

NOTICE TO BIDDERS

Greater Lynn Senior Services (GLSS) and North Shore Elder Services (NSES), Aging Services Access Points (ASAPs) located in Lynn and Danvers respectively, are 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 Monday, May 15, 2017**. GLSS and NSES reserve the right to amend or withdraw all or any part of this Request for Responses. This RFP does not commit GLSS and NSES 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 **www.glss.net**.

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 the Administrative Overview.
3. For each individual service being bid on, complete the Service Specific Administrative Overview and a Rate Sheet. If there is no specific service tool attachment, just complete the Administrative Overview and rate sheet.
4. Include the following documents in the Response: 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 GLSS and NSES regarding this RFP, except as specified in this RFP, and no other GLSS and NSES 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@glss.net.

RFP Distribution

This RFP has been distributed electronically via www.glss.net, the website of Greater Lynn Senior Services (GLSS). It is the responsibility of every Bidder to check the website for any modifications to this Request for Response. GLSS and NSES accept no liability and will provide no accommodation to any Bidder who submits a Response based upon an out-of-date solicitation document.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 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 Response.

RFP Forms and Terms

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

- Elder Affairs' Standard Non-Homemaker Provider Agreement
- 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:
 - 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

- Upon contract award, additional forms must be completed: MassHealth Frail Elder Home & Community Based Waiver.

Amendment or Withdrawal of RFP

GLSS and NSES reserve 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 glss.net.

GLSS and NSES 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 Monday, May 15, 2017 at 5:00 pm.
Applicants will be notified of results by September 1, 2017

Contract Term

It is anticipated that any Contract awarded under this RFP shall have an initial Contract term scheduled to commence on October 1, 2017 and end on September 30, 2020.

AA/EEO Affirmative Market Program

GLSS and NSES are AA/EEO agencies. GLSS and NSES strongly encourage 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 GLSS and NSES 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

GLSS and NSES are issuing this Request for Responses (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. GLSS and NSES make no guarantee that any services will be purchased as a result of this RFP.

GLSS and NSES seek to procure the following services:

Adult Day Health
Alzheimer's Coaching
Alzheimer's Adult Day Health Program
Behavioral Health Services
Bill Payer
Companion (must be approved through EOEA NOI process as Homemaker/Personal Care provider)
Competency Evaluations
Environmental Accessibility Adaptations
Financial Consultation Services
Fiscal Intermediary
Grocery Shopping and Delivery Service
Chore
Home Based Wanderer Response System
Home Delivery of Prepackaged Medications
Home Health Services (Non-certified providers of Home Health must be approved through the NOI process as a Homemaker/Personal Care provider.)
Laundry
Legal Services
Medication Dispensing System
Occupational Therapy
Personal Emergency Response & Enhanced Technology
Representative Payee Services
Short Term Respite Care (Skilled Nursing Facility)
Supportive Day Program
Translation/Interpreting
Transportation
Vision Rehabilitation
Wanderer Locator Service

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 GLSS and NSES 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 by GLSS (8 Silsbee St., Lynn,

MA 01901) 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: PROVIDER CONTRACTING.

All responses must be type-written in 12 point Times New Roman. Hand-written responses will be rejected. Bidders must submit the Administrative Overview (signed); a Service Specific Application for each service the Bidder proposes to provide; a Rate Sheet signed by the Bidder; Certificates of Insurance as described in RFP Forms and Terms, IRS Form W-9, SOMWBA Certification (as applicable).