



REQUEST FOR QUOTES (RFQ) RFQ2026-003

DATE: March 27, 2026

REQUEST FOR QUOTE #/Title: RFQ2026-003/Gaithersburg Hoarding Code Violation Program Professional Organizer

CITY CONTACT: Renee Nicolosi, Community Services Division Manager
Department of Community, Neighborhood, & Housing
Email: renee.nicolosi@gaitthersburgmd.gov

PROPOSAL DUE DATE: **May 1, 2026 by 2:00 PM**

The City of Gaithersburg is soliciting the services of a qualified Professional Organizing contractor to provide organizing services on an ongoing and as-needed basis to City residents who have been assessed by the City as meeting the requirements to receive organizing assistance to resolve a housing code violation because of hoarding. The successful Contractor will be required to sign a City Contract – a sample attached.

II. Hoarding Code Violation Assistance Program Goal

The Hoarding Code Violation Assistance Program, coordinated by Community Services and initiated through enforcement by Neighborhood Services, seeks to support eligible residents in resolving hoarding-related code violations to avoid condemnation or eviction. Services are limited to restoring compliance with *Minimum Living Standards*, as defined by City ordinances, specifically related to egress and safe use of the property/unit.

II. Scope of Work

The Contractor, in conjunction with Gaithersburg's Community Services division, shall provide organizing services to clients that are consistent with the highest quality industry standards. The Professional Organizer will work to restore compliance with City code, not to fully declutter or sanitize units. Typical activities include:

- Creating a minimum 36-inch-wide pathways to egress points
- Reducing hazards by lowering piled items to prevent collapse or injury
- Re-establishing the intended function of each room (e.g., sleep, hygiene, cooking)
- Sorting items with residents' input
- Removing discarded or infested materials
- Donating items approved for removal by the client
- Remove minor debris as necessary to support code compliance

The service is **time-limited** and focused solely on bringing the unit into compliance with Minimum Living Standards.

A. The City Community Services Division (“The City”) will:

1. Work with Gaithersburg’s Neighborhood Services division to get an evaluation on the level of hoarding which will be shared with the Professional Organizer,
2. Provide residents who have received a housing code violation because of hoarding behaviors with an application for financial assistance for organizing services.
3. Complete a program intake with applicants.
4. Verify that resident requirements are met.
5. Request a quote from the contracted Professional Organizer, including the estimated number of hours and cost required to bring the unit into compliance with the minimum living standards (not full cleanout or comprehensive remediation).
6. Obtain written consent from clients allowing Community Services and the Professional Organizer to proceed with service.

B. The Professional Organizer (“Contractor”) will:

1. Submit a quote for service to Community Services including an estimate of the hours and cost required to bring the unit into compliance with the minimum living standards (not full cleanout or comprehensive remediation).
2. Modify the quote for services as project scope or cost estimate changes.
3. Develop and provide progress reports (email, written) weekly when working on a case to Community Services Division Manager.
4. Coordinate the hauling of trash/donations as needed.
5. Submit invoice upon completion of services.

C. Participating Clients will:

1. Be a resident of the City of Gaithersburg.
2. Be at risk of condemnation or eviction due to a hoarding-related code violation.
3. Be unable to independently organize their unit to meet code requirements.
4. Meet income eligibility guidelines.
5. Confirm active connection to a behavioral health provider or documentation of a scheduled appointment(s).
6. Be actively involved in the organizing process, unless Community Services approves an exemption, including participating in organizing, decision-making, and discarding items.
7. Be present at the property/unit during all scheduled professional organizer’s visits, unless otherwise approved.

III. Qualifications and Experience

- A. The successful Contractor should demonstrate knowledge of and experience in working with individuals with serious hoarding behavior challenges.
- B. The Contractor should have at least five (5) years of relevant experience.
- C. The Contractor should be in good standing to do business in the State of Maryland.
- D. The Contractor should have access to supplemental staff and support as needed for larger projects.
- E. The Contractor shall at all times during the term of this contract carry and maintain in full force and effect, at its expense, policies of insurance with minimum limits as follows:

1. Comprehensive General Liability Insurance in an amount not less than One Million Dollars (\$1,000,000); and
2. Automobile Liability Insurance in an amount not less than One Million Dollars (\$1,000,000); and
3. Professional Liability Insurance (errors and omissions) in an amount not less than One Million Dollars (\$1,000,000); and
4. Workers' compensation insurance for all non-City employees and workers employed by the Contractor, in an unlimited amount for worker's compensation insurance as required by Maryland law; and for employer's liability insurance, in an amount not less than One Million Dollars (\$1,000,000). In the event Contractor has no employees to whom it pays any wages or who are covered by workers' compensation under Maryland law, the Contractor shall, in lieu of workers' compensation insurance, execute with this Contract an "Affidavit Certifying Compliance with Maryland Workers' Compensation Law Based on Lack of Covered Employees."

IV. Proposal Submission Requirements

- A. Submit an executive summary that details your company's history, an organizational chart of the proposed team, resumes of staff, and a statement of your firm's understanding of the scope of work.
- B. Submit a scope of work aligned with this solicitation that describes your firm's approach and methodology, including an overview of availability, capacity, and responsiveness.
- C. Submit a description of at least three (3) similar projects within the last five (5) years that your firm has completed that align with the services requested in this solicitation.
- D. Provide three (3) reference letters from former clients or contactors with at least one letter from each with contact telephone and email information. ***References may be contacted for verbal confirmation.***
- E. Provide a fully burdened cost proposal that includes hourly rates for proposed staff and fees for tasks. This fully burdened cost proposal will be organized into columns providing hourly rates for each of the Contractor's project team members. Additionally, fees for a la carte services and reimbursable expenses shall be delineated. ***The City will not reimburse for the following items: overtime, travel time, vehicle rental, fuel expenses, meals, lodging, per-diem unless approved by the City's Community Services Division Manager. Mileage will be reimbursed based on current IRS rates.***

V. Evaluation Criteria

- A. Qualifications of firm and staff -35 points
- B. Proposed methodologies to perform the services - 20 points
- C. References from clients and contractors - 15 points
- D. Price - 20 points
- E. Availability, capacity, and responsiveness --10 points

- ***Note: The finalist(s) will be expected to participate in interviews with the selection team.***

VI. Proposal Submission

Proposals shall be submitted electronically to the individual named below, no later than the date and time specified in the RFQ schedule. Proposals should be succinct and focused on the services described within the RFQ. Please be advised that all proposal submissions become the property of the City of Gaithersburg and will not be returned.

Submit proposals to:
Renee Nicolosi, Community Services Division Manager
Email: Renee.Nicolosi@gaithersburgmd.gov

VII. Questions and Clarifications

All questions regarding this RFQ must be submitted in writing to Renee.Nicolosi@gaithersburgmd.gov by the date identified in the RFQ Schedule. Questions must reference “RFQ No. 2026-003 – Hoarding Code Violation Professional Organizer” in the subject line.

VIII. RFQ Schedule

Request for Quote Issue Date	March 27, 2026
Questions Due to the City	April 8, 2026 by 2:00 PM
RFQ Proposal Due Date	May 1, 2026, by 2:00 PM

- Attachment: Sample Professional Services Contract