**REQUEST FOR PROPOSALS**

**Case Management:**

**District Court Re-entry Project**

**Issued: April 4, 2025**

**Due: May 9, 2025**

**Bidders Conference: April 17, 2025 (10 AM-12 PM)**

**email** [**moedrfp@baltimorecity.gov**](mailto:moedrfp@baltimorecity.gov) **to register**

**MacKenzie Garvin Director**

**Mayor’s Office of Employment Development**

**Brandon M. Scott Mayor**

**City of Baltimore**

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# REQUEST DETAILS

## Background

The Mayor’s Office of Employment Development (MOED) is Baltimore’s workforce development agency and American Job Center operator. MOED serves as the City’s primary agent of workforce development services for employers, new workers, people with disabilities, career changers, returning citizens, laid-off workers, and youth. More information on MOED is available at <https://moed.baltimorecity.gov/>

MOED’s mission is to deliver economic justice to Baltimore residents. To MOED, economic justice means creating an equitable workforce system that responds to all residents’ needs and provides viable economic opportunities to all residents, especially those who have been generally and systemically disadvantaged. We believe that every resident deserves the right for meaningful work and a hopeful future.

In partnership with the District Court of Maryland, MOED administers the District Court Re-Entry Project (DCREP), founded by the Honorable Nicole Pastore. DCREP is a diversionary program that aims to reduce recidivism in Baltimore City by offering defendants an opportunity to participate in employment and training programs either as a condition of probation, an alternative to incarceration, or a condition of pretrial release.

DCREP enrolls 150 defendants annually, while mitigating barriers to employment and connecting defendants to occupational skills training and to a range of support services including financial empowerment counseling, mental health, legal services, and rideshare access. The program aims to address and remove impediments to employment, improve basic skill levels, and provide support services that aid in reducing recidivism.

## Purpose of Funding

The organization selected for funding will provide Case Management services to all DCREP participants. The Case Manager(s) will be stationed at the Baltimore City District Court and attend court proceedings. As defendants are selected for participation in DCREP, the Case Manager(s) will manage the referral process from the court liaison and conduct intake and enrollment, ensuring each participant completes required forms and reviews reporting instructions. The Case Manager(s) will maintain electronic participant files, and will record case notes and other information using the Maryland Courts’ AIMS system and MOED’s Unite Us referral platform.

Each Monday, newly referred participants are required to report to the Case Manager(s) for an orientation session. The Case Manager(s) will subsequently provide job readiness and barrier removal services for each cohort of participants, including referring participants to partner organizations for additional supports. Participants who are considered “job ready” must then be referred to MOED’s Northwest Career Center (NWCC) to work with Career Navigators and Job Developers to be connected with training and/or employment.

Throughout this process, the Case Manager(s) will perform assessments and conduct biweekly check-ins with participants, and attend hearings as needed to monitor participant progress. The Case Manager(s) must provide monthly program metric reports to the DCREP Program Manager. As each cohort of participants completes program requirements, the Case Manager(s) will attend graduation ceremonies and compile summaries of graduation outcomes.

In addition, the Case Manager(s) will be responsible for assisting MOED with community outreach and partnership development for the DCREP program. These activities may include hosting or conducting site visits for DCREP program vendors, such as training providers.

## Applicant Qualifications

This RFP is open to providers operating in Baltimore City. Applicants to this RFP should offer, at minimum:

* A Project Manager with at least 5 years’ experience managing similar projects, who will supervise case managers, coordinate and oversee data collection and reporting, and serve as the point of contact for the DCREP Program Manager *(Note: this position does not need to be full-time.)*
* Full-time case management staff able to provide services on-site at the Baltimore City District Court, who will enroll participants, collect and maintain required documentation, and review reporting requirements with newly enrolled defendants. Ongoing services will include weekly cohort orientation sessions, biweekly check-ins with participants, monthly program metric reports to MOED, and graduation attendance and outcomes reporting.

Applicants should also possess, at minimum:

* Experience providing case management services to Baltimore City residents
* Commitment to provide services through an equity and inclusion lens
* Ability to create and securely maintain complete participant records, and to provide required outcomes data and reports
* Ability and willingness to participate in meetings of a DCREP Program Steering Committee, if such meetings are held

While it is not a requirement, MOED would prefer the applying organization and/or key staff members to have experience working with justice-involved individuals and/or within the justice system.

## Participant Requirements

Awardees will serve participants who meet the following criteria:

* Baltimore City residents
* Defendants who have been referred to the DCREP program as a condition of probation, an alternative to incarceration, or a condition of pretrial release

## Grant Amount

The budget for case management in the DCREP program is $200,000 per year.

## Term

This RFP covers a period of two years: July 1, 2025 – June 30, 2027. The initial term of this contract will be July 1, 2025 – June 30, 2026 (Year 1).

## Renewal

The contract contains an option to renew for one additional year (Year 2: July 1, 2026 – June 30, 2027) at the sole discretion of Baltimore City/MOED. MOED will provide notice of the intent to exercise the contract renewal options for Year 2 sixty (60) days prior to the expiration of Year 1. The renewal contract and amount will also be contingent upon available funding.

## Proposal Guidelines

Proposals must include the following components:

1. Proposal abstract

2. Proposal narrative

3. Budget & budget justification

4. Third-party agreements (if applicable)

5. Letters of reference

6. Qualification documents

The required proposal documents should be prepared using 12-point font, double-spaced, and on numbered pages. The Proposal Narrative must be limited to 10 pages (not including the cover page, abstract, budget section, and supporting documents).

Submit your application via email to **moedrfp@baltimorecity.gov** by **4:30 PM on Friday, May 9, 2025.** Include “DCREP Case Management Proposal” in the subject line of the email.

It is the applicant's responsibility to ensure that the submitted proposal is complete and fully responsive to all RFP requirements.

## Cost of Proposal

MOED will not pay any costs incurred by applicants associated with proposal preparation.

## Clarification Procedures and Withdrawals

All clarifications or changes to submitted proposals must be in the form of a written addendum and received prior to **May 12, 2025.** A submitted proposal may be withdrawn prior to the notification date. Written requests to clarify, change, or withdraw the proposal must be submitted electronically to [**moedrfp@baltimorecity.gov**](mailto:moedrfp@baltimorecity.gov)**.**

## Public Records

Applicants are advised that documents in possession of the Mayor’s Office of Employment Development are considered public records and subject to disclosure under the Maryland Public Information Act.

## Contract Award

The successful subgrantee will enter into an agreement with the Mayor’s Office of Employment Development (MOED) in a format to be determined by the City of Baltimore. Acceptance of the subgrantee’s offer to perform the services specified herein will be made by written notice of award to the successful bidder. Thereafter, the future subgrantee and MOED shall enter into a written contract. The contract will incorporate the terms and conditions of this RFP, as well as any addendum issued, and the successful bidder’s response to this RFP. Said contract must be approved by the Baltimore City Board of Estimates. The successful subgrantee must register in the City of Baltimore’s Workday system at <https://wd1.myworkdaysite.com/supplier/baltimorecity/suppliersite>. Once registered, active contract holders will submit information to Workday at [workdaysuppliers@baltimorecity.gov](mailto:workdaysuppliers@baltimorecity.gov).

## Compliance Requirements

Any award of a contract under this RFP will be subject to applicable requirements of the funding sources. These terms and conditions include, without limitation, provisions regarding reporting, insurance, indemnification, audits, nondiscrimination, minority and women's business enterprise requirements, conflict of interest and local hiring provisions.

## Tentative Schedule

* RFP issued: April 4, 2025
* Written questions due on or before: April 14, 2025
* Bidders Conference: April 17, 2025
* Response to questions posted: April 21, 2025
* Proposals due: May 9, 2025
* Award is announced on or about: May 31, 2025
* Start of services: July 1, 2025
* Contract end date: June 30, 2026

# QUALIFICATIONS AND RESPONSIBILITIES

All selected organizations must meet a minimum level of administrative and fiscal capacity in order to enter into a subgrant agreement with MOED. Therefore, all applicants must provide the following Documentation of Qualifications as attachments to their proposals. Failure to satisfactorily provide the following documentation could result in disqualification of the application.

## Documentation of Organization’s Qualifications

* In good standing with the Maryland Department of Assessments and Taxation at time of proposal submission *<Must submit a current a certificate of good standing from the Department of Assessments and Taxation.>*
* Legal entity (Proof of Incorporation, 501c (3), etc.) *<Must submit document proving legal entity status.>*
* Written personnel policies *<Must submit table of contents of personnel policies.>*
* Written conflict of interest policy for staff and board *<Must submit copy of Conflict of Interest Policy.>*
* Written grievance procedure for customers/clients <*Must submit copy of grievance procedure*.>
* Ongoing quality assurance process for services <*Must submit descriptions of process*.>
* For organizations with an annual budget of at least $100,000 *<Must submit current annual budget document identifying the various sources and amounts.>*
* For organizations that have more than one revenue source *<Must submit revenue documentation identifying the various sources and amounts*.>
* Proven fiscal capacity including capacity for fund accounting. *<Must submit bound copy of most recent formal audit completed within last year. Must satisfactorily address all findings. If audited statement is unavailable, submit copies of unaudited financial statements for the three (3) most recently completed years.>*
* Verify that the program has procured and will maintain during the life of the agreement the following required insurance coverage: professional liability, errors and omissions; commercial general liability insurance, including contractual liability insurance; business automobile liability (if applicable); worker’s compensation coverage; and employee dishonesty insurance *<Must submit copies of certificates of insurance with contract. >*
* Adequate method to collect client information and demographics *<Must submit sample of format or report. >*
* Demonstrated ability to collect outcome data that measures performance to plan *<Must submit report showing actual to planned performance. >*
* A  networked computer connected to the Internet with a browser that is compatible with any current cloud applications or databases required by MOED; the system should have a PDF reader, office applications compatible with the current version of Microsoft Excel and Word, and email accounts for all  individuals accountable for this agreement or willingness and budget to acquire these technologies *<Must submit letter describing how organization currently addresses or plans to address these criteria.*>

## Subgrantee Responsibilities

Program success is contingent upon the ability of the subgrantee to meet the demands of managing and administering the initiative/service. The awarded agreement will be based on cost reimbursement with allowable costs limited to those reasonable and necessary for the effective and efficient performance of the contract services. With advance written approval, the subgrantee may be permitted to enter into third-party contracts for specific activities, with conditions.

**NOTE:** **It is strongly suggested that the organization has *a minimum* of three months operating capital on-hand throughout the term of the contract.**

Subgrantee responsibilities include but are not limited to:

1. Oversight of other subcontractors
2. Program operations and fiscal management
3. Monitoring/evaluation
4. Participant tracking and documentation
5. Timely billings and reports
6. Timely reporting of required data/information
7. Cooperation and coordination with MOED staff
8. Achieving outcomes stated in contract

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# TECHNICAL PROPOSAL FORMAT

## Proposal Abstract

All submissions should include a **one-page** Proposal Abstract with the following information:

1. Name of lead applicant organization
2. Names of all partner organizations
3. Program objectives
4. Targeted population(s)
5. Overview of services to be provided
6. Proposed activity and performance outcomes
7. Proposed period of performance
8. Requested award amount

## Proposal Narrative

The Proposal Narrative should contain the following:

*Experience and Qualifications.* A summary of the proposer’s qualifications with regard to the selection criteria identified in this RFP. The summary should contain: (a) information on projects of similar nature that the applicant has completed, including brief descriptions, dates, and names of contact persons, (b) specific mention of local or regional experience (c) demonstrated ability to serve residents in the target populations and (d) specific mention of methods for ensuring that programming is delivered in manner that incorporates an equity and inclusion framework. In project descriptions, identify any personnel likely to work on this project. Please include links to and/or examples of relevant work if possible.

*Project Management and Key Technical Staff.* Applicants should designate a project manager to oversee project activities. This section should describe that designation and the responsibilities of the project manager and key personnel. If already identified, include resumes for the project manager and key personnel as attachments. Note that the resulting contract will require commitment of the specified personnel. Include an outline showing estimated hours by each staff member by task.

Provide a timeline with all activities, timeframes, and deliverables, required to implement all services within the grant period of performance. Include timeframes for accomplishing all start-up activities immediately following the start of the grant period of performance and serving participants no later than one month after the grant start date.

*Statement of Work.* Provide a description of the proposed activities and methodologies for each task, including the following:

* Referral Management. Describe systems and methods for accepting and tracking referrals for individual participants from court liaisons; for referring participants to partner service providers for supportive services; and for referring “job-ready” participants to NWCC Career Navigators and Job Developers.
* Case Management. Describe the organization’s methods for intake and enrollment, orientation sessions, assessment services, career plan development, job readiness and barrier removal services, and maintaining ongoing contact with participants to monitor goal progress. Include expected manager caseloads and amount of time devoted to each activity. Ensure the proposal discusses attendance at required hearings and at cohort graduation ceremonies.
* Engagement. Discuss methods of increasing participant engagement with DCREP programing and other services. Include a process for re-engaging participants who have become disengaged.
* Community Outreach and Partnership Development. Describe methods for engaging with community organizations, training providers, and other program vendors that serve the target population. Discuss ability to conduct site visits or to host meetings either on-site at the District Court or at another location.

*Performance Outcomes and Data Tracking.* Include total number of participants the organization has the capacity to serve at the funding level requested. Describe the process for tracking participant-level data. Describe how data will be used to inform quality assurance and improvement and to inform decisions about any changes need to interventions to improve client/project outcomes. Include a description of capacity to use the AIMS and Unite Us systems to record case notes and other participant information. Describe the process for preparing required monthly program metric reports and graduation outcomes reports.

*Other Information.* Include any other relevant material you wish to provide.

## Budget and Budget Justification

Use the template included to complete this section. Complete all fields requested or indicate "n/a" where the field is not applicable. Please be sure to:

* Provide a complete description of costs associated with each line item in sufficient detail to justify the total cost for each line item
* Double check the calculations to make sure that they are accurate
* Make sure that the budget is justified and reasonable given the scope of work of the services, including adequate staff personnel devoted to the project to support achieving project objectives
* Identify any leveraged funds, including the source and a short description of how funds will be utilized as part of this grant

## Third-Party Agreements

The proposal should include drafts of agreements with all planned third parties.

## Letters of Reference

Three letters of reference from previous or current partner organizations are required. These should include contact information (name, phone number, email address, etc.) for references.

## Qualification Documents

Refer to the list provided on pages 6-7.

# FUNDING/BUDGET GUIDELINES

The funding will not exceed $200,000 for the first year of the agreement. This amount is provided as a planning figure only and does not commit the MOED to award an agreement for this amount.

The selected subgrantee will not be required to leverage additional resources in order to meet described outcomes; they are, however, strongly encouraged to do so. List other resources that contribute to the delivery of the proposed services on Leveraged Resources budget form. Include expense category (e.g., staff, operating, etc.), brief description, actual or estimated amount, and sources that contribute to the delivery of the proposed program. Include letters of support for all leveraged resources.

# EVALUATION CRITERIA

All proposals will be evaluated on the basis of technical merit and proposed cost. This is not a low-bid procurement. Technical merit includes delivery of requested program services and approach, as well as staff experience and qualifications.

MOED reserves the right to negotiate with one or more respondents selected on the basis of the technical merit of their proposal and proposed cost. Respondents may be asked to provide additional information on proposals. A total score of **100** points is possible.

**Experience and Qualifications (10 points)**

* The applicant provides information on projects of similar nature that the applicant has completed, including brief descriptions, dates, and names of contact persons,
* The proposal contains specific mention of local or regional experience and evinces demonstrated ability to serve residents in the target populations.
* The application discusses methods for ensuring that programming is delivered in manner that incorporates a race equity and inclusion framework.

**Project Management and Key Technical Staff (10 points)**

* The applicant clearly outlines the roles of a project manager and case management staff, as well as other key personnel likely to work on the project, if applicable. If staff are identified in the application, are resumes for each individual included as attachments?
* The application clearly outlines the estimated number of hours by task of each staff member. The number of hours allocated to each task is reasonable and ensures the applicant’s ability to deliver all required services.
* The application contains a timeline depicting all activities, timeframes, and deliverables, and core partners to be engaged in initiative implementation.
* Proposed timeframes are realistic and achievable within the project performance period. Participant services are scheduled to begin no later than one month after the grant start date of July 1, 2025.

**Statement of Work (50 points)**

* The applicant describes appropriate systems and methods for accepting and tracking referrals for individual participants from court liaisons; for referring participants to partner service providers for supportive services; and for referring “job-ready” participants to NWCC Career Navigators and Job Developers.
* The proposal clearly describes the applicant’s methods for case management services, including enrollment, assessments, plans, job readiness and barrier removal services, and ongoing participant contact to monitor progress and attendance. The proposal includes plans for attending court hearings and graduation ceremonies. Expected manager caseloads and amount of time devoted to each activity are outlined in detail.
* The applicant includes a complete timeline that describes each step between court liaison referral and participant graduation. The proposed timeline appears realistic and achievable.
* The proposal discusses methods of increasing participant engagement with DCREP programing and other services, and includes a process for re-engaging participants who have become disengaged.
* The proposal describes methods for engaging with community organizations, training providers, and other program vendors that serve the target population. The applicant discusses ability to conduct site visits or to host meetings either on-site at the District Court or at another location.

**Performance Outcomes and Data Tracking (10 points)**

* The application states the total number of participants the organization has the capacity to serve at the funding level requested, and demonstrates capacity to serve at least 150 participants.
* Proposed outcomes appear realistic and achievable within the project performance period.
* Application describes the process by which participant-level data will be tracked and how data will be used to inform program improvement. The applicant indicates capacity to use the AIMS and Unite Us systems to record case notes and other participant information, and describes the process for preparing required monthly program metric reports and graduation outcomes reports.
* The proposal describes how data will be used to inform quality assurance and improvement and to inform decisions about any changes need to interventions to improve client/project outcomes.

**Budget and Budget Narrative (20 points)**

* All applicable expenses are clearly identified with accurate calculations.
* Budget justification provides a complete description of costs associated with each line item in sufficient detail to justify the total cost for each line item.
* Budget justification demonstrates that the budget is justified and reasonable given the scope of work of the project, including adequate staff personnel devoted to the project to support achieving project objectives.