

**INVITATION TO SUBMIT PROPOSALS FOR
“TRAIN-THE-TRAINER” MEDIATION EDUCATION SERVICES**

**Issued by:
MAINE STATE HOUSING AUTHORITY**

PROPOSAL DEADLINE: JANUARY 12, 2018 5:00 P.M. ET

Maine State Housing Authority (“MaineHousing”) is an independent state agency that bridges public and private housing finance, combining them to benefit Maine’s low and moderate-income people. The mission of MaineHousing is to assist Maine people in obtaining and maintaining decent, safe, affordable housing and services suitable to their unique housing needs.

MaineHousing, offers the Emergency Shelter and Housing Assistance Program (ESHAP) to help fund emergency shelter agencies throughout Maine. The purpose of ESHAP funds is to transform the current emergency shelter system into a well- coordinated housing-crisis resolution system, which uses a client-centered approach and assists clients to quickly achieve their housing goals so that experiencing homelessness is a temporary situation with accessible permanent solutions. Eligible shelter stayers are assigned a “Navigator” who assist them by providing services focused on helping them quickly exit the shelter into appropriate housing.

Navigator services include ongoing housing stabilization services for up to twelve months, based on the participant’s needs, after appropriate housing is achieved. Navigator services additionally include, but are not limited to, conducting comprehensive assessments of clients, identifying and prioritizing housing needs, creating housing stability plans, and providing linkages and coaching in regards to income, employment and financial resources.

Navigators are tasked with assisting clients in finding permanent housing. Often times there are landlords involved in this housing process. At times landlords and tenants may have disagreements over housing being provided. Mediation is a voluntary process for tenants and landlords to meet in regards to a disagreement with assistance in facilitating from the navigator. The navigator will listen to both sides and guide parties in clarifying, identifying areas of common agreements, developing solutions, and writing a mutually satisfying agreement. Mediation is a preventative measure in keeping permanent housing for clients and a helpful tool for navigators to know how to use. Improving the Navigators mediating and diversion skills, Navigators will be able to complete the following activities:

- Understand the Conflict Resolution Approach.
- Know that diversion is a preventative action and when it is appropriate to use in the client relationship.
- Be able to guide both parties through the mediation process to come to a mutually agreed solution.
- Help clients use the diversion process as a tool of empowerment for the client.
- Be able to use diversion as a tool to assist in imminently homeless situations.
- Have a knowledge base of what outcomes may come from diversion and mediation.

Navigators are tasked to effectively listen and empower clients. The value and importance of understanding how people in crisis feel will assist navigators to approach the mediation process with a better chance of success.

I. PURPOSE OF THIS INVITATION

MaineHousing is seeking a qualified organization to deliver a one-day classroom mediation coaching train-the-trainer workshop for ESHAP Navigators, March 13, 2018 at a location in Augusta, Maine. The training will provide Navigators practical experience in training delivery, coaching, assessing, and giving/receiving feedback through the use of presentations, demonstrations, and exercises.

The training will provide interactive role-playing exercises in which participants take turns playing the parts of the “coach” and “client” and opportunities for Navigators to practice using coaching fundamentals, skills and tools.

II. SCOPE OF SERVICES

The live, classroom training to be provided by the successful respondent to this Invitation must specifically cover the following:

A. Adult Training Methods

The delivery of high-quality classroom training will utilize effective teaching methodologies and strategies for adult learners. It will teach ESHAP Navigators the basics of adult learning theory, instructional design methodology and effective training techniques for managing participants. The training will demonstrate how to engage a variety of learning styles and create an effective positive learning environment. Strategies for program delivery will include planning and designing training sessions, effective presentation skills, audience participation techniques, interactive methods/activities, and use of audio-visual aids and technology.

The trainer will provide example methods of lecture, problem-based learning, case studies, educational games, role play, and discussion for participants to use in their delivery of mediation and diversion coaching.

B. Mediation and Diversion Training Content

The content of training will teach Navigators how to facilitate a mediation and use diversion skills to help prevent homelessness and/or repair tenant landlord disputes. The training to be provided by the successful respondent to this Invitation must be provided on March 13, 2018 and include the following:

- Use enhanced active listening in client interactions
- Be able to identify situations in which diversion is appropriate
- Practice diversion to empower clients to identify appropriate housing options
- Understand how people in crisis view the world
- Be versed in crisis resolution
- Have the ability to gather facts and evidence to help the mediation process
- Be able to track successful diversions

- Help facilitate mediation sessions with clients and landlords

All activities will be conducted in close collaboration with MaineHousing staff.

III. VENDOR QUALIFICATIONS.

The successful respondent must be an organization which has experience and expertise in providing financial coaching education and training to non-profit or other organizations or groups. The respondent must be able to provide classroom materials in the topic areas. Respondents to this Invitation should have extensive background teaching community based organization staff about financial coaching, money coaching, budget coaching or credit coaching and knowledge of the issues and challenges facing homeless 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 30 additional days at MaineHousing's sole option.

V. FORMAT, CONTENT AND DEADLINE FOR PROPOSALS; QUESTIONS

A. Submission Requirements

Proposals must be prepared using minimum 12-point font and in PDF format.

Proposals must include the following:

- A completed cover sheet attached as Appendix A to this Invitation. The prices quoted by vendor on Appendix A must be (i) a firm, fixed all-inclusive amount that covers all labor, materials, communications, and all other costs to provide the required services other than transportation, and (ii) estimated transportation costs, including a "not to exceed" amount. MaineHousing will cover the costs of the training facility, refreshments, and any other ancillary costs as determined by MaineHousing.
- A concise description of vendor's qualifications and experience in providing financial coaching services to non-profit or other organizations or groups and a description of vendor's expertise working with tenants and landlords and knowledge of 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 trainings
- Samples of comparable training that would serve as examples of experience and expertise necessary for this work.
- Summary of proposed classroom material for training.
- Confirmation of availability March 13, 2018. Initial the space on Appendix A.

- List of references.

Any responses received without all of the items listed above will be deemed incomplete, and will not be considered by MaineHousing.

All proposals must be submitted by email to Leah Bruns, MaineHousing's Manager of Homeless Initiative , at lbruns@mainehousing.org. Proposals must be received by MaineHousing no later than 5:00 p.m. local time on January 12, 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.

B. Questions

All questions concerning this Invitation to Submit Proposals must be directed to Leah Bruns, at lbruns@mainehousing.org, no later than January 12, 2018. MaineHousing will make available to all prospective vendors its responses to questions that MaineHousing deems relevant and material to this Invitation, which will become an Addendum to and part of this Invitation.

VI. SELECTION FACTORS

In selecting an organization to provide the training services described in this Invitation, MaineHousing will consider the organization's prior successful experience in delivering mediation coaching training services to non-profit or other organizations or groups, particularly training services similar to those described in this Invitation, expertise concerning issues facing homeless shelter professionals who work directly with Maine's homeless population. 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.

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. ("FOAA"), except as provided therein. Vendor acknowledges that MaineHousing is required to comply with FOAA.

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.

APPENDIX A
“TRAIN-THE-TRAINER” MEDIATION AND DIVERSION EDUCATION SERVICES
MAINEHOUSING

Vendor Name/Firm: _____

Contact Person including name, phone number, and e-mail address: _____

Address: _____

City/State/Zip: _____

PRICING:

(i) Labor, materials, communications, and all other costs to provide the required services, other than transportation **[NOTE: A firm, fixed all-inclusive price is required.]**

\$ _____

(ii) Transportation **[NOTE: Provide an estimated cost, with a “not-to-exceed” amount.]**

\$ _____ (estimated), not to exceed \$ _____

_____ *(Initial this line)* Yes, vendor is available to provide education services March 13 2018 at an Augusta, Maine training facility.

Signature

Print name/title