



MAYOR'S OFFICE OF
HOMELESS SERVICES

Winter Shelter Staffing Request for Proposals

**BALTIMORE CITY FISCAL YEAR (CFY) 2027: JULY 1, 2026 –
JUNE 30, 2027**

Release date: Wednesday, August 12, 2026

Application Deadline: Monday, August 31 5:00pm via email
to mohs.hsp.application@baltimorecity.gov

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Introduction

The Mayor's Office of Homeless Services is requesting new and renewal project proposals from qualified non profit **or** business entities to provide **staffing services for winter shelter during Code Blue and Purple declarations**. This Request for Proposals (RFP) outlines the scope of work, qualifications, and submission requirements for interested service providers.

Eligible Organizations

Organizations must be either be:

- a) A Non-Profit 501(c)(3) tax-exempt organization, **or**
- b) A business entity registered with the State of Maryland

To be eligible, an organization must be in Good Standing with the State of Maryland as demonstrated by a certification of Good Standing that is current and within 30 days of receipt of application. These certifications can be obtained through the [Department of Taxation](#) website.

Funding Available

An estimated \$600,000 - \$700,000 amount is available through Baltimore City General Funds for this proposal. MOHS will fund sub-recipients based on the actual availability of funds in CFY 2027.

Contract Term

The estimated contract term will be 10/1/2026 through 4/30/2027.

Deadline

Proposals must be submitted by **Monday, August 31 by 5:00pm** via email to mohs.hsp.application@baltimorecity.gov.

MOHS Contact Information

For any questions about this RFP, please email mohs.hsp.application@baltimorecity.gov.

Timeline

Please review the table below for key dates.

Winter Shelter Staffing RFP CFY 2027 Timeline	
Wed, August 12, 2026	RFP is released
Mon, August 17 at noon EST	Bidder's Conference Webinar (link to join will be posted on MOHS website). Recommended for all new and renewal applicants. A recording and slide deck will be posted on the MOHS website.
Mon, Aug 31, 2026 5:00 pm	Application Deadline of 5:00 pm – All applications must be submitted electronically to mohs.hsp.application@baltimorecity.gov
August 28 – September 4, 2026	Application review period, including a threshold/eligibility review and panel evaluation
September 9, 2026	Notice of conditional awards

Code Blue and Code Purple

The Mayor's Office of Homeless Services is seeking proposals from qualified staffing services organizations to provide reliable staffing during emergency winter shelter declarations.

A winter shelter declaration is made by MOHS when the temperature wind chill is forecasted to reach 32°F or below (referred to as Code Purple). Additionally, the Baltimore City Health Commissioner declares a Code Blue Extreme Cold Alert when temperatures, including wind chill, are expected to be 13°F or below. Other conditions (e.g., strong winds, extended period of cold, sudden cold after a warm period) deemed by the Commissioner of Health to be severe enough to present a substantial threat to the life or health of vulnerable Baltimore residents may also warrant a Code Blue declaration. Facilities will shelter in place when temperatures are 20°F or below at the time of release at 9:00 am.

As the lead agency for the city's winter shelter response, MOHS will assume responsibility for daily declarations, communications, and coordination with MOHS staff, shelter providers, 211 Maryland, and Baltimore City 311 Services. MOHS is also responsible for coordinating bed utilization of all City-funded shelters during a winter shelter declaration. MOHS will communicate all winter shelter declarations via email to City agencies, hospital partners, and CoC members and providers. Declarations will also be posted via social media and on the agency website for the general public.

Please see the [FY 2026 MOHS Winter Shelter and Code Purple Plan](#) for additional details on prior year winter shelter operations.

Scope of Work

MOHS will activate additional, emergency shelter spaces during a Code Blue declaration. **This RFP is seeking staffing services for those additional shelter spaces that are activated during the winter shelter season.**

Winter shelter locations will provide accommodations from 4:00 p.m. to 9:00 a.m. the next morning. Facilities will shelter in place when temperatures are 20°F or below at the time of release at 9:00 a.m. Facilities will be required to remain operationally 24/7 when Baltimore City Health Department declares a Code Blue. Winter Shelter season typically goes from **November to March**.

The selected provider will be responsible for the following:

- **Staffing:**
 - Provide qualified, trained, and compassionate staff to manage shelter operations, meal services, transportation coordination, and supportive services.

- Provide surge staffing for extended emergency activations, where 24/7 staffing may be required for several days including evening and overnight shifts.
 - Activate within 8 hours of the emergency declaration, and activate up to 35 staff
 - Key roles include Lead Residential Monitors, Residential Monitors, Intake Specialists, Custodial Staff, Supervisors, Floaters.
 - Ensure that staff members receive appropriate training in conflict resolution, de-escalation techniques, cultural competency, and trauma-informed care.
- Foster a safe and trauma-informed environment, offering services that support the dignity and empowerment of each resident.
- **Coordination and Reporting:**
 - Daily coordination with MOHS including daily operational reports
 - Participate in emergency operation center calls
 - Ensure that client data is entered and updated timely in the Homeless Management Information System (HMIS)
 - Provide regular reports on staffing, shelter occupancy, meal services, transportation usage, and progress toward client outcomes.
 - Provide written incident reports in a timely manner
 - Collaborate with local service providers, social workers, and housing authorities to ensure residents receive the necessary services for successful re-entry into the community.
- **Shelter operations**
 - Ensure the winter facility meets local, state, and federal health and safety standards.
 - Conduct hourly rounds of shelters to ensure resident wellness.
 - Assign residents to beds/rooms and track capacity.
 - Assist residents in storing belongings securely.
 - Clean rooms, bathrooms, common areas, kitchens, and other spaces regularly to ensure spaces are sanitary.
 - Manage and distribute linens
 - Ensure the safety, comfort, and privacy of shelter residents while maintaining a secure and supportive environment.
 - Ensure that accommodations are met in line with the Americans with Disabilities Act (ADA).

- Develop and enforce shelter rules and regulations to maintain order and safety.
- **Implementing the following safety procedures:**
 - Contraband or weapons screening (when directed)
 - Shelter visitors
 - Crisis management
 - Evacuation planning
 - Overdose response
 - Infectious disease protocols
 - Severe weather procedures
 - Incident reviews
- **Provide essential Support Services** include services such as:
 - Conduct daily registration and intake and exit assessments
 - Referrals or connections to other essential services such as housing navigation services, benefits, health and wellness services, and life skills training.
- **Shelter-in-place operations:** When shelter-in-place is activated, quickly operate shelters as 24/7 hour shelters, including breakfast, lunch, and dinner, activate extended staffing to support ongoing operations, and shift transportation and communication plans in coordination with MOHS to ensure service delivery continues for residents.
- **Secure supplies for shelters** include cost of sheets, blankets, cots, pillows, other supplies.
- **Food** and water, include the cost of food service at shelters, vouchers for groceries or restaurants, services which provide referrals to food banks, pantries or other similar services to assist clients in meeting their nutritional needs.
 - Provide three (3) meals per day for all residents. The meals should be nutritious, balanced, and accommodate any dietary restrictions or preferences of clients (e.g., religious, health-related).
 - Meals should be delivered on-site or made available at designated meal times.
 - Implement strategies for waste reduction and proper food storage.
- **Transportation** includes cost of client transport to and from shelters, meal programs, or other service providers. This may include vehicle lease/purchase and maintenance.
 - Provide reliable transportation for residents, ensuring they can access essential services, employment opportunities, healthcare, and other community resources.
 - Offer regular scheduled transportation, as well as on-demand transport as needed (e.g., medical appointments, job interviews).
- Implement quality assurance changes including corrective actions as directed by MOHS, staff supervision, requesting and responding to client feedback, and conducting continued training for staff.

Guidelines for Submitting Applications

All application materials must be submitted via email to mohs.hsp.application@baltimorecity.gov with the subject line 'Winter Shelter Staffing RFP'

All materials must be received by Monday, August 31, 2026 at 5:00pm.

The email must include the following documents attached. Click the links to read more about each requirement:

- [Cover Page and Proposal Narrative](#) (PDF, no template)
- [Budget](#) (Excel)
- [Conflict of Interest Questionnaire](#) (Appendix A)
- [Equal Access Agreement](#) (Appendix B)
- [Supplemental documents](#)
 - Certificate of Good Standing with the State of Maryland
 - Proof of active UEI and SAM.gov registration
 - Single audits or audited financial statements
 - If non-profit, proof of active Charitable Status registration with the State of Maryland and Articles of Incorporation and Bylaws

Proposal Narrative Requirements

Interested service providers must submit a proposal narrative in PDF format that contains the following sections:

1. **Cover Page** identifying the Request for Proposals by title, firm name and address, telephone number, and e-mail address of the person authorized to make representations for the respondent
2. **Company Profile:** A brief overview of the company, including its history, experience in providing staffing services, and qualifications.
2. **Staff Qualifications:** Details of the qualifications and experience of the staff who will be responsible for providing the service.
4. **Proposed Plan for Service:** A detailed plan outlining how the provider will meet the needs as specified in the scope of work, including proposed staffing plans.
6. **References:** At least three (3) references from clients with similar service needs, including contact information, and a description of the services provided.
7. **Safety Plan:** A description of the company's safety policies and procedures, including hiring and screening processes.
8. **Insurance:** Proof of insurance coverage, including general liability, vehicle insurance, and worker's compensation insurance.

9. **Other Relevant Information:** Any other information that may assist in the evaluation of the proposal.

Budget and Cost Proposal Requirements

Interested service providers must submit a budget in Excel format with the following requirements:

- Proposers are required to submit a competitive budget for a contract term of October 1, 2026 – March 31, 2027. Proposers must submit a complete budget for the total cost of the proposed project to MOHS, including the total cost for providing services, hourly rates, any additional fees, and any proposed discounts or special offers.
- Payments shall be structured as a flat monthly rate inclusive of service and operating costs.
- Please note that cost efficiency is evaluated according to the financial stability evaluation criteria section

Supplemental Documentation Requirements

- Certificate of Good Standing with the State of Maryland
 - Must be within 30 days of receipt of the application and can be obtained through the [Department of Taxation](#) website.
 - Screenshots are not sufficient
- Last two years of financial reports or single audit:
 - **Single Audit:** Project recipients who expend \$1,000,000 or more in 1 year in federal awards must submit the **two most recent single audit or independent financial audit** for the last two years in accordance with the provisions of 2 CFR part 200, subpart E.
 - (i) If the latest audit completion is late, submit unaudited financial reports and a letter detailing when the single audit is expected to be completed
 - **Financial Reports/Statements:** Project recipients who expend less than \$1,000,000 in 1 year in federal awards and are not subjected to the provisions of 2 CFR part 200, subpart F must submit **audited financial statements** that include detailed information about the recipient's fiscal management system for the last two years. If audited financial statements are not available, submit financial reports.
 - (i) Financial reports will be reviewed for statements of financial position, statements of activities, and statement of cash flows
- **Unique Entity Identifier (UEI) and SAM.GOV Registration**
 - Upload screenshot of SAM.gov that includes UEI number, expiration date
 - Applicants must be registered with an active UEI on <https://www.sam.gov/SAM> before submitting their application.
 - Applicants must maintain an active SAM registration with current information while they have an active Federal award or an application or plan under consideration by HUD.
- Only if a non-profit:
 - Confirmation of Charitable Status with the State of Maryland
 - (a) Uploaded screenshot is sufficient, as long as date of screenshot is visible

- (b) Must be 'Exempt' or 'Current' Status
- (c) Available through [Maryland OneStop](#)
- Non-Profit Articles of Incorporation and Bylaws
- Federal Tax Exemption Determination Letters

Other Requirements

Insurance Requirements

Successful proposers must demonstrate their ability to satisfy MOHS and the City of Baltimore's and other participating provider or entity's insurance requirements. Additionally, proposers must comply with all contractual requirements as set by local, state, and federal funding partners.

Local Hiring

All contracts that exceed \$300,000.00 are subject to the City's Local Hiring requirements as established in Article 5, Subtitle 27 of the Baltimore City Code. This Code requires that the selected organization (should the project meet the contracting threshold) work with the Mayor's Office of Employment Development (MOED) to review the staffing needs created by the project. The selected organization will need to:

- Meet with MOED within two (2) weeks after contract execution to complete an Employment Analysis
- Post new jobs created by the project with MOED for seven (7) days
- Utilize MOED's City resident recruitment services for new hires o 51% of all new hires for City funded contracts must be City residents
- Submit monthly employment reports with information on the number of current workers, new workers, and the number of Baltimore City residents working on the project. More information on Local Hiring requirements is available at <https://moed.baltimorecity.gov/employer-services/hiring-strategies-local>.

Baltimore City Audit Policy

At any time during business hours and as often as the City may deem necessary, records shall be made available to the City for examination, the organization's records with respect to the activities awarded through this RFP. The organization shall permit the City to audit, examine and make excerpts or transcripts from such records, and to make audits of all contracts, invoices, materials, records of personnel, conditions of employment and other data relating to matters covered by this Agreement. The organization shall be responsible for repayment of all applicable audit exceptions, which may be identified by City, State, or federal auditors or their designated representatives, and reviewed by the Provider.

Required Insurance Coverage

The selected organization must currently carry or be willing to obtain the following insurance coverage as part of the project:

- Professional Liability Errors, and Omissions Insurance (minimum \$3 million policy) o Worker's Compensation Coverage

- General Commercial Liability Insurance (minimum \$3 million policy)
- Business Automobile Liability Insurance (minimum \$1 million policy)
- Fidelity Coverage
- Cyber Liability Insurance (minimum \$1 million policy)

Providers awarded funds must submit evidence of the required insurance coverage to MOHS prior to contract execution in order to receive funding

Single Audit Requirements

Agencies that expend more than \$1,000,000 annually in Federal awards are required to comply with the audit requirements in 2 CFR Part 200.501.

Subcontractors

All subcontractors proposed to carry out any portion of the performance of services must be included in the proposal. Proposers must submit a copy of their organization's policies/procedures for selecting and entering into contracts with subcontractors and monitoring subcontractor performance. The Proposer must submit a specific plan for monitoring subcontractor(s) on the performance of their subcontract, which includes service, and fiscal areas of review, potential corrective actions that will be imposed if the subcontractor is noncompliant or not performing the planned, monitoring dates and timetables for resolution of findings.

Record Retention Requirements

Applicants must retain all records pertaining to each fiscal year of funding for at least 5 years after the closeout of the grant. Copies made by microfilming, photocopying, or similar methods may be substituted for the original records.

Records will be retained as required by law and destroyed when appropriate. If retention requirements differ among federal, state and local standards, the longer period will prevail.

Item	Retention minimum
Financial records, including bank statements, financial statements, general ledgers, Accounts Payable, Accounts Receivable, cancelled checks, payroll records, timecards, W2s	5 years
Employee personnel records	5 years
Legal claims and litigation	5 years
Contracts	7 years
General correspondence	3 years

The following are to be kept permanently by the organization:

- Articles of incorporation, by-laws
- Audited financials and supporting workpapers
- Deeds, mortgages and titles
- 990 Federal Tax returns
- Board meeting minutes
- Property records

Destruction will be done annually or as needed under the authority of the Executive Director by means of shredding and disposal by a professional document destruction firm.

Application Review and Scoring

Proposals will be evaluated based on the following criteria:

- **Experience and Qualifications (20%):** The proposer's experience in providing staffing for services to vulnerable populations, as well as the qualifications and experience of staff.
- **Service Quality and Compliance (30%):**
 - The proposed plan for meeting the needs of homeless individuals and families
 - The proposed plan for developing a workforce of staff that can be quickly deployed in response to emergency weather declarations and ensure sufficient staffing for 24/7 operations
 - The proposed plan to ensure the safety of residents and staff during extreme weather
- **Cost (20%):** The overall cost of the proposed services, including any additional fees, and the proposer's ability to provide a cost-effective solution.
- **References and Past Performance (30%):** Feedback from references regarding the quality of service provided in similar situations.

Project proposals received through this RFP undergo a two-step threshold review to assess eligibility and completeness prior to being evaluated on the project's design and performance outcomes.

Project proposals that do not meet the requirements of the threshold review (Steps 1 and 2) will receive notification via email. Projects that do not pass the threshold review, either partially or fully, and would like to appeal for reconsideration, may contact mohs.hsp.application@baltimorecity.gov. The project applicant should detail the specific item they are appealing and include any supporting documentation necessary. Applicants will be notified of a final decision within thirty (30) day of receiving the appeal.

Step 1: Application Completeness Review

- i. **Timeliness:** The application must be received by the deadline. Applications received after the deadline will be ineligible for funding.
- ii. **Thoroughness:** All required documents and attachments must be included in the application submission. Each submission is reviewed for completeness. If an item is missing, MOHS will notify the project applicant upon review of the application; points may be deducted for missing or incomplete documents. MOHS will not permit project applicants to submit any revised materials for issues related to project eligibility, content, writing, or any other errors.

Step 2: Eligibility Review ("Threshold")

- i. **Eligible Activities and Costs:** The application's proposed activities and costs are evaluated for eligibility according to the rules, regulations, and guidance established. Additionally, proposals will be reviewed to ensure the description of the project proposal matches the description of the proposed budgets. Projects that are misaligned may not be considered for funding.

- ii. ***Financial Health Risk Assessment:*** The project's financial audits submitted with the application are evaluated on several factors, including, but not limited to:
- Fiscal health; financial statements; expenditures
 - Material weaknesses or deficiencies
 - Findings and disclosures
- Project proposals that have insufficient financial health or significant findings in their audit may be deemed ineligible for funding or asked to submit additional documentation.

Step 3: Project Scoring

After passing the threshold review, all projects will be evaluated by a panel.

APPENDIX A: Conflict of Interest and Limits to Primary Religious Organizations

Conflict of Interest

Applicants must avoid any conflict of interest in carrying out activities funded by City, State, and Federal grant dollars. Generally, this means that a person who is an employee, otherwise in a decision-making position, or has information about decisions made by the organization (such as an agent, consultant, volunteer, Board member, officer or elected or appointed official of the grantee or recipient) may not obtain a personal or financial interest or benefit from the organization's activity, including through contracts, subcontracts, or agreements. This exclusion continues during the employee's tenure and for one year following employment.

As part of general guidelines for the procurement of goods and services using Federal funding (such as CoC), organizations are required to have a "code of conduct" or "conflict of interest" policy in place that prohibits employees, officers, agents, or volunteers of the organization from participating in the decision-making process related to procurement if that person, or that person's family, partner, or any organization employing any of the above has a direct financial interest or benefit from that procurement. In addition, these persons may not accept any gratuity, favors, or anything of monetary value from a contractor, consultant, or other entity whose services are procured for the organization. Organizations should develop standards for avoiding such apparent or potential conflicts. Such standards must include written policy that is part of the employee policies. Employees, board members and volunteers are required to sign a statement indicating that they have read the policy and will comply.

Limits on Funding to Primary Religious Organizations

In order to uphold the basic provisions of separation of church and state, a number of conditions apply to the provisions of CoC funding to organizations that are primarily religious in nature. These provisions generally require that when funded under the CoC program, the religious organization will provide services in a way that is free from religious influences and in accordance with the following principals:

- The organization will not discriminate against any employee or applicant for employment on the basis of religion, and will not limit employment or give preference in employment on the basis or religion.
- The organization will not discriminate against, limit services provided to, or give preference to any person obtaining shelter, other service(s) offered by the project, or any eligible activity permissible under the CoC program on the basis of religion and will not limit such service provision or give preference to persons on the basis of religion.
- The organization will not provide religious instruction, counseling, religious services, worship (not including voluntary nondenominational prayer before meetings), engage in religious proselytizing, or exert other religious influences in the provision of shelter or other eligible CoC activities.

Requiring that a program participant attend religious services or meetings as a condition of receiving other social services at the organization (such as shelter or a meal) is not allowed under this provision. Allowing participant to choose to take part in services or meeting offered by the organization as they wish, separate from the CoC-funded activities provided, is allowable.

CONFLICT OF INTEREST QUESTIONNAIRE

1. Are there any member(s) of the applicant's staff or any member(s) of the applicant's Board of Directors or governing body who currently is/are or has/have been within one year of the date of this application a City employee or consultant, or a member of the City Council?

Yes No If yes, please list the names(s) below:

_____	_____
_____	_____

2. Will the funds requested by the applicant be used to award a subcontract to any individual(s) or business affiliate(s) who currently is/are or has/have been within one year of the date of this application a City employee, consultant, or a member of the City Council?

Yes No If yes, please list the name(s) below:

_____	_____
_____	_____

3. Is/are there any member(s) of the applicant's staff or member(s) of the applicant's Board of Directors or other governing body who are business partners or family members of a City employee, consultant, or a member of the City Council?

Yes No If yes, please list the name(s) below:

_____	_____
_____	_____

If you have answered "YES" to any of the above, a disclosure notice must be submitted to the Mayor's Office of Human Services to determine whether a real or apparent conflict of interest exists.

Name of Agency:

Name of Applicant's Authorized Representative:

Authorized Representative's Title:

Signature of Authorized Representative: _____

Appendix B: Equal Access & Statement of Agreement

It is imperative that all programs tailor their program to comply with all federal, state and local laws dealing with Fair Housing. The Mayor's Office of Homeless Services (MOHS) complies with these laws as applicable, and wishes to underscore the importance of bringing all programs into compliance. All programs funded by MOHS must comply with these regulations:

The Fair Housing Act of 1968 ensures equal access to housing and guarantees equal opportunity without regard for race, color, national origin, religion, sex, familial status (including children under the age of 18 living with parents or legal custodians, pregnant women, and people securing custody of children under the age of 18), or disability.

The City of Baltimore ensures protected class status regardless of race, color, religion, national origin, ancestry, sex, marital status, physical or mental disability, sexual orientation, gender identity and gender expression.

The Age Discrimination Act of 1975 ensures that persons cannot, on the basis of age, be excluded from participation, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving Federal financial assistance.

Section 504 of the Rehabilitation Act prohibits discrimination as it applies to service availability, accessibility, delivery, employment, and the administrative activities and responsibilities of organizations receiving Federal financial assistance. A recipient of Federal financial assistance may not, on the basis of disability:

- Deny qualified individuals the opportunity to participate in or benefit from federally funded programs, services, or other benefits.
- Deny access to programs, services, benefits or opportunities to participate as a result of physical barriers.
- Deny employment opportunities, including hiring, promotion, training, and fringe benefits, for which they are otherwise entitled or qualified

The Equal Access Rule requires equal access to HUD programs without regard to a person's actual or perceived sexual orientation, gender identity, or marital status.

A program that is not currently in compliance with these guidelines must present a clear timeline demonstrating how their agency is actively engaged in a process to correct their adherence to these regulations. An agency that substantiates such a timeline for corrective action may be issued a performance-based contract that may be terminated within 6 months if compliance or satisfactory progress toward compliance is not met.

MOHS reserves the right to impose additional requirements and conditions on projects to ensure that all programs and services are easily accessible to clients, reduce barriers to housing whenever possible, and do not unnecessarily screen out potential participants.

The purpose of this Notice and requirement is that it be signed ONLY when Fair Housing Law as applicable. Nothing in this Notice shall be read, in any way, to suggest that other federal, state or local laws are not applicable to any program funded under this RFP.

Statement of Agreement

By signing this policy, I _____(Authorized Representative), as the authorized representative for _____ (Project), agree that our project will comply with the stated regulations and laws in the delivery of services provided to clients. I understand that if the project is found to be in non-compliance with these regulations, that the Mayor's Office of Human Services will take corrective action up to and including termination of funding.

Name of Agency:

Name of Applicant's Authorized Representative:

Authorized Representative's Title:

Signature of Authorized Representative: _____