

MaineHousing HCV software RFP

Questions and Responses

1. Do you expect this to be a product offering (COTS), or can it be a solution that we build specifically for MaineHousing's requirements? [We would prefer a product offering \(COTS\) but may consider a minimal amount of customization.](#)
2. Who is the current vendor or solution provider supporting the Housing Choice Voucher Program at MaineHousing? [Emphasys](#)
3. Is the incumbent vendor eligible to respond to this RFP? [Yes](#)
4. What are the key challenges or limitations with the current system that you aim to address through this procurement? [Our current software meets expectations, we are required to go out to RFP every 3 years.](#)
5. Does MaineHousing expect the new system to integrate with Emphasys/AOD for financial transactions or reporting? If so, what integration mechanism is preferred (e.g., API, file-based, direct DB link)? [Yes, we are currently file based and would like to move to API solution.](#)
6. Can you provide more detail about the existing data system(s) from which data must be migrated? (e.g., vendor, structure, database platform, volume of records) [MaineHousing host Production and Test environments as well as a SQL Server for the database](#)
7. What is the approximate number of records or households currently in the system (active and historical)? [There are a total of 77,187,789 records in the database. The total size is 19554.63 MB and 70,743 households.](#)
8. Are there any known data quality issues or gaps in the legacy system that the vendor should plan for during migration? [No known issues](#)
9. Will the vendor be responsible for full data migration (including cleaning, mapping, and validation), or will MaineHousing provide a cleaned data extract? [MaineHousing will provide data extract.](#)
10. Will MaineHousing staff assist with data validation, or is the vendor expected to lead the effort entirely? [MaineHousing will assist.](#)

11. Can you clarify how integration with the Centralized Waiting List API should work? Is MaineHousing providing the API, or should the vendor develop it? The vendor will develop the API in cooperation with the Centralized Waitlist vendor.
12. Approximately how many external users (e.g., landlords, residents/tenants) will use the portals? Approximately 3800 residents/tenants and approximately 1300 landlords
13. Can you specify the total number of users by role (admin, caseworker, finance, inspector, etc.) who will need access to the system? 36-40 total users (2-3 admin, 8 inspectors, 2 finance)
14. Who are the primary stakeholders collaborating with the vendor, and what are their roles? Director, Housing Choice Voucher department
15. Can you confirm if this procurement will result in a single-vendor award, or are you open to multiple vendors covering different components (e.g., inspections, financials, portals)? Single-vendor award is preferred
16. Who will be responsible for hosting? We do not have a preference
17. What is the hosting preference – Cloud vs On-prem? No preference
18. Does MaineHousing have any preferences or restrictions on underlying technology stack (e.g., Microsoft vs open-source)? We use Microsoft across the organization, Microsoft would be the preferred choice.
19. Is there a preferred reporting tool or format MaineHousing staff are already familiar with (e.g., Power BI, Crystal Reports, SQL-based)? SQL-based
20. Can you clarify the expected level of onsite training? Is it limited to administrators, or do you require onsite training for all user groups? Across the board training for users and admin users, weeklong onsite training is preferred.
21. Is real-time integration expected with any of these external systems, or is batch-based (daily/weekly) synchronization sufficient? Batch-based is sufficient
22. Do you have an estimated project start date and desired go-live date? Please mention in months. 7 months from vendor selection.
23. Do you expect the vendor to perform any tasks on-site, or can all work be performed remotely? On-site training and setting up on premise system if needed

- 24. Do you accept off-shore resources?** No
- 25. What is the approved budget or range allocated for this project?** To be determined based on responses received from the RFP.
- 26. On Appendix A regarding evidence of workforce experience – is there a preferred format or any specific requirements you'd like us to follow when providing this information?** We don't have a specific template to provide. Usually what we receive are resumes, staff qualifications, staff certifications. Any kind of documentation that evidences experience showing staff are qualified to perform the tasks.
- 27. The cover page lists the deadline as July 18, 2025 (EOD), but Section V under Requirements states July 17, 2025. Could you please confirm the correct due date?** The Deadline is July 18, 2025, Section V is not accurate, we apologize for the confusion.
- 28. Is 590 vouchers all of the vouchers you serve?** 590 is the number of Project Based Vouchers served, this is part of a total of approximately 3800 total vouchers administered
- 29. Regarding Fixed Asset tracking- on average how many assets are looking to track per year?** We do not currently track that data, about 60% of our voucher holders are elderly/disabled and would be on fixed incomes.
- 30. Do you have any programs that require submission of 59s?** Submissions of 59's are not a part of this RFP.
- 31. Would you be interested in utilizing a Rent Payment solution?** It's an online portal that allows tenants to pay via debit, credit, ACH, or money order. MaineHousing does not own any units and does not collect any rent, we would be interested in a solution to collect AR for overpayments to landlords and repayment agreements with tenants.