

## NOTICE TO BIDDERS

Springwell, Inc., an Aging Services Access Point (ASAP) located in Waltham, 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. Sealed bids will be accepted until **5:00 PM on Friday, September 16, 2022**. Springwell reserves the right to amend or withdraw all or any part of this Request for Responses. This RFR does not commit Springwell 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, visit <https://springwell.com/vendor-contracts/>. Springwell encourages applications from organizations owned and operated by diverse individuals and groups.

## INSTRUCTIONS

**All providers of any service listed on page 4 of this Notice must submit an application by the deadline.**

1. Read this notice and all background documents including the Service Description for each service to be bid on.
2. Complete the Administrative Overview with required attachments.
3. For each individual service being bid on, complete the Service Specific Application. If there is no specific service tool attachment, just complete the Administrative Overview.
4. Include the following documents in the Response:
  - RFR Checklist (Completed by applicant)
  - Administrative Overview (signed)
  - Service Specific Application(s) (signed)
  - Certificates of Insurance
  - IRS Form W-9
  - Commonwealth of Massachusetts Supplier Diversity Office Certification (as applicable).

Bidders are prohibited from communicating with any employees of Springwell regarding this RFR, except as specified in this RFR, and no other Springwell employee or representative is authorized to provide any information or respond to any question concerning this RFR.

Questions may be submitted via email to [providercontracts@springwell.com](mailto:providercontracts@springwell.com). Responses to questions will be posted from time to time on Springwell.com. No questions will be accepted after September 9, 2022.

## **RFR Distribution**

This RFR has been distributed electronically via Springwell.com, the website of Springwell. It is the responsibility of every Bidder to check the website for any modifications to this Request for Responses. Springwell accepts no liability and will provide no accommodation to any Bidder who submits a Response based upon an out-of-date solicitation document.

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

## **RFR Forms and Terms**

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

- Elder Affairs' Standard Provider Agreement
- Commonwealth Terms and Conditions for Health and Human Services
- Executive Order 504
- Provider Network Quality Assurance Manual
- Frail Elder Home and Community Based Waiver Provider Application
- Federally Required Disclosures
- Data Collection Form and Registration Instructions
- MassHealth All Provider Bulletin 196
- Human Service Worker Training 11-18-2014
- 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
- Springwell Procedures and Requirements for Vendors

## **Amendment or Withdrawal of RFR**

Springwell reserves the right to amend the RFR at any time prior to the deadline for submission of responses and to terminate this procurement in whole or in part at any time. Amendments and clarifications, if any, will be posted to Springwell.com.

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

### **Closing Date**

All Responses are due by **5:00 PM on Friday, September 16, 2022**. Applicants will be notified of results by October 31, 2022.

### **Contract Term**

It is anticipated that any Contract awarded under this RFR shall have an initial Contract term scheduled to commence on November 1, 2022, and end on September 30, 2025. At the option of Springwell, the contract may be extended for up to two additional years.

### **AA/EEO Affirmative Market Program**

Springwell is an AA/EEO agency. Springwell strongly encourages the participation of enterprises owned and operated by diverse individuals and groups. Bidders who wish to participate in the Commonwealth's Supplier Diversity Program must submit certification from the Supplier Diversity Office. For more information, see <https://www.mass.gov/supplier-diversity-program-sdp>,

### **Confidentiality**

All providers under contract to Springwell 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 RFR 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 RFR is subject to appropriation of sufficient funding.

## **DESCRIPTION OF PROCUREMENT**

Springwell is issuing this Request for Responses (RFR) 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. Springwell makes no guarantee that any services will be purchased as a result of this RFR.

Springwell seeks to procure the following services:

- Adult Day Health
- Alzheimer's Coaching
- Alzheimer's Adult Day Health Program Behavioral Health Services
- Chore
- Companion
- Environmental Accessibility Adaptations
- Evidence Based Programs
- Goal Engagement
- Grocery Shopping and Delivery Service
- Home Based Wandering Response System
- Home Delivery of Prepackaged Medications
- Home Health Services
- Laundry
- Medication Dispensing System
- Orientation and Mobility
- Peer Support
- Standard Landline Personal Emergency Response
- Enhanced Technology Personal Emergency Response (Cellular, Mobile, Fall Detection, etc.)
- Short Term Respite Care (Skilled Nursing Facility)
- Supportive Day Program
- Translation/Interpreting
- Transportation
- Vision Rehabilitation

Refer to Service Descriptions for additional information.

## **Originality**

The Bidder shall demonstrate in its Response that the Response authentically and uniquely reflects the nature of the Bidder's entity. A Response that is judged by Springwell to be a copy of, or which has substantial parts which appear to have been copied from, another Response shall have its evaluation assessment lowered, as will the Response from which it appears to have been copied.

## **Submission of Responses**

Each Bidder's Response must be timely delivered and received electronically using the following email address: [providercontracts@springwell.com](mailto:providercontracts@springwell.com). All responses must be type-written in 12-point Times New Roman. Hand-written responses will be rejected. Each response must include the RFR Checklist, Administrative Overview (signed); a Service Specific Application for each service the Bidder proposes to provide; proposed rates for services marked with an asterisk on page 4 of this Notice, Certificates of Insurance as described in RFR Forms and Terms, IRS Form W-9, Supplier Diversity Office Certification (as applicable). **Applications that do not include all required information may be rejected.**