

Request for Information: Housing Navigation Services

RFI # 163-07142026TB

A. INTRODUCTION

Charlotte-Mecklenburg Schools (CMS) Recruitment, Retention and Talent Development division (RRTD) is seeking proposals from potential vendors that can provide housing navigation services for our teachers and staff. This support will assist them with rentals, home purchases, and understanding available benefits.

B. BACKGROUND

To grow our economy and local workforce, we must have a strong viable education system, yet the high cost of living in the region makes it difficult for teachers to reside and work in our county. This presents a significant recruitment and retention challenge amidst a shrinking teacher pipeline. In a recent survey, 43% of Charlotte Mecklenburg Schools (CMS) teachers indicated that housing presents a challenge to working in CMS schools. Due to low salaries for teachers and the sharp inclines in housing costs in the Charlotte-Metro region, it is cost-prohibitive to live and work in Charlotte without seeking external sources of income.

A 2019 Rand Corporation Study found that teacher quality was the most important school-related factor influencing student achievement. Quality teaching not only affects students' immediate achievement but also has long-term effects on future academic success, career opportunities, and socioeconomic status. Supporting teachers is thus not only the right thing to do for them, but also the best way we can support our students.

The strategy to recruit and retain top talent in Charlotte allows us to meet the goals outlined in the [Charlotte Mecklenburg Schools' Strategic Plan](#) 2029.

Through its At Home in CMS initiative, CMS provides multi-layered support to teachers and all staff in rentals, financial education, and home ownership. The program does this through 49 partners (as of Summer 2026) and growing, who offer discounts, below-market rates, free services, and access to downpayment assistance, among other offerings.

To help our educators navigate these and other options offered throughout the Charlotte-Mecklenburg area, CMS provides the CMS HOST (Housing Opportunities for Staff and Teachers) program. CMS is looking for an external vendor to offer ongoing housing navigation support for Charlotte-Mecklenburg teachers and staff. This resource will act as a concierge, assisting CMS employees with identifying their goals and current needs, offering recommendations, and shepherding connections into the appropriate program or partnership.

C. OBJECTIVES OF THIS RFI

For each criteria, describe, to what extent, your product meets/does not meet the criteria.

Objective 1: Responsiveness

Criteria 1: The potential vendor is able to provide support and response to CMS employees within a 24-hour time period (during business hours) by phone or email or at agreed upon scheduled times.	
Justification/Comments with Examples:	☐ Meets ☐ Does Not Meet

Objective 2: Needs Assessment

Prompt: The potential vendor is able to assess the individual needs of a CMS employee to determine the best support. This includes but is not limited to current needs, time period, transportation, location or areas of town.	
Justification/Comments with Examples:	☐ High ☐ Medium ☐ Low
Criteria: The potential vendor is able to work with a CMS employee to determine and understand family household income in order to provide the best matched support.	
Justification/Comments with Examples:	☐ High ☐ Medium ☐ Low
Criteria: The potential vendor can engage with CMS employees in a way that builds rapport and engenders trust with CMS employees.	
Justification/Comments with Examples:	☐ High ☐ Medium ☐ Low

Objective 3: Provide Personalized Support and Resources

Prompt: The potential vendor will be able to use the needs assessment to make personalized recommendations and connections for the employee to At Home in CMS partners or other local or national supports that best match the needs identified.	
Justification/Comments with Examples:	☐ High ☐ Medium ☐ Low
Prompt: The potential vendor will be able to build relationships with existing At Home in CMS partners to enable smooth introductions, hand-offs, and ongoing monitoring with best-fit partners.	
Justification/Comments with Examples:	☐ High ☐ Medium ☐ Low

Objective 4: Post Experience and Data Collection

Prompt: The potential vendor has the ability to monitor the employee experience until employees have the support needed and their situations have been resolved. This could be several months or longer.	
Justification/Comments with Examples:	☐ High ☐ Medium ☐ Low
Prompt: The potential vendor will be able to collect and use data to improve experience and will report aggregate data and results to CMS monthly (preserving employee data privacy). This includes but is not limited to survey data, demographic data, approval ratings, service times, program retention data, and feedback from developers or partners. Specific <u>required</u> data points for monthly reports include: • Number of employees at each stage of the process: requests, intakes, matches/hand-offs, resolutions • Yield rates between and across stages (e.g., between: request to intake, across: request to resolution) • Average days between and across stages • Employee satisfaction with support	
Justification/Comments with Examples:	☐ High ☐ Medium ☐ Low
Prompt: The potential vendor has the ability to maintain contact with CMS employees and follow-up periodically to ensure resolution and satisfaction.	
Justification/Comments with Examples:	☐ High ☐ Medium ☐ Low

Objective 5: At Home in CMS Support

Prompt: The potential vendor has the ability to join various CMS recruitment, professional development, and retention meetings and events to promote the use of CMS HOST, including but not limited to tabling or presenting at information sessions.	
Justification/Comments with Examples:	☐ High ☐ Medium ☐ Low
Prompt: The potential vendor has the ability to partner with Recruitment, Retention and Talent Development division staff to create products that bolster the At Home in CMS initiative, potentially including summary materials about all At Home in CMS partners or other informational materials.	
Justification/Comments with Examples:	☐ High ☐ Medium ☐ Low

Objective 6: Pricing Structure

Prompt: The potential vendor can provide a transparent and fair pricing structure. Potential vendors should describe their proposed model for pricing structure and any applicable rates. Pricing should include all time spent, including any due diligence, direct service, data analysis and reporting, and regular check-ins with CMS. This is non-binding and for informational purposes only.	
Justification/Comments with Examples:	☐ High ☐ Medium ☐ Low

D. Cost for Proposal Preparation

THIS IS A REQUEST FOR INFORMATION ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue a RFP in the future. **This request for information does not commit Charlotte Mecklenburg Board of Education (CMBOE) to contract for any service whatsoever.** Invitees are advised that CMBOE will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense.

RFI SCHEDULE

The table below shows the *intended* schedule for this RFI. The CMBE will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time
Issue RFP	CMBE	JULY 14, 2026
Submit Acknowledgement Form	Vendor	July 20, 2026 no later than 5:00PM
Hold Pre-Proposal Conference/Site Visit	CMBE	July 22, 2026 @ 4:00 PM TEAMS (invite will be sent based on Acknowledgement Form).
Submit Proposals	Vendor	JULY 30, 2026 NO LATER THAN 2:00 PM EST

E. Reference to Other Data

Only information received in response to this RFI will be evaluated; reference to information previously submitted shall not be evaluated.

F. CMS Facts

Charlotte Mecklenburg Schools (CMS) is the nation's eighteenth largest school district in the nation and the second largest district in the state of North Carolina, with 101 elementary schools, 16 K-8 Schools, 29 middle schools, 2 Middle/High Schools, 33 high schools, and 4 Alternative Schools. CMS offers an extensive range of magnet programs in 37 of these schools to nurture the talents of students who have

interest and ability in specific areas. CMS serves over 150,000 students throughout the cities and towns of Mecklenburg County and provides support to 600+ secondary math teachers.

CMS is proud of its diverse mix of students who represent 187 different countries and various cultural and ethnic backgrounds. Of these 140,000+ students, 33.8% identify as African American, 31.5% identify as Hispanic, 23.6% identify as white, 7% identify as Asian. Of these students, 29% are identified as English Learners, 9% are identified as Students with Disabilities and 10% are identified as Academically Gifted.

EXECUTION OF RFI # 163-07142026TB

INSTRUCTIONS TO RESPONDERS:

1. Potential Vendors should provide information by Thursday, July 30, 2026 NO LATER THAN 2:00 PM EST for furnishing services described herein. Electronic versions (PDF Format) should be emailed to Anthony Becker anthonya.becker@cms.k12.nc.us with **"Housing Navigation from <Potential Vendor name>"** in the subject line.

Do not mail in hard copies.

Faxed copies will not be accepted.

2. CMS will review all information supplied and schedule a discussion session if it is determined that your solution suits the needs of CMS.

3. Discussions and demonstrations will be scheduled as needed to cover all areas specified in the general requirements.

CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS

During the RFI period, each Potential Vendor submitting information (including its representatives, sub-contractors and/or suppliers) is *prohibited* from having any communications with any person inside or outside of CMS (this includes school-based personnel). CMS personnel have been notified that a "quiet period" has been put in place and have been instructed to reach out if any attempt at communication is made.

Please fill out the below Acknowledgement Form and email to anthonya.becker@cms.k12.nc.us by 07/20/2026 no later than 5:00 PM EST with **"Acknowledgement Form from <Potential Vendor name>"** in the subject line. Please make sure the email address is legible.

ACKNOWLEDGEMENT FORM

RFI # 163-07142026TB - Housing Navigation Services

Date: _____

A. The undersigned service provider hereby certifies receipt of the Request for Information package for the Charlotte-Mecklenburg Board of Education, Charlotte, North Carolina RFI # 163-07142026TB.

Authorized Signature: _____

Company Name: _____

Company Address: _____

Correspondence EMAIL Address : _____

B. Please check the appropriate space provided below and provide the requested information:

_____ We do plan to submit a Proposal in response to RFI # 163-07142026TB.

Primary Contact Name: _____

Contact E-mail address: _____

Contact phone: _____ Fax number: _____

Secondary Contact Name: _____

Contact E-mail address: _____

Contact phone: _____ Fax number: _____

_____ We do not plan to submit a Proposal in response to RFI # 163-07142026TB.

Reason: _____
