Request for Information for a
Homeless Management Information System
(HMIS) Lead Agency

SCHEDULE

Issued: April 23, 2025

Deadline for Submission: May 09, 2025
at 5:00 p.m. EST

Contact Email for this Request For Information:

E-mail: hmisleadrfi@mainehousing.org

Project Description

In this **Request for Information for a Homeless Management Information System (HMIS) Lead Agency** (the "RFI"), The Maine Continuum of Care ("MCoC") is requesting information from experienced, qualified, and professional entities who can effectively transition into the role of Homeless Management Information System (HMIS) Lead Agency for the MCoC by January 1, 2026. Responses are welcome from nonprofit organizations, states, local governments, and instrumentalities of state or local governments in or outside of Maine. Entities based outside of Maine would be expected to have a presence in the state for effective leadership in this role.

Goals

The MCoC seeks to select a new HMIS Lead Agency to perform system administration and HMIS leadership for the MCoC. The MCoC is seeking responses from agencies experienced in software administration, data management and clean up, data analysis, program and user support, and project management. The HMIS Lead Agency will work collaboratively with the MCoC, Statewide Homeless Council (SHC), Collaborative Applicant, ESG Recipient, and associated partners.

Background

The MCoC is a statewide body that works to carry out the responsibilities prescribed by HUD and to secure HUD funding to create housing and services to help individuals and families exit homelessness and find safe, stable housing. The Board of the MCoC provides oversight, governance, and guidance on the policy and strategic planning efforts of the MCoC in order to ensure the work is conducted in accordance with best practices, furthers community efforts to prevent and end homelessness, enhance the lives of those we serve, and is in compliance with HUD data standards and requirements.

The Homeless Management Information System is a centralized database intended to collect and report on unduplicated counts and demographics of persons accessing Maine's homeless response system. The system is utilized to understand inflow and outflow patterns, program outcomes, and other data trends as it relates to how Maine's homeless services system is functioning. While HMIS is federally mandated, it is also leveraged in Maine to collect and report on state and locally funded programming. The MCoC is eager to enhance data directed decision making, with HMIS data at the core of that goal.

MaineHousing serves as the current HMIS Lead Agency for the MCoC and will be stepping down from that role at the end of calendar year 2025. The HMIS has a current user base of over 320 users representing over 50 agencies and 300 unique projects and approximately 86,000 unique client records. In addition to supporting required system functionality, the MCoC utilizes HMIS for its Coordinated Entry System data and local and state programming initiatives. The MCoC uses Community Services, a software product of Wellsky as its HMIS. The MCoC is interested in learning from respondents how they could enhance and/or improve our current data collection, management and dissemination practices.

For more information about the MCoC, please go to www.mainehomelessplanning.org. For more information about the Maine HMIS, please go to www.mainehmis.org.

Requirements

As the HMIS Lead Agency, a successful candidate will:
- Be the primary operator and system administrator of Maine's statewide HMIS (proprietary)
- Work with the entire existing CoC and expanded provider base
- Coordinate HMIS strategic planning in connection with the MCoC and SHC
- Support expansion of the current HMIS to encompass more complete statewide data
- Be a member of the MCoC Outcomes Committee
- Commit to strong collaboration with MaineHousing as the CoC Collaborative Applicant and ESG Recipient
- Enter into an MOU with the MCoC Board of Directors
- Conduct activities paid for through HUD grant and leveraged matching funds from MaineHousing
- Work collaboratively with the established Homeless Service Hubs to align data elements and reporting
- Support data requests from the CoC and Statewide Homeless Council
- Work with software vendor to ensure compliance with current and updated data requirements
- Develop and implement regular training plans for HMIS end users and providers
- Work to the best of their abilities to support MCoC contracts from HUD
- Review existing, and provide updates to, the HMIS Policies and Procedures
- Provide end user and program support for daily functions of the HMIS and reporting during regular business hours (M – F, 8 – 5 EST)
- Support the creation and maintenance of customized reports and dashboards
- Lead data quality initiatives and support providers in those initiatives
- Have the ability to attend in-person and virtual meetings
- Incorporate user feedback into planning and training
- Complete HMIS grant application during the CoC NOFO process
- Maintain agency and end user agreements and documentation
- Enforce data system and security
- Review and submit HUD required reports including the LSA and PIT &HIC after final approval from MCoC
- Review, update and implement HMIS end user training
- Manage and implement the HMIS end user agreements, contracts and fees

Submission Instructions

Please submit completed narratives and table included below to hmisleadrfi@mainehousing.org by **5p.m. EST, May 09, 2025**

Narratives (less than 2,000 characters per response)

1. Express your vision and explain your plan for transition, implementation, and operation of the system
2. Provide a cost analysis for operating (excel format)
3. Outline barriers to success and approaches to addressing them
4. Provide a summary of previous experience in managing a large scale database administration and data analytics

Maine Continuum of Care RFI for Homeless Management Information System (HMIS) Lead Agency	
Business Name:	
Business Reference Contact Information	
Name:	
Street Address:	
City, State, Zip:	
Phone, including area code:	
Email address:	
Alternate Contact Information	
Name:	
Street Address:	
City, State, Zip:	
Phone, including area code:	
Email address:	

Deadlines & Delivery

It is the responsibility of each respondent to ensure a timely submission of their response to the MCoC at hmisleadrfi@mainehousing.org. If you have any questions about this RFI, please direct them to hmisleadrfi@mainehousing.org.

All responses are due by **5 p.m. EST on May 09, 2025**

All responses **must be submitted by e-mail in PDF format.**

The MCoC is not responsible for late delivery of a proposal for any reason.

Late responses **will not be accepted or considered.**

Hard copy, facsimile or telephone responses **will not be accepted or considered.**

When submitting your response to hmisleadrfi@mainehousing.org, the email subject line must state:
"RESPONSE TO HMIS LEAD AGENCY RFI"

Response Costs

The MCoC is not liable for any expenses incurred by the respondent in the preparation, delivery, or presentation of their response.

Costs of developing and delivering responses pursuant to this RFI are solely at the expense of the respondent.

Response Materials

All responses submitted, including all items and materials submitted as part of the response, become the property of the MCoC.

Additional Information

A committee consisting of MCoC members will review all responses. The committee may contact the respondent to clarify any response and obtain information from any available source concerning any aspect of the proposal. The MCoC may request that any respondent present to the committee as part of the review process.

Respondent is cautioned that the committee is not required to ask for clarifications or information that is essential for a complete and thorough evaluation of the response. Therefore, all responses should be complete when submitted.

Respondents may be invited to submit a full follow-up project proposal that will be evaluated on specific criteria defined in the invitation to submit.

The MCoC reserves the right to adjust the timetable for this RFI as deemed necessary, including but not limited to extending proposal deadlines.