

## 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, March 14, 2025**. Springwell reserves the right to amend or withdraw all or any part of this Request for Proposals (RFP). This RFP 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 in EOEA's Provider Contract Management System (PCMS) found here: <https://noi.800ageinfo.com/>
3. For each individual service being bid on, complete the Service Specific Application and attach them to the PCMS registration. If there is no specific service tool attachment, just complete the Administrative Overview.
4. Certificates of Insurance, Commonwealth of Massachusetts Supplier Diversity Office Certification (as applicable).
5. Include the following documents in the Response to Springwell via email ([providercontracts@springwell.com](mailto:providercontracts@springwell.com)):
  - RFR Checklist (Completed by applicant)
  - IRS Form W-9
  - Any other applicable documentation

Bidders are prohibited from communicating with any employees of Springwell regarding this RFP, except as specified in this RFP, and no other Springwell employee or representative is authorized to provide any information or respond to any question concerning this RFP. 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 **February 14, 2025**.

## RFP Distribution

This RFP 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

Proposals. Springwell accepts no liability and will provide no accommodation 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 Response. 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.

### **RFR Forms and Terms**

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

- 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 RFP**

Springwell reserves the right to amend the RFP 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 RFP.

## **Closing Date**

All Responses are due by **5:00 PM on Friday, March 14, 2025**. Applicants will be notified of results in summer 2025.

## **Contract Term**

It is anticipated that any Contract awarded under this RFP shall have an initial Contract term scheduled to commence on November 1, 2025, and end on September 30, 2028. 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 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**

Springwell 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. Springwell makes no guarantee that any services will be purchased as a result of this RFP.

Springwell seeks to procure the following services:

Adult Day Health  
Alzheimer's Coaching  
Alzheimer's Adult Day Health Program Behavioral Health Services  
Assisted Transportation  
Chore  
Companion  
Electronic Comfort Pet  
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  
Transitional Assistance  
Translation/Interpreting  
Transportation  
Video Communication and Monitoring  
Vision Rehabilitation

Refer to Service Descriptions for additional information.

### **Originality**

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

its evaluation assessment lowered, as will the Proposal from which it appears to have been copied.

### **Submission of Proposals**

Each Bidder's Proposal must be timely delivered. All responses must be type-written in 12-point Times New Roman. Hand-written responses will be rejected. Each response must include the RFP Checklist, Administrative Overview (uploaded in EOEAs PCMS website); a Service Specific Application for each service the Bidder proposes to provide (uploaded in EOEAs PCMS website); proposed rates for services marked with an asterisk on page 4 of this Notice, Certificates of Insurance as described in RFP Forms and Terms, IRS Form W-9, Supplier Diversity Office Certification (as applicable). **Applications that do not include all required information may be rejected.**