**Bidders Notice 2024**



Mystic Valley Elder Services (MVES), an Aging Services Access Point (ASAP) located in Malden, 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 **5:00pm on Friday, November 1st, 2024.** MVES reserves the right to amend or withdraw all or any part of this Request for Proposals (RFP). This RFP does not commit MVES to award a contract, to pay any costs incurred in the preparation of the application, or to purchase any services.

Interested bidders may obtain all information and forms on MVES website [**www.mves.org**](http://www.mves.org)beginning Monday September 23st, 2024. Please see the “Doing Business with MVES” tab.

**Instructions:**

**All providers 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 and sign the MVES Standards of Service and the Administrative Overview.

3. For each individual service being bid on, complete the Service Specific Application and a Rate Sheet. If bidding to provide multiple services, the bidder must submit multiple Rate Sheets – one for each service. If there is no specific service tool attachment, just complete the Administrative Overview and rate sheet.

4. Include the following documents in the Proposal: MVES Standards of Service (signed), Administrative Overview (signed), Service Specific Application(s) (signed), Rate Sheet(s) (signed), Certificates of Insurance, IRS Form W-9, SOMWBA Certification (as applicable).

Bidders are prohibited from communicating with any employees of MVES regarding this RFP, except as specified in this RFP, and no other MVES employee or representative is authorized to provide any information or respond to any question concerning this RFP. Questions may be submitted via email to Proposals@mves.org.

**RFP Distribution:**

This RFP has been distributed electronically via www.mves.org, the website of Mystic Valley Elder Services. It is the responsibility of every Bidder to check the website for any modifications to this Request for Proposal. MVES accepts no liability and will provide no accommodation to any Bidder who submits a Response based upon an out-of-date solicitation document.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 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:

• Elder Affairs’ Standard Non-Homemaker Provider Agreement

• MVES Service Standards

• Commonwealth Terms and Conditions for Health and Human Services

• Executive Order 504

• Provider Network Quality Assurance Manual

• Frail Elder Home and Community Bases Waiver Provider Application

• Federally Required Disclosures

• Data Collection Form and Registration Instructions

• MassHealth All Provider Bulletin 196

• Rate Sheet

• Human Service Worker Training-11-18-2014

• Elder Affairs’ Program Instructions:

o PI-97-55 Privacy and Confidentiality

o PI-03-17 Elder Rights Review Committee (Clients as Research Subjects)

o PI-07-03 Requirements of Prevention, Reporting, and Investigation of Abuse (applicable to providers of Homemaker/Personal Care and Home Health Services)

o PI-09-19 Criminal Offender Record Information Revised Regulations

o PI-11-06 Risk Management

o PI-11-07 Prohibition on Non-Compete Agreements

• Upon contract award, additional forms must be completed: Massachusetts Medicaid Program Provider Agreement forms.

**Amendment or Withdrawal of RFP:**

MVES 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 to [www.mves.org](http://www.mves.org)

MVES 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 Friday, November 1st, 2024 at 5:00pm.

**Contract Term:**

It is anticipated that any Contract awarded under this RFP shall have an initial contract term scheduled to commence on January 1st, 2025 and end on December 31st, 2027.

**AA/EEO Affirmative Market Program:**

MVES is an AA/EEO agency. MVES 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 to MVES 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:**

MVES is issuing this Request for Proposal (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. MVES makes no guarantee that any services will be purchased as a result of this RFP.

*MVES seeks to procure the following services:*

* Adult Day Health
* Alzheimer’s Dementia Coaching
* Assistive Technology
* Behavioral Health Services
* Chore
* Companion
* Competency Evaluation
* Electronic Comfort Pet
* Emergency Response Systems
* Environmental Accessibility Adaptations
* Evidenced Based Programs
* Goal Engagement
* Grocery Shopping & Delivery
* Home-Based Wandering Response Systems
* Home Delivery of Pre-Packaged Medications
* Home Health Services
* Legal Services
* Laundry
* Medication Dispensing System
* Occupational Therapy
* Orientation & Mobility
* Peer Support
* Personal Emergency Response System
* Respite Care
* Supportive Day Program
* Translation-Interpreting Services
* Transportation
* Virtual Monitoring and Communication (VCAM)

**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 MVES 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.

Each Bidder’s Proposal must be timely delivered electronically to [proposals@mves.org](mailto:proposals@mves.org) or received by MVES in a sealed package that must be clearly and visibly labeled on the outside of the package with the Bidder’s name and address and marked ATTN: MVES RFP.

All proposals must be type-written in 12-point Times New Roman. Hand-written proposals will be rejected. Each proposals must include the MVES Standards of Service (signed); the Administrative Overview (signed); a Service Specific Application for each service the Bidder proposes to provide; a Rate Sheet signed by the Bidder for each service the Bidder proposes to provide, with the exception of certain services as noted on the Rate Sheet; Certificates of Insurance as described in RFP Forms and Terms, IRS Form W-9, SOMWBA Certification (as applicable).

*Refer to the Service Descriptions for additional information.*

**Submission of Responses:**

Standards of Service (Signed)

Administrative Overview (Signed)

Service Specific – Include Application for each service you seek to provide

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Rate Sheet - Not required for ADH & ADH Trans, EAA, HHA, Medication Dispensing Service, PERS, PT/OT/SN

Current Certificate of Insurance (MVES must be described as a Certificate Holder)

IRS Form W-9

Copy of Suppliers Diversity Office Certificate if applicable (formerly called SOMBWA)

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**Required Attachments**

Non-Profit **OR** For-Profit Organization Short Form Certificate of Legal Existence

Copies of all listed Licenses, Certifications, Accreditations and Permits (Local/State/County/Federal requirements, as well as association accreditations)

Organizations with more than 50 employees include an organizational chart that includes titles and FTEs

Hiring checklist and the list of topics for orientation

Copies of job descriptions for all positions related to the contract

Current in-service training calendar and for the previous calendar year

Town Coverage Checklist

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**Required Policies & Procedures**

Personnel Policies (Orientation, Training/Supervision/Annual Performance Evaluation, etc.)

Conflict of Interest (May Not Employ or Compensate an ASAP or EOEA employee)

Privacy and Confidentiality

Non-discrimination in Employment and Service Delivery

Requirement on DPH Registry Check (Homemaker Agencies, Home Health Agencies & Skilled Nursing Facilities)

MassHealth All Provider Bulletin 196/OIG

Tuberculosis Testing (Homemaker Agencies, Home Health Agencies, Adult Day Health and Nursing Facilities)

CORI (PI-09-19)

Infection Control Plan (Homemaker Agencies, Home Health Agencies, Adult Day Health and Nursing Facilities)

Reportable Incidents

Consumer Not at Home Policy

Emergencies in the Home

Theft, Loss, or Damage to Consumer Property

Shopping/Money Handling

Service Priority for High Risk Consumers (PI-11-06)

Prohibitions on Fees and Gratuities

Affirmative Action Policy

Policy on Prevention and Detection of Fraud, Waste, & Abuse (Whistleblower Protection)