in the list of proposal contents (page 9)?

A: A statement of commitment will suffice.

Financial: There were a number of duplicate financial questions received, which are answered in aggregate below.

Due to the unknowns related to the Maine Continuum of Care ("CoC") grant funding, MaineHousing is not currently able to project the exact amount of funding that will be available for the Hub Coordinator contract. Applicants should submit a budget proposal that realistically covers the costs they feel are necessary to best meet the requirements of the RFP. There are multiple factors that go into available funding each year, so unfortunately, we cannot plan on year over year funding increases. For informational purposes in preparing a proposed budget, please consider the following. The current aggregate amount of salaries for the 9 Hub Coordinators is \$521,063 with an average salary of \$57,895. The total funding for salaries, benefits, and other administrative costs is \$800,000 annually. Administrative costs necessary for the management of the contract and for supervising the Hub Coordinators are allowed. Indirect costs are allowed at a rate of no more than 10% of the total contract amount.