



# Gaithersburg™

ADDENDUM #1  
RFQ2026-003

## Gaithersburg Hoarding Code Violation Program Professional Organizer

---

The purpose of this Addendum is to publish the questions received regarding this solicitation and the associated responses. This Addendum is incorporated into and made part of the above-named Request for Quote. The City is not responsible for the content of the questions and has provided the most comprehensive answers based on the interpretation of the questions.

Below are the questions received and the City's response:

1. Does the City permit the use of subcontractors for service delivery?  
**A. Permitted with prior City approval.**
2. Is the prime contractor expected to be present on-site at any time during service?  
**A. Yes. Contractor remains responsible for all work performed.**
3. Will the City provide the compliance guidelines for "bringing a unit into compliance" versus full decluttering?  
**A. This will be provided on a case-by-case basis in coordination with Community & Neighborhood Services.**
4. Will the city require inspections before the invoice is paid?  
**A. Yes, verification of compliance may be required prior to payment.**
5. What is the estimated number of cases per month or year?  
**A. Approximately 0-5 cases per year.**
6. Is there a guaranteed minimum workload, or is this fully as-needed?  
**A. There is no guaranteed minimum workload. Services will be provided on an as-needed basis.**
7. What is the approval process for quote revisions?  
**A. Quote revisions must be submitted within two (2) business days of identifying the need for a change and must be approved by the City prior to performing any additional work.**
8. Who manages behavioral health coordination if issues arise during service?  
**A. Community Services will manage behavioral health coordination. The contractor is expected to communicate observations or concerns to Community Services staff.**

9. Can the Contractor pause or terminate services due to safety concerns?  
**A. Yes. The Contractor may pause or terminate services immediately due to safety concerns in coordination with Community Services and/or Neighborhood Services.**
10. The RFQ states that a la carte services and reimbursable expenses must be delineated and identifies certain non-reimbursable items. Can the City clarify whether third-party costs such as hauling, dumpster rental, and disposal fees should be classified as reimbursable expenses or included as a la carte services within the cost proposal?  
**A. These types of expenses must be approved in advance by Community Services. In some cases, these activities may be coordinated by another responsible party, such as the property owner or management.**
11. The RFQ states that certain expenses (e.g., overtime, travel time, vehicle rental, fuel, meals, lodging, and per diem) are not reimbursable unless approved by the Community Services Division Manager. Can the City clarify under what circumstances such approvals would be granted?  
**A. Such approvals will be determined on a case-by-case basis and must be approved in advance by the Community Services Division Manager.**
12. Are there approved vendors for hauling/donation, or can the contractor select their own?  
**A. This will be determined in collaboration with Gaithersburg's Community Services staff.**
13. What level of documentation is required (photos, before/after, client notes)?  
**A. The Contractor must provide before and after photos and client notes for each service visit.**
14. Does the City require background checks for staff entering homes?  
**A. The City does not require background checks; however, the contractor is responsible for ensuring staff are appropriately vetted.**
15. What is the expected response time after receiving a case request?  
**A. The expected response time is within 5 business days of receiving a case request.**
16. Does the City anticipate emergency or expedited cases requiring immediate deployment?  
**A. Yes, expedited response may be required depending on case conditions.**
17. What is the anticipated contract duration and renewal structure?  
**A. This contract term will be for one (1) year, with an option to renew for an additional one-year term.**
18. Will the City award to one contractor or multiple vendors?  
**A. The City anticipates awarding to one (1) one vendor but reserves the right to award to multiple vendors if needed.**
19. Are cases assigned exclusively to one contractor or distributed among multiple vendors?  
**A. Each case will be assigned to a single contractor.**

*~End of Addendum~*