

NOTICE TO BIDDERS

AgeSpan, Inc. (AgeSpan), an Aging Services Access Point (ASAP) located in Lawrence, MA, is soliciting proposals from multiple contractors for the provision of community-based services. Services are provided to consumers in the Commonwealth's Home Care Program, funded by the Executive Office of Elder Affairs. Applications will be accepted via AgeSpan's website at www.agespan.org **through 5:00 pm EST on Monday, April 15, 2024**. AgeSpan reserves the right to amend or withdraw all or any part of this Request for Proposal. This RFP does not commit AgeSpan to award a contract, to pay any costs incurred in the preparation of the application, or to purchase any services. For bid specifications, including application forms, please visit www.agespan.org.

INSTRUCTIONS

All Providers must apply by the deadline.

1. Read this notice and all background documents including the Service Description for each service to be bid on.
2. The following documents must be submitted for your application to be considered: Letter of Intent, AgeSpan, Inc. Standards of Service, Administrative Overview, Service Specific Attachment(s), Executive Order 504, Commonwealth Terms and Conditions for Health and Human Services, Certificate of Insurance naming AgeSpan, Inc. as the Certificate Holder, IRS Form W-9 and MWBE Certification (if applicable).

Bidders are prohibited from communicating with any employees of AgeSpan regarding this RFP, except as otherwise specified, and no other AgeSpan employee or representative is authorized to provide any information or respond to any questions concerning this RFP. Questions may be submitted via email to RFP@agespan.org **through 5:00 pm EST on Friday, April 12, 2024**.

RFP Distribution

The RFP will be posted on March 15, 2024, at www.agespan.org. It is the responsibility of every Bidder to check the website for any modifications to this Request for Proposal. AgeSpan accepts no liability and will not provide any accommodations to any Bidder who submits a Proposal based upon an out-of-date solicitation document.

A Bidder may not alter the RFP or its components except for those portions intended to collect the Bidder's Proposal. Modifications to the body of the RFP, specifications, terms and conditions, or any other documents that would change the intent of this RFP are prohibited. Any modifications other than where the Bidder is prompted for a response may disqualify the Proposal.

RFP Forms and Terms

The following forms and terms are expressly incorporated into this RFP:

- AgeSpan, Inc. Standards of Service
- Commonwealth Terms and Conditions for Health and Human Services
- Executive Order 504
- Provider Network Quality Assurance Manual
- MassHealth All Provider Bulletin 196
- Human Service Worker Training-11-18-2014
- 105cmr155 Patient Abuse Prevention, Reporting
- Minimum Insurance Requirement Home Care Providers
- Elder Affairs' Program Instructions:
 - PI-97-55 Privacy and Confidentiality
 - PI-03-17 Elder Rights Review Committee (Clients as Research Subjects)
 - PI-07-03 Requirements of Prevention, Reporting, and Investigation of Abuse (applicable to providers of Homemaker/Personal Care and Home Health Services)
 - PI-09-19 Criminal Offender Record Information Revised Regulations
 - PI-11-06 Risk Management
 - PI-11-07 Prohibition on Non-Compete Agreements
 - 105cmr155 Patient Abuse Prevention, Reporting
 - PI-23-03 Revised Provider Qualifications of Providers for HM PC and SHCA Final
- Upon contract award, additional forms must be completed: Massachusetts Medicaid FEW Program Provider Agreement forms.

Amendment or Withdrawal of RFP

AgeSpan reserves the right to amend the RFP at any time prior to the deadline for submission of proposals and to terminate this procurement in whole or in part at any time. Amendments and clarifications, if any, will be posted at www.agespan.org.

AgeSpan will not be responsible for any costs or expenses incurred by the bidder in responding to this RFP.

Closing Date

All Proposals are due by Monday, April 15, 2024, at 5:00 pm EST.

Applicants will be notified of results no later than Friday August 16, 2024.

Contract Term

It is anticipated that any Contract awarded under this RFP shall have an initial Contract term scheduled to commence on October 1, 2024 and end on September 30, 2027.

AA/EEO Affirmative Market Program

AgeSpan is an AA/EEO agency. AgeSpan strongly encourages the participation of minority and women owned business enterprises (MWBE). Bidders who wish to be considered as an MWBE, must submit certification of their MWBE status with their application. To learn about certification, visit the Commonwealth's Supplier Diversity Office at <http://www.somwba.state.ma.us/default.aspx>.

Confidentiality

All Providers under contract with AgeSpan must comply with all state and federal laws and regulations, Executive Orders, and relevant Elder Affairs and Executive Office of Health and Human Services policies and procedures related to data security, privacy, and confidentiality, including without limitation the Health Insurance Portability and Accountability Act (HIPAA), MGL c. 66A (FIPA), MGL c. 93H (Identity Theft), 201 CMR 17.00 et seq. (Standards for the Protection of Personal Information), Executive Order 504 (Order Regarding the Security and Confidentiality of Personal Information), and EOEA PI-97-55 (Privacy and Confidentiality) and its successors, and PI-00-07 (Elder Rights Review Committee and Protection of Clients as Research Subjects) and its successors.

Program Modifications

Elder Affairs issues Program Instructions (PI) to Aging Services Access Points to implement new policies, modify existing program rules, and clarify policies, procedures, rules, and operating practices. Under the terms of this RFP and any subsequent Contract, Contractors are obligated to comply with the terms of all existing PIs as well as any PIs that Elder Affairs may issue from time to time.

Appropriations

Any contract awarded under this RFP is subject to appropriation of sufficient funding.

DESCRIPTION OF PROCUREMENT

AgeSpan is issuing this Request for Proposals (RFP) pursuant to 801 CMR 21.00, which governs the procurement of services by ASAPs under contract to the Executive Office of Elder Affairs for the purpose of providing human and social services. AgeSpan makes no guarantee that any services will be purchased because of this RFP.

AgeSpan seeks to procure the following services:

Adult Day Health

Alzheimer's – Dementia Coaching

Behavioral Health Services

Chore Minor Home Repair

Companion

Environmental Accessibility Adaptations

Grocery Shopping and Delivery Service

Home Delivery of Pre-Packaged Medications

Home Health Services (Home Health Aide, Complex Care Training and Oversight, Physical Therapy, Occupational Therapy, Speech Therapy)

Homemaker / Personal Care / Supportive Home Care Aide (*must be approved through EOEA NOI process as Homemaker/Personal Care provider prior to completing ASAP RFP*)

Laundry Service and Delivery

Medication Dispensing System

Peer Support

Personal Emergency Response & Enhanced Technology

Short Term Respite Care

Supportive Day Program

Translation/Interpreting

Transportation

Vision Rehabilitation

Wanderer Locator Service

Refer to Service Descriptions for additional information.