5. SECTION B - SCOPE OF SERVICES:

5.1. Background

5.1.1. The Montgomery County Department of Health and Human Services (DHHS) Aging and Disability Services Unit (A&D) requires a program to provide daily money management through the establishment of legal representative payee ships. This program operates in collaboration with the U.S. Social Security Administration and local banks. The target population to be served under this program are low-income disabled adults aged 18 and over ("Clients") living in Montgomery County, Maryland who are unable to manage their finances due to a physical or mental disability and whose least restrictive plan of care would be jeopardized without a representative payee and who meet requirements described throughout this Request For Proposal (RFP). Clients may be deemed eligible for this program of services if they are unable to conduct their own banking, pay their bills, and keep track of their expenses because of a physical or mental disability. The goal of this program is to help clients establish or maintain a stable living situation by using their incomes to meet their basic personal needs. Eligible Clients will be matched with a trained volunteer who will help the Client manage certain aspects of their finances.

5.1.2. DHHS's mission is to address the safety, self-sufficiency, health and well-being needs of our community and our clients through the delivery of health, behavioral health and social services.

5.2. Intent

5.2.1. DHHS is seeking a qualified, experienced and capable entity to provide a program of representative payee services for Clients who are physically or mentally unable to conduct their own banking, pay their bills, and keep track of their expenses.

5.2.2. The County intends to award one contract under this RFP. The total estimated Fiscal Year 2024 compensation for the Contract resulting from this RFP is approximately between $140,000 and $152,000. 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 solicitation is subject to and contingent upon the State and County's appropriation and encumbrance of funding for this program described in this solicitation.

5.2.3. 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. These expanded services may be added during negotiations or added via an amendment to the Contract.

5.3. Scope of Services

5.3.1. The Contractor must recruit, screen, and train volunteers to provide a program of representative payee services for Clients who are physically or mentally unable to conduct their own banking, pay their bills, and keep track of their expenses.

5.3.2. As part of the representative payee program, the Contractor must provide the following services:

5.3.2.1. Establish and maintain working relationships with one or more local banks for funds managed under this program, The Contractor must collaborate with local or regional government offices of such agencies as the Social Security Administration, the Department of Veterans Affairs, the U.S. Railroad Retirement Board, and the U.S. Office of Personnel Management.

5.3.2.2. Accept Client referrals from County social service programs, other public and private agencies, and from family members or friends of potential clients. Serve at minimum 75 clients monthly. Of the total Clients served, at least 45% must be adults aged 60 and older. No one over the age of 60 can be denied due to income. If the caseload

falls below 75 clients in any month, the Contractor must submit a performance improvement plan to the DHHS Contract Monitor describing the Contractor's plan to achieve the minimum caseload. The performance improvement plan must be submitted with that month's required monthly statistical reports as described under Section B. 5.4 Records and Reports.

5.3.2.3. Recruit and train volunteers as described in Section B. Scope of Services, Paragraph 5.3.4. A volunteer will not be required to work with a particular client if the Contractor determines that the match will not or is not working out;

5.3.2.4. Provide professional, administrative support staff and volunteers for this program, and adequate office space to accommodate staff, and volunteers;(During the COVID crisis, activities may be done virtually as much as possible).

5.3.2.5. Meet all legal and procedural requirements as described in the RFP and any other requirements from the agencies with whom this program collaborates to serve the target population;

5.3.2.6. Receive monthly client account statements and evidence of cancelled checks, if applicable, from participating banks, review each statement for quality assurance to ensure that expenditures are accurate and appropriate, and develop and maintain a tracking system for each client account;

5.3.2.7. Establish a mechanism and quality assurance procedure for collecting service data from Clients and volunteers; and

5.3.2.8. Develop, implement and maintain written program policies and procedures, subject to County approval within ninety (90) days of the effective date of the Contract resulting from this Solicitation.

5.3.3. The Contractor must provide the following Client-oriented activities:

5.3.3.1. Publicize the program to potential referral sources. The Contractor must mention in all publicity for this program that services are funded in part by the Montgomery County Department of Health and Human Services;

5.3.3.2. Assess the needs, appropriateness, and eligibility of potential clients for representative payee services, and ensure the Client meets eligibility criteria for the program;

5.3.3.3. Develop a criterion, subject to County's approval within ninety (90) days of the effective date of the Contract resulting from this Solicitation, to identify the physical and mental health condition of each client for referring the client to other needed services. The Contractor's staff and volunteers have the option of referring the client to the County's Aging and Disability Resource Unit at 240-777-3000 for help accessing other needed services;

5.3.3.4. Develop and maintain a wait list of Clients for whom the Contractor has not found suitable volunteer matches; and

5.3.3.5. Match wait list Clients with appropriate volunteers within 60 days of entering the program. If a Client is not matched within that timeframe, upon request by the County, the Contractor must report the reason the client has not been matched and must demonstrate continued effort in attaining a successful Client/volunteer matched.

5.3.4. The Contractor must provide the following volunteer-oriented activities:

5.3.4.1. A plan to recruit volunteers, including volunteers who speak languages other than English, to serve as representative payees for Clients;

5.3.4.2. Volunteer screening process that includes, but is not limited to, the following:

5.3.4.2.1. an application process which includes a face-to-face interview;

5.3.4.2.2. conducting criminal background checks and any other pertinent background checks for the determination of a volunteer's suitability to provide services under a resulting contract. The Contractor must ensure that no individual who refuses to submit to a criminal background check provides services to clients. Any employee who has a criminal conviction

for abuse, neglect, or exploitation of children or adults may not provide services to DHHS clients under any resulting contract from this solicitation. If the Contractor hires a person who has a criminal conviction, the reasons for hiring must be clearly documented in the personnel record. All criminal background checks must be made available to the County upon request; and

5.3.4.2.3. a review of a minimum of three (3) personal and/or professional references from the prospective volunteer.

5.3.4.3. Develop a written agreement, subject to County approval, with each volunteer for a one-year commitment to the program;

5.3.4.4. Develop a procedure for matching volunteers with Clients and formally introducing volunteers to the Clients;

5.3.4.5. Conduct a training program for volunteers prior to matching them to a Client, including providing training during evening and on weekdays, to accommodate employed volunteers;

5.3.4.6. Provide professional supervision, education, and support to volunteers it recruits through training, staff consultations, in-service education, newsletters, and volunteer recognition activities. Contractor's volunteers must be trained prior to being matched to clients. The Contractor must make an effort to provide training during evening hours and/or on weekends if necessary to accommodate varying schedules of volunteers; and

5.3.4.7. Develop, implement, and maintain written program policies and procedures, subject to County approval within ninety (90) days of the effective date of the contract resulting from this solicitation.

5.3.5. The Contractor must comply with DHHS Background Clearance policy requirements for Staff. Any and all staff and volunteers having unsupervised contact with a vulnerable population, including children, the disabled and/or the elderly, must be appropriately screened prior to providing services under the contract resulting from this solicitation. All Personnel who are found to have a verified history of child physical abuse, neglect, or sexual abuse must not provide services under this Contract. http://www.montgomerycountymd.gov/HHS/DoingBuswDHHS.html

5.3.6. The Contractor must have a County-approved implementation plan to ensure continuation of services for Clients who are currently enrolled in the current Contractor's Representative Payee program. Services must continue within fifteen (15) days of the execution of the contract resulting from this solicitation to ensure there is no interruption to the direct services.

5.3.7. Upon expiration or termination of any Contract awarded under this Solicitation, the Contractor must cooperate with any transition planning before the termination and/or expiration of the Contract to ensure continuation of services under the new contractor.

5.3.8. 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. The Contractor must also provide Background Checks for Staff and Volunteers (http://www.montgomerycountymd.gov/HHS/DoingBuswDHHS.html),and sign a Business Associate Agreement with the County prior to execution of a Contract and comply with its provisions.

5.4. Records and Reports Requirements

5.4.1. The Contractor must collect and tabulate data for statistical reporting related to services provided and clients served, as required by the County, participating banks, and other agencies.

5.4.2. The Contractor must develop and maintain the reports described below and must submit them to the County when indicated for each report. As part of its data collection efforts and information system for this program, the Contractor must develop a method for collecting data

and verifying that data so that service delivery reports are complete and accurate. The Contractor must submit the following:

5.4.2.1. The Contractor must use the County's monthly statistical report form (Attachment E) for reporting client statistical data. Any modification to this report must be approved by the County. The monthly statistical report must be submitted to the County no later than thirty (30) days following the end of each month. Upon request by the County, the Contractor must be able to report on the longevity of Clients in the program.

5.4.2.2. Quarterly narrative service reports which delineate program activities, including publicity efforts, volunteer recruitment, training, and volunteer recognition activities, outreach to clients, and observations of any barriers to services in the program. Quarterly reports must be submitted to the County by the final day of the month following the quarter in which services were provided.

5.4.3. The Contractor must also complete and submit to the County a Department of Health and Mental Hygiene's Form 440 sub-vendor report (Attachment F) annually. The original Form 440 must be sent to the Fiscal unit by August 15th of the following fiscal year or any other revised date as required by the County and at:

5.4.3.1. Montgomery County Department of Health and Human Services
Fiscal Unit
401 Hungerford Drive, 6th floor
Rockville, MD 20850

And a copy of this report along with the year-end invoice must be sent to the Contract Monitor designated for the Contract at:

Montgomery County Department of Health and Human Services
Contract Monitor (name of designated Contract Monitor)
401 Hungerford Drive, 4th floor
Rockville, MD 20850

5.4.4. The Contractor must provide any additional data as required by the County.

5.5. <u>Performance Measures/Outcomes</u>

5.5.1. The Contractor must develop and implement a mechanism to measure progress toward the County's Performance Measures listed below, and to assess the quality of services provided. Both sets of measures must be submitted to the County on an annual basis. Contractor must endeavor to achieve the following outcomes:

5.5.1.1. Beneficial Impact:

5.5.1.1.1. The Contractor must conduct a survey for both Clients and volunteers to measure progress toward the program's objectives. The survey objectives must include, but are not limited to, the Client's level of debt, ability to afford food, clothing, shelter and other essentials, and level of stress about finances. The Contractor must submit a draft survey instrument to the County for approval within 60 days after signature of the Contract resulting from this Solicitation

5.5.1.1.2. A response of 90% or higher from each Client reporting they are establishing or maintaining stable living situations by using their incomes to meet their basic personal needs.

5.5.1.2. Customer Satisfaction Survey

5.5.1.2.1. The Contractor must conduct customer surveys and submit the results to the County annually. The results must be satisfactory and include items listed in the Attachment G.

5.6. Invoices

5.6.1. The Contractor must submit monthly invoices and supporting documentation in a format approved by the County no later than fifteen (15) days following the end of each month. Upon receipt, acceptance and approval of the Contractor's invoice, the County will make payment, net thirty (30) days, for expenses incurred by the Contractor in providing the goods and services described in the solicitation. Invoices must be sent to the Contract Monitor designated by the County.

6. SECTION C - PERFORMANCE PERIOD

6.1. TERM

The effective date of this Contract begins upon signature by the Director, Office of Procurement. The period in which the County must order all work under the Contract begins on the Contract's effective date and upon the County's issuance of a Notice to Proceed and ends after a one (1) year period. Contractor must also perform all work in accordance with time periods stated in the Scope of Work. Before this term for performance ends, the Director at his/her sole option may (but is not required to) renew the term. Contractor's satisfactory performance does not guarantee a renewal of the term. The Director may exercise this option to renew this term four (4) times for one (1) year each.

6.2 PRICE ADJUSTMENTS

6.2.1 Prices quoted are firm for a period of one (1) year after execution of the contract. Any request for a price adjustment after this one-year period is subject to the following:

6.2.1.1. Approval or rejection by the Director, Office of Procurement or designee

6.2.1.2. Submission 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.

6.2.1.3. Submission within sixty (60) days prior to contract expiration date, if the contract is being amended.

6.2.1.4. The County will not approve a price adjustment request that exceeds the amount of the annual percentage change of the Consumer Price Index (CPI) for the twelve-month period immediately prior to the date of the request. The request must be based upon the CPI for all urban consumers issued for the Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan area by the United States Department of Labor, Bureau of Labor Statistics for ALL ITEMS.

6.2.1.5. The County will approve only one price adjustment for each contract term, if a price adjustment is approved.

6.2.1.6. The price adjustment, including its effective date, must be incorporated into a written contract amendment.

6.2.2. If pricing is based on percentage discounts, the percentage discount is fixed throughout the term of the contract.

7 SECTION D - METHOD OF AWARD/EVALUATION CRITERIA

7.1 PROCEDURES

7.1.1. Upon receipt of proposals, the Qualification and Selection Committee (QSC) will review and evaluate all proposals in accordance with the evaluation criteria listed below under Section D.7.1.9.a.

7.1.2. Vendor interviews will be conducted with the three highest scoring offerors that achieve at least a score of 60 points based on the QSC's score for each written proposal. The interview criteria that will then be utilized are listed below under Section D.7.1.9.b. The QSC will also review an offeror for responsibility.