



REQUEST FOR PROPOSALS:

Capitation Project Evaluation

Release Date: September 16, 2025

Pre-Proposal Conference: September 24, 2025 at 11:00 am

Proposals Due: October 17, 2025 at 5:00 p.m.

Anticipated Award Notification: December 12, 2025

Anticipated Contract Start: January 1, 2026

Issued by:

Behavioral Health System Baltimore, Inc.
100 South Charles Street, Tower II, 8th Floor
Baltimore, Maryland 21201

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REQUEST FOR PROPOSALS

Capitation Project Evaluation

I. Overview of the Project

A. Overview of BHSB

[Behavioral Health System Baltimore, Inc. \(BHSB\)](#) is a non-profit organization that serves as the Local Behavioral Health Authority (LBHA) on behalf of Baltimore City and operates in this role under the authority of the Maryland Department of Health (MDH). BHSB is responsible for planning, managing and monitoring resources, programs and policies within the larger Medicaid fee-for-service system, as well as services directly funded by BHSB through private and public grants. We use our knowledge of what services are available, and how to structure system resources, to meet the unique needs of the communities we serve.

BHSB envisions a city where people live and thrive in communities that promote and support behavioral health and wellness and is committed to building a system of care that serves all community members in need of services. We work to ensure that the most appropriate care is provided, taking into consideration family and community differences.

B. Description of Project

Through this Request for Proposals (RFP) for the Capitation Project Evaluation, BHSB is seeking one (1) qualified organization or consultant to evaluate the performance and outcomes of the two programs that participated in the Capitation Project during State Fiscal Years 2024-2025 (July 1, 2023-June 30, 2025). An evaluation of the project is conducted periodically, with the last evaluation having been conducted in 2020. The Baltimore City Capitation Project ("Capitation Project") was established as a pilot program in 1994 to provide intensive, wraparound services to individuals with serious and persistent mental illness. Services are community-based, multidisciplinary, and delivered through assertive outreach, treatment, and support to help members maintain stability in a community setting. Staff are available on-call 24 hours a day, 7 days a week.

The Capitation Project is designed to allow for flexible and creative service delivery, offering a comprehensive array of coordinated support tailored to the unique needs of each member. Services provided directly by the multidisciplinary teams within the programs include psychiatric evaluation and treatment; clinical assessment; medication management, administration, and monitoring; individual, group, and family therapy; support with daily living skills; assistance with locating and maintaining housing; entitlements coordination; supported employment services; peer support services; and case management.

Unlike traditional fee-for-service behavioral health models, the Capitation Project operates under a partially capitated payment structure. The duration, frequency, and intensity of services are individualized and determined in collaboration with the member and their treatment team.

C. Scope of Service

All of BHSB's human subjects research activities are guided by the ethical principles and guidelines outlined in The Belmont Report. The selected applicant will be required to obtain Institutional Review Board (IRB) approval before initiating any activities involving human subjects, unless the work is determined by the IRB to be exempt. If the evaluation is determined to be non-exempt human subjects research, the selected applicant will be required to:

- Have written procedures to comply with the requirements in the U.S. Department of Health and Human Services Protection of Human Subjects regulations at 45 CFR part 46, including procedures for ensuring prompt reporting any of the following to the Office for Human Research Protections:
 - Any unanticipated problems involving risks to subjects or others
 - Any serious or continuing noncompliance with 45 CFR part 46 or the requirements or determinations of the IRB
 - Any suspension or termination of IRB approval
- Document that all personnel involved in the human subjects research have completed appropriate training in research ethics and IRB procedures.
- Adhere to all IRB-approved protocols for protecting participant confidentiality and data security.

The project evaluation will be based on two key components: data analysis and interviews with members served.

The data for this project are collected and maintained through several mechanisms, including the Capitation Database "CAPDAT," monthly program reports submitted by the Capitation programs, Project Management Plans submitted by the programs, referral tracking data managed by BHSB, and claims data from the Administrative Services Organization (ASO). The selected applicant will be provided access to these data. The data available for each member served includes:

- Age/ date of birth
- Gender

- Race/ethnicity
- Diagnoses- psychiatric, substance use, Somatics
- Capitation services enrollment and disenrollment dates
- Length of time in program
- Reason for discharge from Capitation services
- Jail utilization
- Referral source - state hospital or community
- Utilization of emergency room and psychiatric hospitalization – admission and discharge dates
- Housing – status at enrollment, changes during services, and status at disenrollment
- Insurance status
- Employment- status at enrollment, during services, and at disenrollment
- Cost of care – Capitation, other community services, emergency room, and inpatient hospitalizations
- Number and type of services provided
- Claims dates of service
- Diagnostic codes

- The selected applicant will conduct interviews with a representative sample of program staff and enrolled members to gather perspectives on program implementation, service quality, and perceived outcomes.
- These interviews should explore areas such as staff onboarding and training, member perception of service quality, and the impact of services on recovery. The selected applicant will be responsible for developing interview scripts, conducting the interviews, analyzing the findings, and incorporating those findings into the final evaluation report.
- A draft evaluation report will be submitted by May 15, 2026, for review and comment by BHSB. The target date for completion of the final report is June 30, 2026.
- The final evaluation report will include the following elements for the entire population of members served during State Fiscal Years 2024 and 2025:
 - Descriptive analysis of the characteristics of members served
 - Assessment and comparison of enrollment trends across both programs including overall enrollment numbers, referral-to-admission ratios, reasons for non-admission, and comparisons between state hospital and community referral sources.
 - Comparative analysis between the two programs and their corresponding populations served
 - Evaluation of outcomes measures for members served including: housing, employment, community tenure, emergency room visits, inpatient care, homelessness, incarceration, and transition to less intensive levels of care
 - Comparative analysis between the Capitation Project and other types of publicly funded mental health services.
 - Analysis of referral data, regardless of admission status, broken down by the following categories: race and ethnicity, gender identity, age range, psychiatric diagnoses, legal status, housing status, referral source

- Analyses of service utilization and service outcomes broken down by the following categories: length of stay in program, race and ethnicity, gender identity, age range, psychiatric diagnoses, and referral source
- Identify key themes from member and staff interviews that summarize strengths, challenges, and opportunities for improvement in program implementation and service delivery.

Project Deliverables

The selected applicant will:

Submit documentation of IRB approval/exemption.

- Attend monthly check-ins with BHSB Program Lead to review progress made on all tasks described in the Scope of Work, including key activities, preliminary findings, and any challenges encountered.
- Submit a draft evaluation report, including preliminary analysis and key findings, for review and feedback no later than May 15, 2026
- Submit the finalized evaluation report, incorporating any revisions based on prior feedback, to the BHSB Program Lead by June 15, 2026.

D. Focus Population

The selected applicant will collect and analyze data of members served by the Capitation Project during State Fiscal Years 2024-2025 (July 1, 2023-June 30, 2025).

E. Staffing Requirements

While there is no staffing requirement for their project, the selected applicant is expected to have experience in data analysis, statistical analysis, data visualization, and interpretation using tools, as well as the ability to design and conduct evaluations that take into account different people's needs and experiences. In addition, strong skills in preparing clear, concise evaluation reports and presenting findings to diverse audiences are important.

F. Funding Availability

The funding available for the Capitation Evaluation Project is \$50,000.

G. Risk Assessment

BHSB completes a risk assessment as part of the procurement process. Applicants should be sure to provide the most recent available versions of all requested documentation with their RFP application.

H. Contracting with BHSB

Applicants selected through this process will enter into a contractual agreement with BHSB. Following a notification of selection, BHSB will issue a Letter of Award that provides details about the contract and the process for executing it. The selected applicant will be required to submit a new budget on BHSB's budget forms, which will be reviewed for allowable costs under the grant.

Please note that applicants may be asked to change their budgets and/or details of their proposals even if the proposal was selected for funding. Applicants new to BHSB's contract process are encouraged to review relevant forms available on our website here: <https://www.bhsbaltimore.org/for-providers/forms-for-providers>.

Contract Type and Payment

The contract and payment type that will result from this procurement is described below. Applicants are encouraged to consider whether their organization will be able to operate with this payment mechanism before applying for these funds.

Consultant contract

- Issued to a person or entity engaged in independent work as outlined in the contract. The total cost of the contract is based on a calculation that includes an hourly consultant rate and the estimated number of hours it will take to complete the scope of work.
- Payment is based on the costs reported for a specific period (e.g., hourly rate x # of hours worked that month).

BHSB issues payments once per month. Applicants should note that submitting required documents and reports late can result in delayed payment.

Contract Monitoring and Technical Assistance

Selected applicants will be required to submit regular program and financial reports to BHSB using an electronic contract management system. BHSB will review these reports to monitor progress and contract compliance throughout the contract term.

Program reports include an update on progress toward deliverables (e.g., number of people served, number of services delivered, etc.). Some program reports may also require organizations to attach a data report with additional information (e.g., consumer demographic information, process and/or outcomes data, etc.). BHSB monitors progress on these reports throughout the contract term and may offer technical assistance and support if deliverables are not on track to be met.

Financial reports are required to generate payment and involve submitting actual expenditures or invoices (depending on the contract type) and to monitor spending compared to the budget or award amount. If organizations are spending more or less than expected awarded throughout the contract term, BHSB may offer

technical assistance and support to ensure the funding covers the contract term fully, and BHSB may reduce funding if all funds are not likely to be expended by the end of the contract term.

Please note that submitting program or financial reports late can result in delayed payment.

Verification of Services

BHSB audits all contracts to review whether the requirements set forth in the contract were completed as reported and that relevant federal, state, and local regulations were followed. This generally occurs after the conclusion of the contract period. Audits may be conducted remotely through a review of documents submitted to BHSB or on-site at the organization's location. Failure by vendors to comply with the terms of any contract with BHSB may result in denial of future contracts with BHSB.

Applicants should be aware of best practices in documenting both programmatic and financial activities to aid in an efficient audit.

II. Overview of RFP

A. Purpose of RFP

Through this Request for Proposals (RFP) for the Capitation Project Evaluation, BHSB is seeking one (1) qualified organization or consultant to evaluate the performance and outcomes of the two programs that participated in the Capitation Project during State Fiscal Years 2024-2025 (July 1, 2023-June 30, 2025).

B. Applicant Eligibility

Applicants must meet all of the criteria outlined below to be considered eligible to be selected through this RFP process.

- Certificate of Good Standing with the Maryland Department of Assessments and Taxation, if applicable [if BHSB will consider applications from organizations based in a state other than Maryland, add: (If the selected applicant's business is registered in a state other than Maryland, they will be required to register in Maryland as part of the contracting process.)]
- For applicants that currently receive grant funds from BHSB or did receive grant funds in prior years:
 - No outstanding financial audits
 - No money owed to BHSB
 - No current Corrective Action Plans (CAP) for which the applicant has not met identified targets more than two years beyond the date the CAP was issued.
 - No more than one (1) Accountability Compliance Audit in the two fiscal years preceding the current fiscal year that reflects unresolved deficiencies.

C. Proposal Timeline and Specifications

1. Timeline

Release Date:	September 16, 2025
Pre-Proposal Conference:	September 24, 2025 ,at 11 a.m.
Proposal Due:	October 17, 2025, @5 p.m. EST
Anticipated Award Notification:	December 12, 2025
Anticipated Contract Start:	January 1, 2026
Anticipated Service Start:	January 1, 2026

2. Pre-Proposal Conference

Date: September 24, 2025

Time: 11:00 am

Location: Microsoft Teams meeting - Join on your computer or mobile app

Click here to join the meeting [Capitation Project Evaluation Pre-Proposal Conference](#)

Or call in (audio only): +1 443-819-0973,,731799071# United States, Bel Air

Phone Conference ID: 731 799 071#

Please join five minutes early to leave time to troubleshoot. If you have any problems accessing the meeting, please contact

Procurements@BHSBaltimore.org.

Questions related to this RFP will be answered at the Pre-Proposal Conference. Questions posed during the conference and BHSB's responses will be posted on BHSB's website at <https://www.bhsbaltimore.org/for-providers/funding-opportunities/> by **September 25, 2025**

Individuals who attended the Pre-Proposal Conference will be notified by email when questions and answers are posted on BHSB's website.

Questions received after this conference cannot be answered.

3. Proposal Due Date, Time, and Location

BHSB uses Survey Monkey Apply (SM Apply) to manage applications. All proposals must be submitted through this system. Applicants must register with the system ahead of time and submit narrative and supporting documents directly through the system. You are able to save your application and continue working on it before submitting it. BHSB encourages all applicants to test this system well in advance of submitting proposals.

Applicants can access SM Apply here: <https://bhsb.smapply.org/>

All proposals must be received no later than **5:00 pm EST [or EDT] on October 17, 2025**. All submitted proposals become the property of BHSB. If you are having technical troubles related to submitting your proposal, contact BHSB before the due date/time at Procurements@BHSBaltimore.org.

Proposals submitted after the due date/time cannot be considered.

5. Authorized Contact

Applicants are advised that the authorized contact person for all matters concerning this RFP is Ashley Coston whose contact information is listed below.

Ashley Coston, Procurement Lead
Email: Procurements@BHSBaltimore.org

6. Anticipated Service Term: January 1, 2026 – June 30, 2026,

D. Award of Contract

The submission of a proposal does not, in any way, guarantee an award. BHSB is not responsible for any costs incurred related to the preparation of a proposal in response to this RFP. BHSB reserves the right to withdraw an award prior to execution of a contract with a selected applicant in BHSB's sole and absolute discretion.

BHSB will select the most qualified and responsive applicants through this RFP process. BHSB will enter into a contract with selected applicants following the notification of award. All selected applicants must comply with all terms and conditions applicable to contracts executed by BHSB.

E. RFP Postponement/Cancellation

BHSB reserves the right to postpone or cancel this RFP, in whole or in part.

F. Applicant Appeal Process

Applications must be complete and fully responsive to the below Proposal Narrative Outline and must include all required appendices. Applicants may file an appeal within five days of notification of non-selection. BHSB will not review new proposal materials that were not included in the application. BHSB will review the appeal letter and respond to the non-selected applicant within ten working days of receipt of the appeal.

III. Format and Content of Proposal

A. Proposal Instructions

- Applicants must submit all required information using Survey Monkey Apply (SM Apply) accessible here: <https://bhsb.smapply.org/>. We recommend you start your application early so you know what to expect with the system.

Late proposals will not be considered.

- Generative artificial intelligence (AI) tools are becoming increasingly prevalent. While AI is a helpful administrative tool, it is important to ensure that proposals reflect authentic responses and realistic service delivery plans.
- It is the policy of BHSB to adhere to the rules and regulations in the Health Insurance Portability and Accountability Act (HIPAA), which require appropriate safeguards to protect the confidentiality, integrity and security of all protected health information. No proposals submitted in response to this RFP should include individually identifiable health information.

For more information, please refer to the Guide to IT Privacy and Security of Electronic Health Information: <https://www.healthit.gov/topic/privacy-security-and-hipaa/health-it-privacy-and-security-resources-providers>.

B. Proposal Narrative Outline and Rating Criteria

The outline below shows the information being requested for applications and how points will be awarded during the review. Use SM Apply to submit your responses. See the instructions for more information about how to submit proposals.

1. Organizational Background and Capacity (30 points)

- a. Provide an overview of your organization's history, mission, and overall purpose.
- b. Provide an overview of your organization's experience conducting public health evaluations similar to this project.
- c. Describe your organization's experience meeting contractual deliverables and obligations (including any contracts with BHSB), and your capacity to submit reports and invoices on time.

2. Principles and Values (10 points)

- a. What are the core values that drive your organization's work? How does your organization operationalize these values, and how would they drive this proposed project?

3. Service Delivery (10 points)

- a. Describe your organization's plan to provide all services as outlined in the Scope of Service section of this RFP.
- b. Attach a sample evaluation report that includes recommendations.

4. Staffing Plan (10 points)

- a. Describe your organization's staffing plan, including staff expertise and experience to support the completion of this evaluation process.

5. Effectively Serving the Focus Population (20 points)

- a. Describe your organization's plan to obtain Institutional Review Board (IRB) approval before initiating any activities involving human subjects, unless the IRB determines that it is exempt. Does your organization have written procedures to comply with the requirements in the U.S. Department of Health and Human Services Protection of Human Subjects regulations at 45 CFR part 46, including procedures to ensure prompt reporting to the Office for Human Research Protections? If so, please briefly describe.
- b. Describe how your organization will adhere to IRB-approved protocols for protecting participant confidentiality and data security and how consumers' protected health information (PHI) and other confidential information will be collected, maintained, used, and disclosed in compliance with (i) the Health Insurance Portability and Accountability Act of 1996 (42 U.S.C. 1320d et seq. and implementing regulations at 45 CFR parts 160 and 164) as amended, (ii) the Confidentiality of Alcohol and Drug Abuse Records (42 U.S.C. 290dd-2, as implemented by 42 CFR part 2) as amended; and (iii) the Maryland Confidentiality of Medical Records Act (Md. Code Ann. Health-General Section 4-301 et seq.) as amended.

6. Program Evaluation and Quality Assurance (10 points)

- a. Provide a detailed timeline for implementation that includes all of the activities that you have committed to perform in your proposal. Show an outline of all the steps necessary to fully operationalize this project and by when each step would be completed. Contracts are expected to start on January 1, 2026.

7. Proposed Program Budget (Not Weighted)

- a. Attach a line-item budget for a contract spanning from January 1, 2026 – June 30, 2026 that outlines consultant staff hourly rates (include rate per staff or blended hourly rate) and estimated number of hours and other anticipated direct costs in order to complete the evaluation.

8. Implementation Timeline (10 points)

- a. Provide a detailed timeline for implementation that includes all of the activities that you have committed to perform in your proposal. Show an outline of all the steps necessary to fully operationalize this project

and by when each step would be completed. Contracts are expected to start on January 1, 2026.

9. Appendices

- Organizational chart
- Resume or curriculum vitae for individuals/consultants working on this project
- Most recent final Financial Audit package including Findings and Management Letter from an independent auditor (preferred) OR a recent unaudited Income Statement **AND** Balance Sheet. If an audit is not available, please upload a statement detailing why.
- Most recent IRS 990 – Return of Organization Exempt from Income Taxes **OR** if an IRS 990 form is not required to be filed, the most recent Business Tax Return OR the Schedule C only of the most recent Personal Tax Return. (Please redact any social security numbers on the Schedule C.)
- Certificate of Good Standing from the Maryland Department of Assessments and Taxation (screenshots from the MDAT website will not be accepted) - the certificate must be dated within one year of the RFP submission due date.