

**INVITATION TO SUBMIT PROPOSALS FOR
HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) and
MAINE COORDINATED ENTRY SYSTEM**

**Issued by:
MAINE STATE HOUSING AUTHORITY**

PROPOSAL DEADLINE: JANUARY 16, 2018 5:00 P.M. ET

I. PURPOSE OF THIS INVITATION

MaineHousing as the Collaborative Applicant and the HMIS Lead Agency for the Maine Continuum of Care (MCoC), is seeking a qualified consultant or consultants to perform work regarding 2018 HMIS and the Maine Coordinated Entry System. Respondents may offer Coordinated Entry consultation (Part A), Homeless Management Information System (HMIS) consultation (Part B), or both Coordinated Entry System and HMIS consultation. Preference will be given to respondents who will provide both Coordinated Entry and HMIS consultation jointly. Please specify whether you are applying to provide Coordinated Entry System consultation (Part A) HMIS consultation (Part B), or both.

II. SCOPE OF SERVICES

Respondents must be familiar with the Coordinated Entry, HMIS, Project Management, and online learning platforms, and must be able to provide the following:

A. Coordinated Entry System Consultation

High-quality consultation on the Coordinated Entry System, including project management, development of training materials, and maintaining a Canvas and/or Bridge online learning platform. The successful respondents must demonstrate the following:

- Ability to provide on-site and online support for MaineHousing staff, MCoC Board members, subcommittee participants and community partners.
- Ability to attend at least two scheduled 3-5 day on-site visits to work with staff and partners.
- Ability to attend all staff project review meetings remotely.
- Ability to make recommendations on existing systems for HUD requirements.
- Ability to anticipate change and provide continuous quality improvement to Coordinated Entry System Process.
- Ability to assist in writing and implementing policies and procedures in regards to Coordinated Entry.
- Strong project management, time management, and organization skills; and clear communication skills.
- Ability to establish and maintain good working relationships.
- Experience with Mediware Systems and the ServicePoint software and modules, including but not limited to, ClientPoint, ShelterPoint, CallPoint, EligibilityPoint, etc.
- Ability to maintain current training materials and update as necessary.
- Experience with online learning platforms; preference given to Canvas/Bridge.

- Experience with creating video trainings.
- Familiarity with Coordinated Entry and HUD required training requirements.
- Ability to create training scripts based on reference guides, workflows, current training materials, as well as a variety of documents; PowerPoints, Word Documents, etc.

B. Homeless Management Information System Consultation

High-quality consultation for the Maine HMIS including project management, development of training materials, and maintaining a Canvas and/or Bridge online learning platform. The successful respondent must demonstrate the following:

- Ability to maintain current training materials and update as necessary.
- Experience with online learning platforms; preference given to Canvas/Bridge.
- Ability to attend all staff project review meetings remotely as requested.
- Ability to attend at least two scheduled 3-5 day on-site visits to work with staff and partners.
- Ability to create training scripts based on reference guides, workflows, current training materials, as well as a variety of documents; PowerPoints, Word Documents, etc.
- Experience with creating video trainings.
- Familiarity with HMIS and HUD required training requirements.
- Ability to anticipate change and provide continuous quality improvement to training process.
- Strong project management, time management, organization skills, and clear communication skills.
- Ability to establish and maintain good working relationships.
- Ability to assist in the planning for roll-outs and implementation of projects and new software versions.
- Experience with Mediware Systems and the ServicePoint software and modules, including but not limited to, ClientPoint, ShelterPoint, CallPoint, EligibilityPoint, etc.

III. VENDOR QUALIFICATIONS.

Successful respondents must demonstrate an extensive background in project management and creating training materials in Coordinated Entry Systems or HMIS as applicable. The successful respondent should have knowledge of the issues and challenges facing homeless individuals and shelter professionals who work directly with Maine’s homeless population.

IV. TERM OF CONTRACT

Any contract awarded pursuant to this Invitation will be for a contract period running from the date the contract is executed by MaineHousing and the successful vendor and will remain in effect through December 31, 2018. The contract may be extended by MaineHousing for up to two additional years upon annual review at MaineHousing’s sole option.

V. FORMAT, CONTENT AND DEADLINE FOR PROPOSALS; QUESTIONS

Proposal submission should include:

- Total cost estimate of consultant time for the twelve month project, including travel;
- Summary or resume with credentials and experience;
- References with contact information, if available;
- Detail information of experience with HMIS vendor Mediware and the ServicePoint software products;
- A concise description of vendor's qualifications and experience in providing coordinated entry, and/or HMIS, and/or Canvas/Bridge platform training services to non-profit or other organizations or groups and a description of vendor's expertise working with issues and challenges facing homeless shelter professionals who work directly with Maine's homeless population;
- A description of past experience providing services similar to those required by this Invitation. Provide specific examples that are similar in scope and objective;
- Resumes of specific staff that will complete the consultation; and
- Summary of proposed services for Coordinated Entry and HMIS as well as material for online training.

All proposals must be submitted by email to Cindy Namer, MaineHousing's Director of Homeless Initiative, at cnamer@mainehousing. Proposals must be received by MaineHousing no later than 5:00 p.m. local time on January 16, 2018. It is the responsibility of each respondent to ensure timely receipt of its proposal by MaineHousing. MaineHousing is not responsible for any late delivery of a proposal for any reason.

VI. SELECTION FACTORS

In selecting an organization to provide the consultation services described in this Invitation, MaineHousing will consider the organization's prior successful experience in delivering consultation services for Coordinated Entry, HMIS and/or online platform training services to non-profit or other organizations or groups, services similar to those described in this Invitation; expertise concerning issues facing homeless shelter professionals who work directly with Maine's homeless population; and compliance with the terms of this Invitation. Subject to the rights reserved by MaineHousing in this Invitation, MaineHousing will award a contract to the party whose proposal conforms to this Invitation and is determined by MaineHousing to be most advantageous, taking into account these and other factors described in this Invitation.

VII. ADDITIONAL TERMS AND CONDITIONS

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

- To modify or correct this Invitation at any time, whether before or after any responses have been submitted or received.
- To adjust the timetable for this Invitation as deemed necessary.
- To waive informalities and minor irregularities in proposals received.
- To contact any respondent to clarify any response after the deadline for submission of proposals.
- To reject and not consider proposals that do not meet the requirements of this Invitation, including but not limited to those with incomplete responses and/or responses offering alternate or non-requested services.
- To reject any or all proposals received in response to this Invitation and not to select any proposal or award a contract pursuant to this Invitation, or to cancel or terminate the Invitation process at any time, whether before or after any proposals have been submitted, if deemed to be in MaineHousing's best interest.
- To negotiate price or other factors included in any proposal submitted to MaineHousing, and in the event MaineHousing is unable to negotiate a mutually satisfactory arrangement with the successful respondent

under this Invitation, MaineHousing may, in its sole discretion, negotiate with another respondent or cancel this Invitation and not select any proposal or MaineHousing may select another proposal.

Each respondent agrees to bear all costs and expenses of its response and there will be no reimbursement for any costs and expenses relating to the preparation of responses submitted or for any costs or expenses incurred during any negotiations.

All final products delivered by the successful respondent will be the property of MaineHousing. MaineHousing may obtain copies in various formats of training materials created by the successful respondent to use as MaineHousing determines.

Maine Freedom of Access Act. Information submitted to MaineHousing 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.A. Section 401 et seq., except as provided therein.

Conflict of Interest

Does the vendor or consultant, any principal or affiliate of the vendor or consultant, or anyone who will be paid for work on the contract have business ties, familial relationships, or other close personal relationships with a current MaineHousing employee or commissioner or anyone who was a MaineHousing employee or commissioner within the past two years?

If yes, describe here: _____

Maine State Housing Authority ("MaineHousing") does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, ancestry, physical or mental disability, age, 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, 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: Louise Patenaude, Maine State Housing Authority, 353 Water Street, Augusta, Maine 04330-4633, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.