

5. SECTION B - SCOPE OF SERVICES:

5.1. Background

The Montgomery County, Maryland (County) Department of Health and Human Services (DHHS), with support from community partners, provides a range of services to households without minor children who are experiencing homelessness or at risk of becoming homeless. The goal of the emergency shelter program is to facilitate a rapid exit from homelessness into stable housing within thirty (30) days from the date of entry into the emergency shelter.

The DHHS' Services to End and Prevent Homelessness (SEPH) team seeks to end and prevent homelessness by developing a coordinated crisis response system that focuses on assisting persons experiencing homelessness in obtaining permanent and stable housing. The mission of SEPH is to have a systematic response in place that ensures homelessness is prevented whenever possible, or is otherwise a rare, brief, and one-time only experience. Households in a housing crisis need a well-managed, safe, and clean place where their needs can be assessed, and assistance can be provided to remove barriers for rapid exiting into permanent housing.

The County requires an experienced, qualified, and culturally competent entity to provide services to men experiencing homelessness who may have a variety of conditions but are able to complete their activities of daily living (ADLs). The men served by this program may present with several barriers to obtaining and maintaining housing, such as lack of access to affordable housing and housing location support, appropriate behavioral and physiological health treatment, lack of access to employment opportunities, low income, and lack of safe alternative options for housing and shelter.

5.2. Intent

The County is seeking one (1) qualified organization to provide a low-barrier emergency shelter located at 11600 Nebel Street, Rockville, MD 20852. The organization, DHHS, and the Department of General Services (DGS) will maintain the operation of the facility.

The total estimated Fiscal Year 2026 compensation for the contract resulting from this RFP shall not exceed \$6,067,982. This amount is an estimate only and the County makes no guarantee of a specific compensation amount. All compensation payable under any contract resulting from this RFP is subject to and contingent upon the County Council's appropriation and encumbrance of funding for the services described in this RFP.

In the event the County receives additional funding for services requested under this solicitation, the County reserves the right to expand the existing scope of services for the resulting contract. Such additional services are not guaranteed and will only be requested if funds for additional services are appropriated and encumbered by the County. Additional services will be added via a contract amendment to the contract resulting from the solicitation.

5.3. Scope of Services

A. The entity awarded a contract as a result of this RFP, herein after referred to as "Contractor", must operate and coordinate a program for emergency shelter services for men who are experiencing homelessness in the County. The Contractor must:

1. Provide twenty-four-hour (24-hour) daily emergency shelter for a total of 200 men experiencing homelessness 365 days per year. This number can expand up to 280 men during extreme weather events (weather emergency) and hypothermia season, designated as November 1 -

March 31, and only up to the maximum number of occupants permitted, including staff, to remain in compliance with the County's fire prevention code and policies, health regulations, and any other applicable policies the County deems appropriate. The Contractor must accept men experiencing homelessness who have lost permanent housing in the County.

2. Within the shelter's 200-bed capacity, the Contractor must reserve 12 beds for clients who need medical services, 10 beds for young adult clients between 18 and 24 years old, up to two (2) beds for clients who need DHHS' Aging and Disability (ADS) Adult Protective Services, and up to four (4) beds for clients released from the Department of Correction and Rehabilitation (DOCR). Designated beds may be utilized for medical or immediate shelter placements to meet Health Care for the Homeless or a vulnerable homeless person that is placed by the County's Continuum of Care (CoC). The Contractor must follow all Department of Housing and Urban Development (HUD) requirements and current CoC written standards to provide the following services for all clients: intake assessments; ongoing collaborative case management; and discharge permanent housing planning.
3. The Contractor must coordinate with all referring providers, such as ADS, DOCR, Health Care for the Homeless, youth providers, the Crisis Center, and street outreach providers to ensure continuity of services and low barrier access to adequate accommodations for men with multiple vulnerable needs who are experiencing homelessness. The Contractor must provide intake assessment, collaborative case management, and discharge planning.
4. The Contractor must accept referrals from the County's CoC via a standardized referral form provided by the CoC's Coordinated Entry System (CES) from providers such as the Crisis Center, street outreach, diversion, behavioral health treatment providers, other DHHS agencies, and non-profit agencies.
5. The Contractor must employ one (1) full-time shelter director and one (1) full time shelter manager. The Contractor must employ one (1) full-time program director to supervise the operation of the shelter and supervise the case managers. The shelter's director and manager must possess the following minimum qualifications:
 - a. Master's degree in a human service, social work or related field;
 - b. Two years of experience in supervising shelter or direct care staff; and
 - c. Two years of experience in providing services to the homeless.
6. The Contractor must ensure that the shelter is adequately staffed 24 hours per day to provide supervision and housing-focused case management services. It is anticipated that some clients will be away from the shelter during daytime hours. The Contractor must ensure that at least four staff members remain awake at night during established clients sleeping and quiet hours (11 P.M. – 6 A.M.).
7. The Contractor must provide a minimum of four security staff 24 hours a day, 7, days a week. Staffing needs may increase during hypothermia season defined above. A written security staffing schedule must be readily available upon request of the County contract monitor.
8. The Contractor must establish written shelter rules and expectations that reflect housing first principles, approved by the County's contract monitor, which must be provided and explained to each client upon admission to the shelter. The rules and expectations must be posted in multiple conspicuous areas of the shelter. Shelter rules cannot be barriers to shelter placement but must add structure to maintaining a safe and healthy environment for clients and staff.

- a. The Contractor must develop a Shelter Handbook, approved by the County's contract monitor, within 60 days of the execution of this contract resulting from this RFP. The Shelter Handbook must be reviewed with all clients within 3 days of admission to the shelter. Documentation of the Contractor and clients' review of the handbook should be filed by the case manager to ensure the transparency of the rules and expectations of the program was shared with the client.
 - b. The Shelter Handbook must outline shelter policies and include a list of facility tasks that clients could complete. The Contractor may also propose a vocational training or stipend payment structure to support clients in preparing to live independently and assist in maintaining a clean, orderly, and safe shelter environment for staff and clients.
 - c. The Shelter Handbook must include shelter policies regarding grievances, suspensions, terminations and how to access available housing resources.
9. The Contractor must provide at least two (2) meals per day to clients. The Contractor may obtain meals for clients through purchase and/or meal donations through community resources. Meals must be nutritionally balanced and accommodate any religious preferences, specialty dietary needs, work schedule, or other barriers that may keep the client from eating at the scheduled mealtimes.
 - a. The site at which meals are prepared and/or distributed must follow guidelines in accordance with public health standards and comply with State and local regulations for meal preparation. The Contractor must train all staff on public health standards and State and local regulations for meal preparation.
10. The Contractor must securely store any client's prescription medication, which may include medical marijuana. The Contractor must monitor each client's use of prescription medications to ensure safety and compliance with medical instructions as part of a written plan. Clients prescribed medical marijuana must be provided a safe space to use the prescribed substance.
11. The Contractor must participate in various activities such as the CES Housing and Prioritization bi-monthly meeting, the annual HUD Point-in-Time Count, and other meetings and/or activities that may be scheduled or mandated.
12. The Contractor must follow all current County Public Health Officer's recommendations as related to any contagious health risks including tuberculosis (TB), COVID-19, and any other coronavirus variants. Clients and shelter staff must participate in surveillance testing at a frequency determined by the County's Public Health Officer in coordination with Healthcare for the Homeless. All clients must be screened for symptoms and the Contractor must designate an isolation area for clients presenting symptoms of any contagious illness, including but not limited to, influenza and coronavirus.
13. The Contractor must follow the current DHHS standard operating procedure for communicable disease testing, evaluation, and documentation. If a shelter client or employee contracts a communicable disease, the Contractor must make a report within 24 hours to the designated DHHS health officer within DHHS Public Health Services (PHS) and/or SEPH Healthcare for the Homeless Program Manager. The procedure can be found on the following site:
<https://www.montgomerycountymd.gov/frs-ql/resources/files/swsj/policy/dfsrpp807.pdf>
14. The Contractor must participate in efforts led by the County's PHS to inoculate shelter clients and employees against influenza or any other health risk deemed appropriate by the County. The Contractor must confirm that each client has been tested or completed a TB screening. The Contractor must assist in completing TB screening and testing for clients within seven (7) business days of admission to the shelter, including transporting the client to the local County

Clinic for the TB test and obtaining a Release of Information form from the client to have the TB results mailed to the shelter. The Contractor must ensure that all employees are screened for TB. Test results of all clients and staff must be maintained by the Contractor in Homeless Management Information System (HMIS) and shelter case file, and the staff's records.

15. Bloodborne Pathogens: The Contractor must develop and implement a written bloodborne pathogen exposure control plan within 60 days of contract execution. SEPH's Healthcare for the Homeless Program Manager must approve this plan and can assist in its development. This plan must provide for:
 - a. Training in standard precautions and bloodborne pathogen exposure to each new shelter employee upon hire and annually thereafter. SEPH Healthcare for the Homeless staff may provide this training.
 - b. A confidential medical examination and appropriate follow-up care to an individual immediately following an exposure incident. Written documentation of each bloodborne pathogen exposure incident that contains the circumstances of an incident and route of exposure and reported to SEPH Health Care for the Homeless.
16. The Contractor must have an established Continuity of Operations (COOP) Plan. This plan must ensure the continued performance of essential functions during a wide range of potential emergencies, including localized acts of nature, accidents, and technological or attack-related emergencies. Additionally, the Contractor must also maintain a COOP plan specifically tailored to this site, along with a comprehensive Facility Emergency Plan. These plans must outline procedures for maintaining service continuity and ensuring the safety and security of personnel and clients during emergencies. The Contractor must submit these plans to the County designated contract monitor for review and approval within 60 days of Contract execution and update the plans annually or as significant changes occur. The Contractor must participate in emergency planning as requested by the County.
17. The Contractor must develop and maintain a case record for each client in a format approved by the County's contract monitor within five (5) business days of the client's admission to the shelter. Written case records must be kept in locked cabinet(s) and in a secured location. Electronic records must be accessible by the shelter director, case manager(s), and authorized shelter staff. Case records must contain the following minimum information:
 - a. TB screening results (may be recorded in the HMIS or a printed copy in the file).
 - b. Client emergency contact and medical contact, if available.
 - c. Pertinent medical information.
 - d. Shelter release of information form and individual housing plans developed by the client and case manager. The housing plans should demonstrate the case manager's and client's progress toward obtaining housing by describing interventions made to remove housing barriers.
 - e. Record of medications prescribed to, or taken, by the client.
18. The Contractor must ensure that eligible shelter clients remaining in the facility beyond thirty (30) business days have been assessed and applied for eligible entitlement benefits such as Supplemental Nutritional Assistance Program (SNAP), Medical Assistance (MA), and social security disability income. The Contractor must ensure that each client's acceptance, denial, or refusal to apply for such benefits is documented in the client's record and in HMIS.
19. The Contractor, via the County's Center for Continuous Learning Courses, at its own expense, or in conjunction with other homeless service providers, must train or obtain training for all staff

and volunteers who provide shelter services. Training must be provided for all new staff and on an annual basis in the following areas:

- a. Behavioral health issues, i.e., substance use, stages of change, and harm reduction
- b. Critical time intervention techniques
- c. De-escalation and crisis intervention
- d. Financial literacy
- e. Health and safety information
- f. Housing First
- g. Implicit Bias
- h. Landlord tenant issues, i.e., how to read and understand a lease
- i. Motivational interviewing
- j. Person-Centered Case Management
- k. Racial Equity
- l. Trauma Informed Care

Information on County provided training can be found on the County's website:

<https://www.montgomerycountymd.gov/HR/CareerDevelopment/TrainingPrograms.html#tab2>.

20. The Contractor must utilize a low-barrier and housing focused approach to provide client services, with housing quickly and as needed. Clients may not screen out for assistance because of perceived barriers to housing or services including, but not limited to, lack of employment or income, drug, or alcohol use, or having a criminal record. This program must have non-discriminatory policies in place in compliance with the Americans with Disabilities Act (ADA).
<http://www.montgomerycountymd.gov/DGS-ADA/Home.html>
21. The Contractor must comply with the U.S. Department of Health and Human Services Office of Minority Health National Standards for Culturally and Linguistically Appropriate Services (CLAS), which can be found at
<https://www.montgomerycountymd.gov/HHS/DoingBuswDHHS.html>.
20. The Contractor must comply with all federal, State, and local laws and regulations governing privacy and the protection of health information, including but not limited to, the Health Insurance Portability and Accountability Act (HIPAA). The Contractor must also sign a Business Associate Agreement (Attachment D) with the County prior to execution of the Contract and must comply with the provisions in the attached Business Associate Agreement (BAA).
21. The Contractor must comply with Department of Health and Human Services Background Clearance Policy requirements for staff as stated in the link listed below. At a minimum, any and all staff and volunteers having unsupervised contact with a vulnerable population, including children and/or the elderly, must be appropriately screened prior to providing services under this Contract. The Contractor must check the link for updates to the policy. The Background Check Policy is located here:
<http://www.montgomerycountymd.gov/HHS/DoingBuswDHHS.html>
22. Funding sources for services under this RFP may include State of Maryland grants. The Contractor must comply with all grant funding Conditions of Award, which will be incorporated as an attachment to the awarded contract.

23. The Contractor must provide infrastructure enhancements, repairs, or replacements that may include, but are not limited to, purchasing furniture, office equipment, electronics, and facility/program enhancements. Items purchased must match those approved in the Contractor's budget.
 - a. All furniture, office equipment, and other similar types of personal property specified in the budget, and purchased with funds provided under the Contract, become the property of the County upon termination or expiration of the Contract resulting from this solicitation.
24. The Contractor must execute and maintain a License Agreement (Attachment F) with the County's DGS for the occupancy served under this Contract at the County provided property addressed above, similar in form to Attachment F. Please note there may be differences in insurance requirements (based on type of use), as well as other provisions that are specific to the location and specific circumstances of that location. The license will be a negotiated document.
25. To support the County's initiative to build community trust, the Contractor must adhere to the following:
 - a. The Contractor must not request information about or otherwise investigate or assist in the investigation of the citizenship or immigration status of any person unless such inquiry or investigation is required by court order.
 - b. The Contractor must not coerce, intimidate, or threaten any person based on the person's actual or perceived citizenship or immigration status or the actual or perceived citizenship or immigration status of a member of the person's family or any other associate of the individual.
 - c. The Contractor must not subject an individual to verbal abuse, including disparaging or offensive comments, based on the individual's actual or perceived immigration status, or the actual or perceived immigration status of a member of the individual's family or any associate of the individual.
 - d. The Contractor must not condition the provision of County benefits, opportunities, or services on matters related to citizenship or immigration status unless required to do so by state or federal law, or court order.
 - e. Where presentation of a Maryland driver's license or identification card is accepted adequate evidence of identity, the Contractor must accept presentation of a photo identity document issued by the person's country of origin, such as a driver's license, passport, or matricula consular (consulate-issued document), or by a pre-approved non-profit organization and must not subject the person to a higher level of scrutiny or different treatment than if the person had provided a Maryland driver's license or identification card, except that this subparagraph (e.) shall not apply to the completion of the federally mandated I-9 forms.

B. Housing Focused Case Management

1. The Contractor must employ case managers at a 1 to 18 client ratio who possess the following minimum qualifications:

- a. Bachelor's degree in a social science, or human services field, or an equivalent of lived experience of homelessness, having been stably housed for two years, a high school degree, and three years of experience providing case management services.
 - b. At least two years of experience providing clinical or case management services to the homeless or persons earning low income, to a population with mental health, substance abuse, or co-occurring disorders, or a population needing assistance with employment and vocational literacy.
 - c. If candidate possesses a master's degree in the social science or human services field, only one year of experience providing case management services is required.
 - d. The Contractor must hire supportive staff to be utilized during the 24/7 hours of operation who can assist in removing barriers to housing. Supportive staff may include a housing locator, vocational trainer, or financial counselor. Supportive staff may include people with lived experience of homelessness that have been stably housed for a minimum of two (2) years and have, at a minimum, a high school diploma or GED.
2. The Contractor must provide case management and support services to include, but not be limited to:
- a. Completing and updating, as necessary, the current client data in the CES assessment screening tool. This may include using the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) in the HMIS after 10 business days and before the 14th day following a client's admission to the shelter; the prioritization assessment tool must be updated every six (6) months while the client resides in the emergency shelter.
 - b. Completion of an acuity scale in HMIS, within 15 days of the client's admission to the shelter, must be updated every two (2) months and completed upon the client's exit from the shelter to ensure an appropriate level of case management in permanent housing.
 - c. Completion of a comprehensive Individualized Housing Plan (IHP) with each client within 15 days of a client's admission into the shelter. The IHP must be updated each month or when significant changes occur. The IHP must be person-centered and specify the goals and interventions required by the client and/or case manager to address all barriers to obtaining permanent housing within the shortest possible time frame. The IHP must be created in partnership with the client and be signed by the client and case manager as an agreement. The IHP must include:
 - i. The type of housing that meets the client's needs, eligibility, and housing location plan.
 - ii. Identification of documents needed for permanent housing, such as a birth certificate, social security card, and photo identification.
 - iii. If applicable, the client's employment goals, and the support services provided by the program or in collaboration with community resources.
 - iv. If applicable, assistance with the attainment of necessary entitlements i.e., SNAP, MA, Temporary Disability Assistance Program (TDAP), or social security disability income; and
 - v. Any other interventions necessary for the client and case manager to complete the IHP for the client to obtain permanent housing.
 - d. The IHP must be reviewed with the case manager and client every 30 days, documenting the client's progress towards goal completion, revision of interventions, and revised goals if necessary.

3. Case management services must be provided in-person and made available a minimum of five (5) days a week during the hours of 8 A.M. and 9 P.M. Weekend case management hours should be offered to clients who are unable to meet during the week. Case management services must be provided weekly to all shelter clients.
4. All clients must be assigned a case manager within one (1) week of admission to the shelter. Case management must employ persistent engagement techniques, particularly for clients who fail to attend scheduled case management meetings. Case managers must actively seek out clients during and outside of the normal workday hours.
5. The Contractor must utilize the funds provided in this resulting contract to provide operational support and hire a housing locator. The housing locator's primary purpose must be locating low-cost housing in the community, and to support shelter residents in applying for and leasing housing. The housing locator must assist the clients at the emergency shelter obtain permanent housing.
 - a. The Contractor's housing locator must locate housing and assist clients in exiting shelter within 90-days of being referred to the housing locator.
6. The case managers and supportive staff must be skilled at assisting clients who have multiple barriers to obtaining housing. This includes monitoring the case plan and revising the case goals to assist the client with overcoming housing barriers and accessing housing.
7. All shelter support staff must be trained on HMIS, admission and intake, person-centered case management, and basic housing support. Housing support includes working knowledge of all available housing programs offered in the County, housing location services, and skills in resolving housing barriers and engaging multiple complex clients' needs and tenant rights and responsibilities.
8. The Contractor must enter each client's demographic information into the HMIS within 24 hours of shelter admission. The Contractor must arrange with the County HMIS manager for training of its staff who will use the HMIS.
9. The Contractor's case manager must enter weekly service transactions of case management meetings into HMIS. At a minimum, the case manager must enter HMIS case plan goals and progress notes regarding the client's IHP that includes the status of obtaining necessary documents, income, and obtaining permanent housing. The information that must be entered in HMIS must conform to the County and HUD's most recent standards. Information on HUD and HMIS requirements and policies and procedures can be found on the County's website: <http://www.montgomerycountymd.gov/hmis>.
10. The Contractor's shelter director, manager, and case manager(s) must participate in a case review, including all significant persons involved with the client's case, for all clients continuing in shelter after a 3-month length of stay. The Contractor must document the plan to rapidly move the client to housing.
11. The Contractor must enter an HMIS participation agreement with the County and use the HMIS system as an electronic record developing case plans, progress notes, and service transactions. These electronic records are to be maintained in addition to hard copies which are to be stored in a locked cabinet within a locked office at the facility.
12. The Contractor must use all client authorization forms and/or other HMIS-related forms made available by the County to share client information with other providers using the HMIS and to

inform clients that their information is being placed into an electronic record in the HMIS. The Contractor, upon execution of the contract resulting from this RFP, must arrange training with the County for its staff. HMIS is compliant with the HIPAA. The Contractor must adhere to the HIPAA requirements that govern the HMIS even though there is no requirement that the Contractor be a HIPAA covered entity.

5.4. Contractor's Qualifications

A. The Contractor must meet the following minimum qualifications:

1. Registered to do business in the State of Maryland.
2. Have experience in fostering collaborative partnerships with public and private entities from diverse sectors.

5.5. Contractor's Responsibility

- A. The Contractor must, prior to execution of the contract, provide a staffing schedule and an organizational chart which outlines director, case managers, supervisors, and supportive staff, and identifies supervisory responsibility. The staffing schedule must detail how many staff will be on-site to monitor the operation of the shelter during the 24/7 hours of operation. The Contractor must maintain an operational staffing level consistent with the number of clients served and the other services provided.
- B. The Contractor must develop and implement written policies and procedures that must be approved by the County contract monitor for the following:
1. Admission process must include the ability to accept clients 24 hours per day and 7 days per week. Details regarding shelter vacancies must be sent to the contract monitor, diversion team, and other appropriate County staff daily. The admission process must include a response to outreach programs that seek immediate shelter for the unhoused.
 2. Non-discriminatory and equal access policies in compliance with HUD guidelines. https://www.hud.gov/program_offices/fair_housing_equal_opp/fhp_toolkit
 3. ADA compliance for people experiencing homelessness who utilize oxygen assistance. The use of oxygen is not a safety risk unless it comes directly in contact with an open flame. The policy must address the storage of unused oxygen tanks in a secure area and away from other clients in a location that is less than 125 degrees Fahrenheit. Appropriate signage must be utilized to inform and warn clients and staff of the storage and use of oxygen.
- C. The Contractor must provide policies and procedures governing client confidentiality, release of information, and client grievances and appeals.
1. All grievance procedures must be created in consultation with the County's contract monitor. The client grievance policy must include procedures for clients to file grievances and the chain of command responsible for responding.
 2. The client grievance procedures must be approved by the County contract monitor and posted in multiple conspicuous areas of the shelter. Grievance forms must be available in multiple languages.
 3. The Contractor must work with the CoC People's Committee to develop a procedure to review and address client termination appeals. All appeals will be reviewed by an Administrative Appeals Committee established with the CoC People's Committee and approved by the County. This committee may consist of the Contractor staff representative, County staff, and a person with lived experience of homelessness. The Contractor is not required to continue

- providing services to the client pending the appeal and may transfer the client to another facility/agency.
4. The Contractor must notify the County contract monitor with 48 hours of the occurrence regarding any client grievances filed against staff for behaviors of discrimination, safety, threats, or violence.
- D. The Contractor must provide a written plan, approved by the County contract monitor, to handle emergency medical and psychiatric crises experienced by shelter clients and ensure that all shelter staff are trained in these procedures. The Contractor must also have at least one approved first aid kit per 50 clients up to the maximum capacity for shelters on site in accordance with the American National Standards Institute.
- E. The Contractor must report all incidents including, but not limited to, calls threatening or actual acts of violence, missing or stolen medications, physical assaults, or death using a County approved incident report form.
1. Termination of Clients from program services may only occur following a consensus decision with the shelter director, case manager, and County's contract monitor. Termination of Clients from program services must comply with the CoC's written standards which can be found at the following link:
<https://www.montgomerycountymd.gov/Homelessness/Resources/Files/Documents/Written%20Standard%209.24/Montgomery%20County%20Maryland%20Written%20Standards.pdf>
 The client must be given a written notification from the shelter program staff that explains the reason(s) for the action taken. The client must be given the opportunity to request an appeal of the decision.
 2. All incidents must be reported to the County contract monitor within 48 hours, and client deaths within 24 hours. A client may be suspended for shelter violations that threaten others' safety, with incident reports sent to the County within 24 hours of suspension. Immediate suspension is permitted for violent behavior or if the client poses an immediate threat, lasting up to 72 hours. The contractor must notify the contract monitor within 24 hours of such suspensions. Clients may return after 72 hours unless termination actions are initiated within the first 24 hours.
 3. Drug or alcohol use is not permitted in the facility. Clients cannot be suspended or terminated for being under the influence. No testing for alcohol or drugs should occur at the facility; however, client belongings may be searched, and items may be collected and discarded by the program staff in a safe manner offsite.
- F. The Contractor must maintain sufficient medication on-site to address overdoses and contact 911 for emergency assistance if an overdose occurs. The Contractor must also provide written referrals for clients to behavioral health services if client behaviors indicate the need for support with access to treatment.
- G. Any length of stay policy must include how case managers and clients will address individual and systemic barriers to obtaining and maintaining stable housing. Barriers to housing may include financial literacy, housing location support, employment assistance, or addressing behavioral health symptoms or physical health conditions that may contribute to exiting homelessness.
- H. The Contractor may not charge a fee for emergency shelter but may develop with each client an individual savings plan to reduce debt, improve credit, or save for housing stability.
- I. If this Contract is terminated early for any reason or upon the conclusion of the final contract term, the Contractor must work with the County to ensure a collaborative transition of case files, program services, and clients to the new service provider.

5.6. County's Responsibility

- A. The County will provide a facility located at 11600 Nebel Street, Rockville, MD 20852. The County will oversee and provide maintenance for major facility systems such as electrical, air conditioning, heating, and plumbing per the License Agreement established between the Contractor and the County's DGS (see Attachment F).
- B. The County will provide training for the Contractor's staff for HMIS data requirements and user support for HMIS quality assurance.
- C. The County will train the Contractor's staff on how to appropriately complete the VI-SPDAT.

5.7. Reports/Deliverables

- A. All required reports and other supporting documentation must be submitted with the Contractor's monthly invoice. Invoices must be sent to the contract monitor designated by the County.
- B. The Contractor must provide to the County a bi-annual report, which will accompany the six-month and year-end invoices. The bi-annual reports must include, at a minimum, a summary of the outcomes listed in the performance measures below.
- C. The Contractor must maintain records of training sessions for each staff member/volunteer, including the date and content of each training. This information must be maintained in the staff's personnel file and accessible to the County contract monitor for this resulting contract annually during program evaluation.
- D. Each contract term, the Contractor must provide a quarterly report to the County contract monitor, via email which must include the number of clients working with the housing locator and the number exited to permanent housing.
- E. Each contract term, the Contractor must provide a quarterly report to the County contract monitor, via email, on the number of grievances, general nature of grievances, and level of escalation needed until resolution.
- F. If grant funding is included in the contract resulting from this RFP, the Contractor must comply and submit all required reports, in the frequency required by those funding sources to the County's contract monitor via email.

5.7.1.1 Performance Measures

- A. The Contractor must develop and implement a County-approved mechanism to measure the progress toward meeting the criteria below and assess the quality of services provided.
 - 1. Of the clients remaining in the shelter after 30 days, 100% will have completed assessments of CES-approved assessment tools, including, but not limited to, the VI-SPDAT, acuity scale, and IHP plan for housing.
 - 2. Of the clients remaining in shelter after 60 days, 100% of the eligible clients will have documentation in HMIS of entitlement status (i.e., SNAP, MA, or social security disability income). The Contractor must update non-cash benefits and service transactions to indicate date of approval, ineligibility of or denial of benefits, or client's refusal to apply.

3. Within 90 days, 50% of the clients will exit to permanent housing, as defined in HMIS as returning to family/friends permanently, room rentals, shared housing, rapid re-housing, or permanent supportive housing.
4. The average length of stay for clients exiting the shelter to housing annually is less than 120 days.
5. Fifty percent (50%) of clients remaining in shelter over 90 days will maintain or increase their income.
6. As reported in the customer satisfaction survey, 80% of participants felt safe and received adequate case management services.
7. Thirty percent (30%) reduction of reported violent incidents in the shelter.

5.7.1.2 Customer Satisfaction

- A. The Contractor must conduct regular Customer Satisfaction Surveys and encourage client participation using Pulse for Good platform kiosks. The kiosks must be maintained by the Contractor and placed in an easily accessible location within the shelter.
 1. Any damage to the devices must be reported immediately to the County contract monitor. The Customer Satisfaction Survey will inquire about changes in quality of life, treatment from staff, safety in the shelter, responsiveness to needs, quality of case management services, and other areas as identified by the Contractor, the County, and the CoC's People's Committee of the Interagency Commission on Homelessness.
- B. The Contractor must provide a voluntary Exit Survey for all clients exiting the shelter. The survey must be developed in collaboration with the Contractor, County contract monitor, and at least one representative from the CoC's People's Committee.

6. SECTION C - PERFORMANCE PERIOD

6.1. TERM

The effective date of this Contract begins upon signature by the Director, Office of Procurement and ends on June 30, 2026. Contractor must also perform all work in accordance with time periods stated in the Scope of Services. Before this term for performance ends, the Director at his/her sole option may (but is not required to) renew the term. The Contractor's satisfactory performance does not guarantee a renewal of the term. The Director may exercise this option to renew this term two (2) times for up to one (1) year each.

6.2 PRICE ADJUSTMENTS

6.2.1 Prices are fixed for the first term of this Contract. For any renewal term of this Contract, a price increase may be allowed as follows:

- A. If the County Council provides for an Inflationary Adjustment that applies to this Contract, the Contractor will receive the Inflationary Adjustment in the amount set forth by Council for the subject Fiscal Year. In this event, the Contractor may not seek any additional price increase(s) during the renewal term.
- B. If there is no Council-approved Inflationary Adjustment applicable to this Contract, the Contractor may request a price increase, subject to the following:
 1. Approval or rejection by the Director, Office of Procurement, or designee.
 2. Must be submitted in writing to the Director, Office of Procurement, and accompanied by supporting documentation justifying the Contractor's request. A request for any price adjustment may not be approved unless the Contractor submits to the County sufficient justification to support that the Contractor's request is based on its net increase in costs in delivering the goods/services under the Contract.