



**MaineHousing**  
MAINE STATE HOUSING AUTHORITY

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## **Request for Proposals (RFP)**

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### Ending Homelessness in Maine: Collaborative Community Coaching

**Date RFP Issued:** March 11, 2021

**Deadline for Proposals:** March 26, 2021

**Contact:** Lauren Bustard, Senior Director of Programs  
(207) 626-4613  
[lbustard@mainehousing.org](mailto:lbustard@mainehousing.org)

# Request for Proposals: Collaborative Community Coaching to End Homelessness

## Purpose of RFP

Maine State Housing Authority (*MaineHousing*) is seeking a qualified consultant with a track record of successful community collaboration to coach and support Maine's communities of homeless response providers to implement practical, effective and data driven approaches to reducing and ending homelessness.

MaineHousing is an independent quasi-governmental agency of the State of Maine whose mission is to assist Maine people in obtaining and maintaining quality affordable housing and services suitable to their housing needs. MaineHousing is a \$1.8 billion financial institution and one of the top mortgage and affordable housing development lenders in Maine. It also administers the federal and state low-income housing tax credit programs and other affordable housing programs in Maine. On an annual basis MaineHousing assists more than 90,000 Maine households and invests more than \$300 million in Maine's economy, most of it from the sale of tax-exempt revenue bonds, private capital generated by the low income housing tax credit, and government funding. MaineHousing provides grants to emergency shelters and agencies serving people experiencing or at risk of homelessness to fund shelter operations and housing stability services. In addition to this funding MaineHousing provides rental assistance utilized by the shelters in housing individuals and families.

MaineHousing and the Statewide Homeless Council have been engaged in a statewide Homeless Response System Redesign initiative with the assistance of the Corporation for Supportive Housing (CSH). Nine regional homeless service hubs have been identified, which will provide Access, Assessment, Prioritization and Coordination for the homeless response system. The successful respondent will work with MaineHousing and the Statewide Homeless Council to develop, coach and facilitate an effective community-based homeless service response in up to five of the nine service hubs, which can then be replicated in the remaining hubs. The successful respondent will have a demonstrated model for community collaboration around the goal of ending homelessness. The work required under this RFP is referred to herein as the project.

## Project Details and Timeline

MaineHousing is seeking professional services to provide sustained community level support to up to 5 service hubs using a proven methodology that will:

- Strengthen local, multi-agency leadership teams;
- Improve the quality and use of local data and create state-level data dashboard;
- Align all efforts with the emerging statewide Coordinated Entry System;
- Implement and iterate new system design elements with a lens of racial equity;
- Test key strategies to reduce homelessness among locally identified priority populations;
- Sustain progress while scaling to other populations; and
- Provide training and coaching assistance to each region, including access to Community of Practice of similar groups in other states.

Services to be provided at the state level include:

- Support the Statewide Homeless Council and state agency leaders in identifying and addressing local capacity needs to drive systems change;
- Assist in the development of performance metrics and reporting dashboards;
- Work with state leaders to identify potential sources of private investment to build capacity within the local teams;
- Work with state leaders to identify and bring new strategic partners to the table, e.g., healthcare institutions; and
- Provide regular updates to the Statewide Homeless Council on progress within the pilot hubs.

Respondents will describe the methodology that will be used to accomplish the project requirements and documented success in other communities.

The implementation phase of the Homeless Response System Redesign initiative will begin in the Spring of 2021 and will involve engagement of key partners and potential funders. Respondents should be prepared to engage in planning beginning in May and be fully engaged with the selected service hub communities by the fall. The expectation is that the community work will continue for at least one year.

## **Total Project Cost**

Cost will be a factor in the selection process. The total cost of the project will not exceed \$120,000. Any proposal with a total project cost that exceeds this amount will be rejected.

## **Selection Process**

Proposals will be evaluated using the following criteria:

- Qualifications of the person(s) working on the project
- Experience supporting community collaborations with the goal of ending homelessness using a proven methodology
- Experience supporting leadership at the state level in addressing homelessness
- The ability to provide a Community of Practice approach that includes groups from other states
- Proposal outlining the services and time required to complete the project
- Ability to meet the project timeline and flexibility if COVID-19 impacts the timeline
- Total cost to complete the project

MaineHousing will select the proposal that MaineHousing determines is most advantageous to the work of MaineHousing and the Statewide Homeless Council, considering the factors set forth above.

After a proposal is selected, the successful respondent must promptly meet with MaineHousing and representatives from the Statewide Homeless Council to develop a detailed work plan that includes MaineHousing's expectations, the responsibilities of the consultant, and a timeline for completing

the project. The work plan will become the scope of work for the contract with MaineHousing, which will include funding and/or reporting requirements.

## **MaineHousing Contact**

All questions and inquiries relating to this RFP must be submitted to MaineHousing by e-mail and include the name of the questioner, telephone number, fax number, and e-mail address.

The MaineHousing contact for submission of proposals to this RFP is:

Name: Lauren Bustard  
Title: Senior Director of Programs  
Telephone: 207-626-4613  
E-mail: [lbustard@mainehousing.org](mailto:lbustard@mainehousing.org)

## **Submission Timeline**

Proposals to this RFP must be e-mailed to and received by the MaineHousing contact at [lbustard@mainehousing.org](mailto:lbustard@mainehousing.org) by the following deadline.

**March 26, 2020** Proposals are due by 5 PM, EDT.

## **Submissions**

Proposals must contain the following information to be considered complete.

- **Information about Respondent**
  - Name and contact information of respondent (address, phone, email, physical address, and mailing address if different)
  - If respondent is a firm/organization, also include:
    - Name of principal(s) of the firm/organization
    - Name, telephone number and email address of a representative of the firm/organization authorized to discuss this proposal and to negotiate and execute a contract
    - Equal employment opportunity and affirmative action policy
  - Evidence of liability insurance, including amount, period of coverage, and any limitations
- **Qualifications and Experience**
  - Resume describing qualifications of the person(s) who will work on the project
  - If a firm/organization, resumes of the person who will manage the project and all key staff who will work on the project
  - Description of capacity to perform the work
  - Two references that respondent has performed similar work for.
- **Scope of Work Proposal**
  - A proposal that outlines the scope of work and a schedule for its accomplishment.

- **Conflict of Interest**

- Respond to the following question:

Does the respondent, any principal, employee or affiliate of the respondent, or anyone who will be paid for work on the project 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 year? If the answer is yes, provide an explanation.

**For Individuals:** Do you or anyone who will be paid for work on the project 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 year?

If yes, describe here: \_\_\_\_\_  
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\_\_\_\_\_  
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- **Project Cost**

- An all-inclusive fixed amount that covers all labor, materials, travel, communications, any costs associated with a possible delay in the timeline due to COVID-19, and all other costs to complete the Project. Include an explanation of how the amount was determined, including the cost components and any underlying assumptions affecting the costs.

### **Additional Terms and Conditions**

This RFP is subject to the following terms and conditions:

- MaineHousing expressly reserves the right to modify or withdraw this RFP at any time, whether before or after any responses have been submitted or received. MaineHousing will not be liable for any costs incurred as a result of any changes to this RFP.
- MaineHousing reserves the right to reject and not consider any proposal that fails to meet the requirements of this RFP, including but not limited to incomplete and non-responsive proposals.
- MaineHousing reserves the right to reject any and all proposals received and not award a contract under this RFP, and to terminate the RFP process, if deemed by MaineHousing to be in its best interest.
- MaineHousing reserves the right to waive informalities and minor irregularities in proposals received and to ask a respondent for clarification of any information contained within its proposal.

- MaineHousing may contact a respondent's references before entering into a contract with the respondent.
- Any award is contingent on the successful negotiation of the final contract terms and is not final, and in no event will any obligations of any kind be enforceable by a respondent against MaineHousing, unless and until a written contract is entered into by and between MaineHousing and the respondent.
- In the event the respondent selected does not promptly enter into the required contract to deliver the services described in this RFP, MaineHousing reserves the right to reject the respondent and to offer a contract to another respondent.
- MaineHousing reserves the right to negotiate price or other factors included in any proposal submitted to MaineHousing. If MaineHousing is unable to negotiate a mutually satisfactory arrangement with the successful respondent under this RFP, MaineHousing may, in its sole discretion, negotiate with another respondent or cancel this RFP and not select any proposal.
- Each respondent bears all costs and expenses of its proposal and there will be no reimbursement for any costs and expenses relating to the preparation of proposals submitted or for any costs or expenses incurred during any negotiations.
- The successful respondent will perform the work required under this contract as an independent contractor and not as an agent or employee of MaineHousing.
- Information submitted in any proposal becomes public information, and is subject to disclosure in accordance with the Maine Freedom of Access Act, 1 M.R.S.A. Section 401 et seq.

***MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, marital status, 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 and contracting, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, gender identity or expression, 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: Lauren Bustard, Maine State Housing Authority, 26 Edison Drive, Augusta, Maine 04330, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.***