

HEAP and Weatherization Software RFP
Questions & Answers
10/8/2026

Q: Can MaineHousing identify the software solution(s) currently in use by the EHS Department, the nine CAA partners, and ProsperityME for HEAP and WAP administration today?

A: MaineHousing's current system is JAI's ECOS. It is used by MaineHousing and its partner agencies to manage the HEAP and Weatherization programs.

Q: Is the incumbent eligible to bid on this RFP?

A: The incumbent vendor is eligible to bid.

Q: Is the incumbent available and willing to provide full transition support, and if so for how long?

A: The transition and data migration will be handled by MaineHousing. We have full access to all data and can provide exports that align with the selected vendor's data structure.

Q: Does MaineHousing currently use a business intelligence tool or maintain a data warehouse?

A: Yes. MaineHousing maintains a data warehouse and uses third-party reporting tools. The solution must support data APIs or an ETL mechanism to feed a local reporting database.

Q: The RFP states that the initial contract term will be two years with one-year extensions up to five years, while the procurement summary identifies a one-year contract period. Please confirm the authoritative initial term and whether pricing should be fixed for two years, presented separately by contract year, or structured on another basis.

A: The initial term is two years, and MaineHousing may extend the contract in one-year increments up to a total of five years. Pricing should separate one-time implementation costs from fixed monthly service and maintenance costs, and include the required five-year total cost of ownership summary.

Q: The RFP states that "the budget will be defined by the scope and functionality of the selected software solution." Has MaineHousing established an internal budget range or not-to-exceed amount for planning purposes, whether for the initial implementation, the five-year total cost of ownership requested in Section IV, or both?

A: Proposals must be inclusive of all requirements and must include the itemized pricing and five-year total cost of ownership summary.

Q: In the Evaluation section the RFP states "Proposal Pricing - Costs covered under this proposal are exempt from all Federal and State Taxes. Prices must be clear, accountable, and auditable, covering the full spectrum of services required. Costs and compensation must be consistent with current market rates." Can you clarify exactly what will be evaluated here? Is the level of the price the evaluation factor, for example someone bidding a \$100 cost will receive more points than someone bidding a \$200 cost? Or is it the factor being evaluated that prices are clear, accountable, and auditable covering the full spectrum of services required, and the actual prices themselves aren't evaluated against each other except that they must all be consistent with current market rates as a pass/fail type factor?

A: Proposal Pricing is worth 20 of the 100 evaluation points. Points are awarded based on whether pricing is clear, accountable, and auditable, covers the full spectrum of required services, and is consistent with current market rates. Prices are not ranked against one another on amount alone.

Q: Beyond HEAP (Fuel Assistance, ECIP, ESS, HEAP Wx) and WAP (DOE WAP/T&TA/Readiness, Heat Pump, CHIP), are there other funding sources or program variants that must be tracked as distinct programs within the system at launch?

A: HEAP and WAP are the only programs that are required by the launch date. Additional program support may be added after the initial launch as needed and would be determined by program funding.

Q: The proposal lists "Potential to accommodate additional smaller programs (the Lead Program, HARP, etc.) within the same unified system." Can you identify which specific smaller programs are currently envisioned besides the LEAD Program and HARP?

A: Additional programs depend on future funding and would only be added after the initial implementation is complete.

Q: Is there a timeline to implement the LEAD and HARP Programs?

A: No implementation timeline has been established for the Lead Program or HARP.

Q: Is MaineHousing looking to implement TANF Supplemental in the selected system?

A: No. TANF Supplemental support is not a requirement.

Q: Please clarify what level of configuration MaineHousing is looking for to add additional programs. If a new program is added that includes benefit calculations or a payment, is MaineHousing looking to be able to make these program configuration changes?

A: MaineHousing's preference is to configure new programs, including income qualifications, residency requirements, and benefit calculations, independently. Vendor involvement is acceptable. Vendors should describe the effort, cost model, and limitations, and whether MaineHousing can add a program independently or requires vendor services.

Q: Of the approximately 200 contracted/CAA staff cited in Appendix E, can MaineHousing provide a breakdown by role, for example case workers/eligibility staff, energy auditors, agency administrators, and fiscal/invoicing staff, so that proposals can be sized accurately?

A: MaineHousing is not providing a breakdown by role.

Q: Please provide estimated annual volumes for unique households, HEAP applications, WAP applications and jobs, payments, vendors, uploaded documents, and outbound communications, together with anticipated named users and peak concurrent users by MaineHousing, CAA/subgrantee, contractor/vendor, and public-applicant role.

A: MaineHousing estimates approximately 30 internal staff, 200 contracted/CAA staff, over 300 vendors, 20,000+ portal applicants, 65,000+ applications per year, and a minimum of 40 energy auditors. MaineHousing is not providing additional figures, including concurrent user estimates.

Q: Please provide the approximate annual dollar value of benefits and payments processed through the current system for each program in scope (HEAP fuel assistance, ECIP, CHIP, ESS, HEAP Weatherization, and DOE WAP), along with any anticipated change in those volumes over the five-year contract term.

A: Annual program benefit and payment information is available on MaineHousing's public dashboard at <https://mainehousing.org/data-research/program-data/heap-program-metrics>. Future volumes depend on federal and state funding levels and are not projected.

Q: Approximately how many multifamily buildings does Maine WAP weatherize per year, by size (2 to 4 units, 5 to 24 units, 25 or more units)?

A: Maine WAP currently weatherizes approximately 20 multifamily buildings per year in the 2 to 4 unit range and none with 5 or more units. MaineHousing intends to increase multifamily production in future years.

Q: Approximately how many eligibility, benefit, or data validation rule changes and letter template changes does MaineHousing make per program year, and how many distinct letter templates are in use today?

A: MaineHousing aims to avoid mid-year rule changes, but changes do occur occasionally. Approximately 10 distinct letter templates are in use, and letters are typically updated each program year.

Q: For the legacy data migration described in Appendix E, can MaineHousing identify how many distinct legacy systems are currently in use across the EHS Department, the nine CAA partners, and ProsperityME, and the approximate volume of historical records (applicants, jobs, vendors) to be migrated?

A: Legacy data resides in three systems. CAA partners and ProsperityME use the same MaineHousing-provided software and do not maintain separate systems. Historical data includes over 150,000 households and over 300 vendors. An estimate of the number of historical jobs is not available.

Q: Data migration level of effort can vary from a few hours of work to thousands of hours of work depending on the number of records and how they are stored and described. In order to accurately estimate this, can each current data repository be described in terms of type of repository, i.e. SQL database, number of records, and number of columns of data?

A: Legacy data resides in SQL databases and Excel files from multiple vendors. MaineHousing will curate and extract all data to be migrated and can conform it to the format of the selected vendor's choosing. Detailed repository information will be provided to the selected vendor. The database is approximately 10 GB. Uploaded files across all years total approximately 1.25 TB, including just over 1 million files. Historical data extracts will be provided after cutover.

Q: For SQL databases, can you provide the data dictionary, under NDA if required?

A: No. Data dictionaries for legacy systems will not be provided. MaineHousing will curate the migration data and conform it to the selected vendor's required format.

Q: The Q&A for the previous iteration of this RFP in 2023 states "We expect there will be a final data transfer from the current software to the new system at launch." This seems inconsistent with this RFP's description of multiple data repositories going back 15 years. Can you explain what happened with the 2023 contract data transfer that resulted in the current situation? The aim of this question is to determine if there are significant hurdles to data migration that a previous vendor may have faced so that bidders can accurately reflect the level of effort that will be required in this area and thus be able to provide more accurate responses to MaineHousing.

A: MaineHousing is unable to provide information about prior procurements or contracts. Data from all systems can be conformed to the format most convenient to the vendor, and data extraction is not expected to be a hurdle to the data migration process.

Q: How many GB of data including uploaded documents will need to be migrated?

A: The database is approximately 10 GB. Uploaded documents and other files across all years total approximately 1.25 TB. The exact scope of historical files to be migrated will be determined with the selected vendor.

Q: Does the migration include uploaded documents/photos/files, and if so how many?

A: Yes. At least one year of uploaded documents will be migrated, and ideally more. The exact scope will be determined with the selected vendor. Uploaded files across all years total just over 1 million files (approximately 1.25 TB).

Q: The Data Migration section states "The systems currently do not communicate with one another." Can you detail exactly which systems are being referenced here and what they do?

A: The statement "The systems currently do not communicate with one another" refers to legacy systems that contain historical data. The data resides in SQL databases and can be provided by MaineHousing as extracts that conform to the selected system's architecture.

Q: The RFP states "CAA partners use the same software systems as MaineHousing for Energy and Weatherization; at the launch of the new software the current systems will no longer be used for ongoing operations." What software are CAA partners currently using and how is it interfaced with MaineHousing's current software?

A: CAA partners use the same software provided by MaineHousing. They do not operate separate systems that interface with MaineHousing's software.

Q: Will there be any data migration required from CAA partners' software?

A: No separate migration from CAA partner systems is required. CAA partners use the same MaineHousing-provided system, whose data is included in MaineHousing's migration.

Q: If data migration is required from CAA partners' software, please provide the repository and migration details for that software.

A: Not applicable.

Q: We noted that in the 2023 solicitation the selected vendor was supposed to similarly take over CAA partner software. The persistence of this requirement into this RFP implies that was not completed. If so please explain what the challenges were that prevented it from occurring so that they can be accurately reflected in the level of effort for this response.

A: Use of a single MaineHousing-provided system by MaineHousing and its CAA partners is an ongoing program requirement. Because partners use MaineHousing-provided software, there is no separate partner system to take over or migrate.

Q: Please identify the current and legacy HEAP/WAP applications, database engines, approximate database and document volumes, historical years retained, and available extract formats, and confirm whether MaineHousing will provide direct database access, data dictionaries, sample extracts, and source-system subject-matter experts for migration validation.

A: Detailed source-system information, data extracts, and supporting documentation will be provided to the selected vendor. Data dictionaries for legacy systems will not be provided. MaineHousing will curate the data and conform it to the selected vendor's required format. The database is approximately 10 GB, and uploaded files across all years total approximately 1.25 TB. Historical data extracts will be provided after cutover.

Q: The RFP states that the applicant portal will integrate with existing system data in real time. Please clarify whether the new portal must exchange data with the current production system before cutover, or whether this refers only to the final data transfer at launch. Will MaineHousing obtain and provide a full data extract from the current system, and in what format and on what timing?

A: The new portal does not need to exchange data with the current production system before cutover. There will be no ongoing data exchange with legacy or current systems. MaineHousing will provide historical data extracts to the selected vendor after cutover. The format and specific timing will be agreed upon during implementation.

Q: Please identify each legacy source system to be migrated, including product, years in use, and database platform, along with approximate record counts and date ranges. Does MaineHousing have direct database access, or backups with schema documentation?

A: All data to be migrated will be curated by MaineHousing and can be conformed to the format of the selected vendor's choosing. Source-system details will be provided to the selected vendor.

Q: Must scanned documents, photos, and other attachments stored in the current and legacy systems be migrated, or only the structured data elements described in the RFP? If attachments are included, what is the approximate volume in files and gigabytes?

A: Yes. At least one year of attachments must be migrated, along with the structured data. Attachments across all years total approximately 1.25 TB (just over 1 million files).

Q: Is EmpowOR CADS integration for CSBG reporting required to be operational at the July 1, 2027 go-live, or can it be phased in after initial launch?

A: EmpowOR CADS integration can be phased in after go-live.

Q: What data elements, frequency, and transmission method are required for EmpowOR CADS, and is this integration required at go-live?

A: Required data elements correspond to CSBG reporting requirements. Detailed specifications, frequency, and transmission method will be provided to the selected vendor. This can be phased in after go-live.

Q: Does manually adjusting the benefit amount mean manually changing the calculated amount to differ from the pre-defined benefit calculation?

A: Yes. Authorized users will have the ability to edit the benefit amount regardless of the calculated benefit.

Q: Does MaineHousing want the ability to assign mass supplemental benefits to clients in light of the high cost of oil?

A: Yes. MaineHousing has issued supplemental payments in the past, and the system should support assigning supplemental benefits to groups of eligible households.

Q: Please identify the external systems that the selected solution must integrate with at go-live, including payment generation or financial systems, Azure identity, address verification, e-signature, notification services, and print/mail services, and indicate whether interface specifications, test environments, and technical contacts will be available at project initiation.

A: MaineHousing uses third-party fiscal software and requires integration with Azure single sign-on. The selected solution will provide address verification, e-signature, notification services, and print/mail services. The way in which that is accomplished will be decided by MaineHousing and the vendor. Additional information regarding interface specifications, test environments, and technical contacts will be provided to the selected vendor.

Q: Given the mandatory July 1, 2027 go-live and the DOE approval requirement for the energy audit tool, what is MaineHousing's expectation for when DOE certification must be secured relative to go-live, and does MaineHousing have an existing relationship or preference regarding a DOE-authorized third-party audit tool such as Oak Ridge National Laboratory's Weatherization Assistant?

A: DOE approval must be in place before launch, and both programs must be live by July 1, 2027. MaineHousing expects the DOE approval process to begin by January 2027, with approval secured by June 30, 2027. An energy audit integrated into the solution is preferred; however, a DOE-authorized third-party tool such as Weatherization Assistant, with results integrated into the solution, is acceptable.

Q: May the proposed platform integrate a separately approved DOE audit engine, and at which milestone must the Maine-specific approval be complete?

A: Yes. A DOE-authorized third-party energy modeling tool such as Weatherization Assistant, with results integrated into the solution, is acceptable, although an integrated audit is preferred. The approval process should begin by January 2027, and approval must be complete by June 30, 2027, before launch.

Q: Please confirm whether integration with the current DOE-authorized Weatherization Assistant tools will fully satisfy the energy-modeling requirement, and clarify which party will be responsible for securing Maine-specific DOE approval, the required approval date, and any acceptance evidence required before production launch.

A: Yes. Integration with Weatherization Assistant, with results integrated into the solution, is acceptable for the energy-modeling requirement. MaineHousing is responsible for securing DOE approval, with the selected vendor's assistance. The approval process should begin by January 2027, and DOE approval must be secured by June 30, 2027, before production launch.

Q: Does MaineHousing currently hold a DOE-approved energy audit for WAP? If so, what tool is it based on, and when does the approval expire? Will MaineHousing submit the energy audit approval request to DOE, and what documentation and timeline does MaineHousing expect from the vendor to support it?

A: Yes. MaineHousing currently holds a DOE-approved energy audit integrated into its current system. A new approval will be required for the selected solution. MaineHousing will submit the

request to DOE with the selected vendor's assistance. The approval process should begin by January 2027, and approval must be secured by June 30, 2027, before production launch.

Q: What minimum coverage limits are required for General Liability, Data Breach Liability, and Professional Liability (E&O) insurance?

A: MaineHousing has not established minimum coverage limits. Vendors must submit the certificates and should describe their current coverage types and limits.

Q: Will MaineHousing hold a pre-proposal conference or webinar for interested vendors, or is the written Q&A process described in Appendix D the only opportunity for vendors to seek clarification before the October 16 proposal deadline?

A: No pre-proposal conference or webinar will be held.

Q: For a prime integrator working with a named software provider, how should the three customer references be allocated between the prime and the proposed product?

A: Provide three references for the prime integrator and three references for the proposed software product.

Q: Is it possible to sign an NDA and have access to a training or test environment version of the current software in order to see exactly what functionality MaineHousing is expecting?

A: No.

Q: For reporting, please list the standard reports that will be required.

A: Vendors should list the standard reports delivered with their software. At a minimum, the solution must support federally mandated reporting, including LIHEAP reporting (such as the annual Household Report and Performance Measures data) and DOE WAP reporting.

Q: Please provide expected data elements required for data transmission.

A: Required data elements are those specified for CSBG reporting. Detailed specifications will be provided to the selected vendor. This integration may be phased in after go-live.

Q: Please clarify what level of self-service reporting and dashboard creation MaineHousing expects.

A: Non-technical users should be able to build ad hoc reports, filter and export data, and generate dashboards or detailed reports as requirements change, subject to role-based access. Vendors should describe their self-service reporting and dashboard capabilities.

Q: Please provide examples for reporting vendor and partner performance and compliance.

A: Vendor and partner performance and compliance reports would show details such as days from application submission to certification, benefits by vendor, and clients by agency, among others.

Q: What types of data validation would MaineHousing like to modify, including clear error messaging?

A: Validation should be based on program requirements and data type. MaineHousing must also have a way to configure validation rules. Examples include setting minimum and maximum limits on input fields and preventing application certification when certain input selections disqualify the applicant under program rules.

Q: Please explain the process for archiving notes.

A: Vendors should describe their proposed process for archiving notes. Users must be able to manually archive or flag case notes for importance, and historical notes must remain accessible, preferably as a running case note record per household.

Q: Will referring clients to other agencies meet this need, or does the system need to be set up so that multiple agencies can run the same program in the same territory? If the latter, how should the software manage households in a territory that are served by two agencies? Would the household be available for both agencies?

A: Multiple agencies must be able to be assigned to a single territory. Different agencies may serve the same household through different programs, such as one CAA for HEAP and a separate CAA for Weatherization. A household must be accessible to each agency for the programs that agency administers. Cross-agency duplicate detection must prevent duplicate benefits within a program while allowing participation in different programs. The agency providing the specific program services must have the associated job reported and billed under that agency. Client referrals are acceptable if these conditions are met.

Q: Please define how MaineHousing interprets rules. Is this meant as changes to validation?

A: Rules include eligibility, benefit determination, and data validation rules, along with program configuration. Rules should be editable by MaineHousing staff with appropriate roles.

Q: Does MaineHousing envision having the ability to customize letters from within the software?

A: MaineHousing expects to customize all system-generated letters within the software without vendor support, using tags to pull variable data.

Q: Please explain mobile support for the applicant portal. Is it MaineHousing's intention that the software provide a native app where applicants can apply to programs via a portal from a mobile device?

A: A native mobile app is not required for applicants. All applicant-facing sites must be mobile-friendly. Separately, offline mobile capability is required for energy audits and quality control inspections.

Q: What constitutes an e-signature for vendors?

A: MaineHousing does not have a preference on the solution's electronic signature tool.

Q: Is this requirement a request for the software to have a contractor/vendor portal where Wx contractors can log in and upload information as well as access Wx project information?

A: No. Vendor Management 6 does not require contractors to access weatherization project information. It requires the ability for vendors to submit WAP and HEAP Wx bids, with bid pricing, and effective dates maintained specific to each vendor, per measure, per agency, and approved by MaineHousing.

Q: For payment processing, does MaineHousing have a preference between integrated payment generation (check printing and NACHA file export/reconciliation) and an API to an existing external payment system, or is this open to vendor recommendation?

A: MaineHousing prefers an API to its existing external payment system with the ability to export a NACHA file from the selected vendor's software; however, integrated payment generation is acceptable.

Q: How many vendors are typically paid?

A: MaineHousing sends payments to over 300 fuel vendors throughout the program year. We also send direct checks to approximately 10,000 clients each program year.

Q: How often are vendors and direct-check clients paid?

A: Payments are issued in weekly batches.

Q: How many discrete payments have historically been made per year?

A: Payments are processed year-round, and over 17,000 individual check and ACH payments are processed annually.

Q: Does the selected vendor actually make payments, or just generate NACHA files or provide payment information to an API for another party to make payments?

A: The vendor will not make payments. The selected vendor must generate payment information for MaineHousing's payment process. This can be achieved either through an API connection with MaineHousing's existing external payment system or by integrated payment generation (check printing, NACHA export, reconciliation).

Q: If the vendor does actually make payments, are they required to front funds and then seek reimbursement from MaineHousing?

A: No. Vendors will not make payments or front funds.

Q: If the selected vendor makes payments and fronts funds, what is the total dollar amount of payments per year, how often can invoices for reimbursement be submitted, and what is the maximum time between submitting a correct invoice and receiving reimbursement from MaineHousing?

A: Not applicable.

Q: What fiscal and payment software does MaineHousing use, and can MaineHousing provide the required CSV import specification and any payment system API documentation? Does MaineHousing prefer integrated check and NACHA generation, or an API to its external payment system?

A: MaineHousing currently uses third-party fiscal software to process payments. NACHA files are generated from the HEAP/WAP software. MaineHousing prefers solutions that integrate with its current fiscal software; however, integrated check generation with a reconciliation component is acceptable.

Q: The RFP states "Provide a current SOC 2 Type II report (or equivalent independent assessment) on request, and disclose all sub-processors, subcontractors, and hosting providers with access to MaineHousing data." What are accepted "equivalent independent assessments"

A: Accepted equivalents include ISO/IEC 27001 certification, FedRAMP, and reports issued under SSAE 18.

Q: Is this a requirement for the successful bidder to be SOC 2 Type II or equivalent certified in order to be chosen for this RFP?

A: No. Section III requires a current SOC 2 Type II report (or equivalent) to be provided on request. It is not a precondition for selection. However, the Section III security requirements are evaluated as part of the proposal, and findings of the Vendor Security Survey may disqualify a vendor from moving forward in the selection process.

Q: Is the current vendor SOC 2 Type 2 certified?

A: MaineHousing is not able to disclose this information.

Q: Will a FedRAMP report suffice to satisfy the requirement?

A: A FedRAMP authorization will be considered an equivalent independent assessment for purposes of the SOC 2 Type II requirement.

Q: The RFP states that any vendor invited to the demonstration phase must complete the MaineHousing Vendor Security Survey before the software demonstration. Would MaineHousing be willing to share a copy of that survey now, prior to proposal submission, so that a vendor's security and compliance narrative can be prepared consistently with it?

A: Yes, vendors may request a copy of the MaineHousing Vendor Security Survey by email to EHSRFP@mainehousing.org.

Q: Could you also provide the security questionnaire? Resolving those gates early would help us assess a credible July 2027 delivery plan.

A: Yes, vendors may request a copy of the MaineHousing Vendor Security Survey by email to EHSRFP@mainehousing.org.

Q: Can MaineHousing clarify the requirement for multi-factor authentication (MFA) for all users, including acceptable methods such as Microsoft Authenticator or other modern phishing-resistant authentication methods, and the restrictions on SMS, voice call, and email?

A: MFA is required for all MaineHousing and CAA users. MFA must use Microsoft Authenticator or another modern phishing-resistant authentication method and cannot be issued via SMS, voice call, or email. For public users accessing the application portal, SMS, voice call, and email are acceptable authentication methods.

Q: Can MaineHousing confirm that MaineHousing staff will use Azure Single Sign-On?

A: Confirmed. Azure Single Sign-On is required for MaineHousing users.

Q: Can MaineHousing confirm that CAA users will use an authenticator app?

A: Confirmed. CAA users must use Microsoft Authenticator or another approved modern phishing-resistant authentication method. SMS, voice call, and email are not acceptable for CAA users.

Q: Can MaineHousing confirm that applicants may use MFA via email?

A: Confirmed. MFA via email is acceptable for public applicants accessing the application portal only.

Q: Is this part of a penetration test? What form? How often?

A: Yes, this is part of penetration testing. Section III requires independent third-party penetration testing at least annually.

Q: Is an annual penetration test required?

A: Yes. Section III requires independent third-party penetration testing at least annually. Vendors should describe their current penetration testing process and how it meets this requirement.

Q: Regarding the requirement to “Capture audit trail of all database activity and produce reports of audited activity,” please clarify what MaineHousing means by “all database activity.” Does this requirement cover every database transaction, or only security-relevant and data-changing activity performed by users, administrators, integrations, and support personnel? Please also specify the required audit details, retention period, reporting and export capabilities.

A: The solution shall maintain a centralized, searchable audit trail capturing all security-relevant, administrative, data-changing, web-access, and email-related activity. Audit records shall include user identity, timestamp, originating public IP address, action performed, affected records, and success or failure status. Where email functionality is provided, the system shall capture and retain associated email transaction details, including the complete, unaltered Internet email message header as originally transmitted. Audit information must be searchable, reportable, retained in accordance with MaineHousing record retention requirements and applicable federal guidelines, with retention periods varying by program type, and exportable in standard formats to

support compliance, public records requests, incident response, forensic investigations, litigation support, and audit activities.

Q: Appendix E states that offshore resources "may be acceptable as long as all code and data systems are validated for security and integrity and data never leaves the US." Can MaineHousing describe the validation and approval process for offshore resource use, including whether approval must be obtained before proposal submission, before contract award, or before those resources are engaged during implementation?

A: Vendors must identify any offshore resources in their proposals. MaineHousing approval must be obtained before any offshore resources are engaged. All code and data systems must be validated for security and integrity, MaineHousing data must never leave the United States, and any vendor-hosted servers must be located in the United States.

Q: Would MaineHousing consider a solution delivered by an international technology team if all required security, insurance, references, compliance and Maine business-registration requirements are satisfied?

A: MaineHousing will consider such a solution, subject to the requirements of the applicable federal and state funding sources. Vendors must identify any offshore resources in their proposals and obtain MaineHousing approval before those resources are engaged. All code and data systems must be validated for security and integrity. MaineHousing data must never leave the United States, and vendor-hosted servers must be located in the United States.

Q: How should vendors designate proprietary or security-sensitive material, for example a SOC 2 report, penetration test summaries, or pricing, as confidential under the Maine Freedom of Access Act?

A: MaineHousing is subject to the Maine Freedom of Access Act ("FOAA"). Information submitted in a proposal may be subject to disclosure under FOAA. If you have concerns about any information, please consult with your counsel before submitting.