



OFFICE OF PROCUREMENT

Marc Elrich  
County Executive

Avinash G. Shetty  
Director

**SOLICITATION AMENDMENT #4**  
**Open Solicitation #1074957**  
**September 23, 2025**

PAGE 1 OF 2

FOR THE PROCUREMENT OF: **Service Coordination for Housing Initiative Program**

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ALL SOLICITATION AMENDMENTS MUST BE ACKNOWLEDGED BY THE OFFEROR PRIOR TO THE HOUR AND DATE SPECIFIED IN THE SOLICITATION (AS AMENDED) FOR RECEIPT OF OFFERS. **FAILURE TO ACKNOWLEDGE AN AMENDMENT MAY BE CAUSE TO REJECT OFFER.**

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**DESCRIPTION OF AMENDMENT:**

1. Replace Form Contract page 9 of 16 with revised page 9 of 16

THERE ARE NO OTHER CHANGES.

THE SOLICITATION PROVISION ENTITLED "SOLICITATION AMENDMENTS" IS APPLICABLE TO THIS AMENDMENT. THE CHANGES SET FORTH ABOVE ARE HEREBY INCORPORATED INTO THE ABOVE-CITED SOLICITATION.

ISSUED BY:

for

Avinash G. Shetty,  
Director, Office of  
Procurement

NAME OF OFFEROR:

\_\_\_\_\_  
(Type or Print)

NAME AND TITLE OF PERSON  
AUTHORIZED TO SIGN:

\_\_\_\_\_  
(Type or Print)

OFFEROR'S SIGNATURE:

\_\_\_\_\_ DATE \_\_\_\_\_

**Office of Procurement**

27 Courthouse Square, Suite 330 • Rockville, Maryland 20850 • 240-777-9900 • 240-777-9956 TTY • 240-777-9952 FAX  
[www.montgomerycountymd.gov](http://www.montgomerycountymd.gov)

**Open Solicitation #1074957**  
**CONTRACT NO. \_\_\_\_\_**

Each request must clearly state the reason for which the waiver is being requested. Upon a finding of good cause, the Department may grant a waiver in writing and must clearly state the reason the requirement is being waived;

- U. The Contractor must document all client goal plans in HMIS. Goals plans should be reviewed and updated every 6 months.
- V. Executive Regulation 20-12, Requirements for the Housing Rental Initiative Program is incorporated by reference into and made a part of this Open Solicitation. Regulations can be found at:  
[http://www.montgomerycountymd.gov/exec/Resources/Files/20-12\(2\).pdf](http://www.montgomerycountymd.gov/exec/Resources/Files/20-12(2).pdf)  
***The Contractor must frequently check this link for updates to the policy.***
- W. The Contractor must comply with DHHS Background Clearance policy requirements for staff, subcontractors and volunteers serving clients (please see link below for policy). Also **Attachment H: Frequently Asked Questions—Background Investigations for DHHS Contract**, is attached for your information.  
(<https://www.montgomerycountymd.gov/HHS/DoingBuswDHHS.html>)
- X. ***Plan of Care (POC) Requirements***  
*Only contractors pre-approved and assigned by the County are required to complete a POC. Upon approval, the County will assign a contractor to complete a POC for participants enrolled in the Assistance in Community Integration Services (ACIS) Program, who must comply with all applicable program requirements outlined at: <https://health.maryland.gov/mmcp/Pages/ACIS.aspx>.*

*Contractors responsible for the POC must adhere to the following:*

1. *Complete the POC at intake and review/update annually for each enrolled participant in the ACIS program.*
2. *In accordance with the program's conflict-free case management requirements, the contractor completing the POC must not be affiliated with or employed by any organization that provides direct services to the participant under the ACIS program.*
3. *The contractor completing the POC must meet face-to-face with the ACIS participant to collaboratively develop a person-centered POC that reflects the participant's preferences and needs related to housing and tenancy-based case management services*
4. *The POC must include documentation that:*
  - a) *The participant was able to invite individuals of their choice to the planning meeting;*
  - b) *The participant actively participated in developing the plan;*
  - c) *The participant was offered choice of services and supports;*
  - d) *The participant agreed to the services and support outlined in the POC;*
  - e) *The participant was provided the opportunity to review and request changes to the POC; and*
  - f) *The finalized POC developed with the participant was shared with the service provider for planning and coordination purposes.*

## II. MINIMUM QUALIFICATIONS

The Contractor must meet the following minimum qualifications, listed below in order to receive a contract to provide services in accordance with **Open Solicitation #1074957** and to continue to provide services under the resulting contract. Each Contractor must:

1. Be a public or private service provider agency and have experience with providing service coordination and other relevant human services to special needs populations as outlined in **Open Solicitation #1074957**;
2. Assign a Service Coordinator to provide services to Program participant households within 10 working days of receipt of a Department referral and execute a written Admission and Termination and Service Agreement with each Program participant household as noted in this Contract;
3. Conform to confidentiality and informed consent policies governing services, including mandates that all Contractor staff and Program participant household member interactions and the Contractor's record keeping, and storage of those records, are conducted in accordance with State, local and federal privacy laws and regulations, including the federal Health Insurance Portability and Accountability Act (HIPAA);
4. Have, or develop and implement a Notice of Privacy Practice (NOPP) that must be approved by the County. The purpose of the NOPP is to inform Program participants that their personal information will be entered into an electronic record in the Homeless Management Information System (HMIS) database and how their information will be used;
5. Enter into an HMIS Participation Agreement provided by the County within 30 days of a signed contract resulting from **Open Solicitation #1074957**. This agreement delineates the responsibilities of the County and Contractor in operating the HMIS;

**Open Solicitation #1074957**  
**CONTRACT NO. \_\_\_\_\_**

Each request must clearly state the reason for which the waiver is being requested. Upon a finding of good cause, the Department may grant a waiver in writing and must clearly state the reason the requirement is being waived;

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- V. Executive Regulation 20-12, Requirements for the Housing Rental Initiative Program is incorporated by reference into and made a part of this Open Solicitation. Regulations can be found at:  
[http://www.montgomerycountymd.gov/exec/Resources/Files/20-12\(2\).pdf](http://www.montgomerycountymd.gov/exec/Resources/Files/20-12(2).pdf)  
***The Contractor must frequently check this link for updates to the policy.***
- W. The Contractor must comply with DHHS Background Clearance policy requirements for staff, subcontractors and volunteers serving clients (please see link below for policy). Also **Attachment H: Frequently Asked Questions – Background Investigations for DHHS Contract**, is attached for your information.

<http://www.montgomerycountymd.gov/HHS/DoingBuswDHHS.html>

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DEPARTMENT OF HEALTH AND HUMAN SERVICES

Marc Elrich  
County Executive

Raymond L. Crowel, Psy.D.  
Director

April 4, 2022

SOLICITATION ADDENDUM #3  
OPEN SOLICITATION #1074957  
Page 1 of 1 FOR THE PROCUREMENT: for  
**Service Coordination for Housing Initiative Program**

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THE FOLLOWING CHANGES ARE APPLICABLE TO THE OPEN SOLICITATION:

Change #1

The NOTICE TO VENDORS section is updated to replace the contact information for questions on the application process. Any prospective vendor questions regarding the Open Solicitation process or services to be provided should be emailed to:

**[HHS.Open.Solicitations@montgomerycountymd.gov](mailto:HHS.Open.Solicitations@montgomerycountymd.gov)**

THERE ARE NO OTHER CHANGES

\*\*\*\*\*

THE SOLICITATION PROVISION ENTITLED "SOLICITATION ADDENDUM" IS APPLICABLE TO THIS ADDENDUM. THE CHANGES SET FORTH BELOW ARE HEREBY INCORPORATED INTO THE ABOVE-CITED OPEN SOLICITATION

ISSUED BY:

*Raymond L. Crowel* for

Raymond L. Crowel, Psy.D., Director, Department of Health and Human Services

Office of the Director

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401 Hungerford Drive • Rockville, Maryland 20850 • 240-777-1275 • 240-777-1494 FAX • MD Relay 711

[www.montgomerycountymd.gov/hhs](http://www.montgomerycountymd.gov/hhs)

## Open Solicitation #1074957

### Service Coordination for Housing Initiative Program

- A. Montgomery County, Maryland (the "County"), through its Department of Health and Human Services (the "Department"), administers the County's Housing Initiative Program (the "Program"), a Housing First Permanent Supportive Housing Program. Housing First is a model that provides immediate access to independent permanent housing and supportive services without preconditions such as sobriety, medication compliance, and/or participation in behavioral health services. Participants in Housing First programs are offered choice in the type and frequency of services. Refusal of services or continuation in the program will have no consequence for access to housing.

The Program provides housing subsidies equal to approximately 85 percent of the average Montgomery County rental rates, as determined by the Montgomery County Department of Housing and Community Development and service coordination to promote long term housing stability and self-sufficiency for adult Program participant households.

A complete description of the Scope of Services required is provided in the Open Solicitation application packet. You may obtain a packet by visiting

<http://www.montgomerycountymd.gov/HHS-program/coo/contractmgmt/cmtcursolicits.html>

The compensation rates for the goods or services provided under Open Solicitation #1074957, are set by the County in this Open Solicitation Rates Sheet found at the following link:

<http://www.montgomerycountymd.gov/HHS-program/coo/contractmgmt/cmtcursolicits.html>

The Rates Sheet will be provided to potential vendors upon request of an Open Solicitation application packet.

The County will enter into a contract with each applicant who meets the minimum qualifications as described in the Form Contract (Article II., Minimum Qualifications) and are found to be a responsible individual/organization. The County will sign the contract and return a copy to the applicant. The Form Contract with all attachments will constitute the entire Contract. The applicant must sign the County's Form Contract which includes the General Conditions of Contract Between County and Contractor, and other attachments, as written, with no modification.

~~Questions related to the technical information in this Open Solicitation should be directed to Aneise E. Childress-Harvell, Contract Monitor, Special Needs Housing, at (240) 777-4027. Questions related to the application/contract process and insurance requirements may be directed to Gregory Green, Senior Contract Manager, at (240) 777-1247.~~

Any prospective vendor questions regarding the Open Solicitation process or services to be provided should be emailed to:  
HHS.Open.Solicitations@montgomerycountymd.gov



OFFICE OF PROCUREMENT  
255 Rockville Pike, Suite 180, Rockville, MD 20850-4166  
VOICE: 240-777-9942 TTY: 240-777-9956 FAX: 240-777-9952

April 19, 2019

**SOLICITATION ADDENDUM #2**  
**Open Solicitation #1074957**

PAGE 1 of 1 FOR THE PROCUREMENT: for  
**Service Coordination for the Housing Initiative Program**

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**THE FOLLOWING CHANGES ARE APPLICABLE TO THE OPEN SOLICITATION:**

**Change #1**

Remove Page 7 of 16 of the FORM CONTRACT and replace with 7 of 16 of the FORM CONTRACT  
(Revised by Solicitation Addendum #2) of the Form Contract.

**THERE ARE NO OTHER CHANGES.**

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THE SOLICITATION PROVISION ENTITLED "SOLICITATION ADDENDUM" IS APPLICABLE TO  
THIS ADDENDUM. THE CHANGES SET FORTH BELOW ARE HEREBY INCORPORATED INTO  
THE ABOVE-CITED OPEN SOLICITATION.

ISSUED BY:   
Avinash G. Shetty, Director, Office of Procurement



**Open Solicitation #1074957**  
**CONTRACT NO. \_\_\_\_\_**

- K. ~~The Department is currently engaged in planning work that will allow the Department to bill Medicaid for many of the services currently provided to Program participant household through Service Coordination. When this becomes available, reimbursement rates may change to account for the additional infrastructure required to bill for services.~~

The Department of Health and Human Services has concluded its plan that allows the Department to bill Medicaid for many of the services currently provided to Program participant households through Service Coordination. The current reimbursement rates are reflected on the Tier Rate Sheet as Compensation (Medicaid Reimbursement). Reimbursement rates may change to account for any additional infrastructure required to bill for services, and all future rate change/adjustment will be done without amending contracts from this solicitation however a new Rate Sheet will be posted at, and contractors are responsible to periodically check the website:

<http://www.montgomerycountymd.gov/HHS-program/coo/contractmgmt/cmtcursolicits.html>

- L. The Contractor must document all client contacts in HMIS within 48 hours of service provision. Contact notes must include the date, time, duration, and location of the service. Contact notes must include a brief description of the service provided and a plan for future services.
- M. The Contractor must ensure that all Program participants apply, when available, to receive Housing and Urban Development (HUD) Housing Choice Voucher and Public Housing benefits, through the local housing authority, the Housing Opportunities Commission. If selected to receive HUD benefits, the Program participant household will no longer be eligible for rental assistance through the Program. If the Program participant has an Acuity level of Mid or High Acuity, they will remain eligible for Service Coordination provided by the Contractor and funded through the Department.
- N. The Contractor, together with the Program participant, must reapply to the Department for continued Program eligibility before the expiration of the Program participant's current eligibility period in accordance with deadlines and procedures established by the Department and Montgomery County Executive Regulation, 20-12 Requirements for the Housing Initiative Program (must cut and paste for link).  
[http://www.montgomerycountymd.gov/council/resources/files/res/2013/20130924\\_17-879.pdf](http://www.montgomerycountymd.gov/council/resources/files/res/2013/20130924_17-879.pdf)  
*The Contractor must frequently check this link for updates to the policy.*
- O. The Montgomery County Department of Health and Human Services Housing Locator will conduct an inspection of the rental unit to determine if the rental unit is safe and sanitary whenever a Program participant household moves into a rental unit. The Service Coordinator will conduct monthly home visits and submit to the Department Home Visit Reports on a monthly basis for each Program participant household.
- P. The Contractor must ensure that its Service Coordinators notify the Department within 30 days of the date if any one of the following occurs:
1. the number of Program participant household members increases or decreases; or
  2. amount of contract rent increases or decrease;
  3. Program participant household gross income changes by 10 percent or more.
- Q. The Contractor must ensure that its Service Coordinators immediately complete an incident report and notify the Department when any one of the following occurs:
1. Rental unit lease is terminated;
  2. Program participant household moves from the rental unit;
  3. Program participant household receives a notice of eviction;

FORM CONTRACT

7 of 16

(Revised by Solicitation Addendum #2)

**Open Solicitation #1074957**  
**CONTRACT NO. \_\_\_\_\_**

- K. The Department is currently engaged in planning work that will allow the Department to bill Medicaid for many of the services currently provided to Program participant household through Service Coordination. When this becomes available, reimbursement rates may change to account for the additional infrastructure required to bill for services.
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**Montgomery County, Maryland  
Department of Health and  
Human Services**

**Amendment 1  
OPEN SOLICITATION # 1074957  
Service Coordination**

**Please find attached revised page no 2 and 10 of Open Solicitation # 1074957.**

**Open Solicitation #1074957**  
**CONTRACT NO. \_\_\_\_\_**

C. Service Providers will receive a tiered reimbursement case rate based on the level of the acuity and needs of the homeless individual or family:

1. Low Acuity Needs: Participants with low needs require low intensity case management services including systems navigation and linking the household to appropriate mainstream services. This population typically demonstrates an ability to live independently with a housing subsidy and limited support and strong connections to community providers. Service Coordination for households with a low acuity score requires a minimum of one face-to-face visit in the home per month. ~~The caseload ratio must be a minimum of 1 Case Manager to 25 cases.~~
2. Medium Acuity Needs- Participants with medium needs require medium intensity case management services including care coordination to access employment, behavioral health, and physical health care services, money management, activities of daily living, etc. This population has often experienced long-term homelessness and has major barriers to self-sufficiency such as mental health, addiction, domestic violence, etc. as well as financial and housing barriers. Service Coordination for households with medium acuity scores requires a minimum of three face-to-face visits per month. One visit must occur in the Participant's home. ~~caseload ratio must be a minimum of 1 Case Manager to 15 cases.~~
3. High Acuity Needs- Participants with high needs require high intensity case management services including care coordination, skills coaching, modeling, entitlement assistance, etc. Services are individualized and highly flexible to address the unique challenges of the participants. This population has often experienced chronic homelessness and has a major disabling condition. Many recipients with high acuity needs have more than one complex issue such as serious mental or physical disabilities, chronic addiction and lack of employability. Service Coordination for households with high acuity scores requires a minimum of six face-to-face visits per month. One visit must occur in the Participant home. ~~The caseload ratio must be a minimum of 1 Case Manager to 10 cases.~~

The Acuity needs of the Participants will be determined at intake, 6 months after intake, and annually thereafter using the Montgomery County Housing Support Services Acuity Scale. DHHS will complete the initial Acuity Scale and make the appropriate referral to the Contractor.

If the acuity needs of the household change prior to the six month or yearly review, a reassessment of the household's acuity can be done at any time by making this request through the designated County Contract Monitor for the Contract.

D. Program participants must have a total household income at or below 30% of the current area median income upon admission to the Program and will remain eligible for continued Program benefits until income exceeds 50% of area median income. Program participants will be responsible for paying 30% of their household's income toward rent and utilities.

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**CONTRACT NO. \_\_\_\_\_**

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2. Medium Acuity Needs- Participants with medium needs require medium intensity case management services including care coordination to access employment, behavioral health, and physical health care services, money management, activities of daily living, etc. This population has often experienced long-term homelessness and has major barriers to self-sufficiency such as mental health, addiction, domestic violence, etc. as well as financial and housing barriers. Service Coordination for households with medium acuity scores requires a minimum of three face-to-face visits per month. One visit must occur in the Participant's home. caseload ratio must be a minimum of 1 Case Manager to 15 cases.
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**Open Solicitation #1074957**  
**CONTRACT NO. \_\_\_\_\_**

6. Comply with the County's Business Associate Agreement (BAA) a copy of which is included in the Open Solicitation packet and attached to this Contract;
7. Maintain client records and store them in a secured, non-public area to assure client confidentiality; and
8. Comply with the County's mandatory insurance requirements as set forth under Article IX of this Contract and must provide an insurance certificate(s) evidencing the required insurance certificate.

### III. STAFFING AND OTHER REQUIREMENTS

The Contractor must:

1. Ensure that each Service Coordinator providing service under this Contract possesses, at a minimum, a Bachelor's Degree in social work or another human services-related field and two years of experience providing human services. All staff providing services for this Program, must be free of illegal drugs and abuse of alcohol, and must be fully able to perform all required duties at all times;
2. Ensure that the Service Coordinator Supervisor has a Master Degree in Social Work and has a Maryland Clinical Social Work License, ***or a Master Degree & a MD Professional Counselor License (LCPC)***;
3. Conduct and/or arrange for background checks on all program personnel and volunteers for child sexual abuse and other criminal activity and must provide evidence of the background checks to the County upon request. The Contractor must obtain the results of criminal background checks before any staff or volunteers provide direct services;
4. Maintain a personnel manual which identifies the Contractor's job descriptions and personnel regulations and explains policies for Contractor's employees regarding benefits, supervision, termination and grievances;
5. Provide or obtain training for all Service Coordinators providing services in the following areas:
  - A. Housing First and harm reduction model;
  - B. Motivational Interviewing;
  - C. Mental health, substance use and co-occurring disorders;
  - D. Crisis intervention; and
  - E. Health risks and medical precautions.

*It is anticipated, but not guaranteed, that the County or other services providers in the community will make training sessions available for staff on the above areas. In the event training sessions are not available through the County or other service providers, the Contractor is required to provide or obtain the necessary training.*

6. Maintain and have available for review by the County a roster of all employed individuals providing services under this Contract, along with their resumes, current licenses, work schedules and evidence of completion of training related to maintaining employment with the Contractor;
7. Have a mechanism to record, report and track Program participant household

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