

NOTICE TO BIDDERS

Greater Lynn Senior Services, Inc. (GLSS) 8 Silsbee Street, Lynn, MA 01901 is a non-profit organization designated by the Massachusetts Executive Office of Elder Affairs (EOEA) as an Aging Services Access Point (ASAP) to provide certain Home Care services to elders living in Lynn, Lynnfield, Nahant, Saugus and Swampscott. Greater Lynn Senior Services, Inc. (GLSS), an Aging Services Access Point (ASAP) is soliciting proposals from contractors for the provision of home and community based services. Electronic bids will be accepted until **5:00 pm on Monday, December 11, 2023.**

GLSS reserves the right to reject any and all proposals if it determines that such refusal is in the public interest. GLSS also reserves the right to amend or withdraw all or any part of this notice and/or any or all of the services sought by this notice. This notice does not obligate GLSS to award a contract, to pay for any costs incurred in the preparation of any application/proposal, or to produce any services.

Please send complete bids to proposals@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 (if applicable).

Bidders are prohibited from communicating with any employees of GLSS regarding this RFP, except as specified in this RFP, and no other GLSS 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, Inc. (GLSS). It is the responsibility of every Bidder to check the website for any modifications to this Request for Proposals. GLSS accepts no liability and will provide no accommodation to any Bidder who submits a Response based upon an out-of-date solicitation document.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 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 Provider Agreement
- 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)

- 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: MassHealth Frail Elder Home & Community Based Waiver unless previously enrolled.

Amendment or Withdrawal of RFP

GLSS reserves the right to reject any and all proposals if it determines that such refusal is in the public interest. GLSS also reserves the right to amend or withdraw all or any part of this notice and/or any or all of the services sought by this notice. This notice does not obligate GLSS to award a contract, to pay for any costs incurred in the preparation of any application/proposal, or to produce any services. Amendments and clarifications, if any, will be posted to glss.net.

Closing Date

All Responses are due electronically to proposals@glss.net by 5:00 pm on Monday, December 11, 2023. Applicants will be notified of contract awards by the end of February 2024.

Contract Term

It is anticipated that any Contract awarded under this RFP shall have an initial Contract term scheduled to commence on April 1, 2024 and end on March 31, 2027.

AA/EEO Affirmative Market Program

GLSS is an Affirmative Action/Equal Employment Opportunity agency and 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 [Supplier Diversity Office \(SDO\) | Mass.gov](#) .

Confidentiality

All providers under contract to GLSS 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 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. GLSS makes no guarantee that any services will be purchased as a result of this RFP.

GLSS seeks to procure the following services:

Adult Day Health
Alzheimer's Coaching
Behavioral Health Services
Chore
Companion (must be approved through the EOEA NOI process as
Homemaker/Personal Care provider)
Environmental Accessibility Adaptations
Evidenced Based Programs
Goal Engagement Program
Grocery Shopping and Delivery Service
Home Delivery of Medications
Homemaker/Personal Care/Supportive Home Care Aide - Must be approved
through the EOEA NOI process
Home Health Services (Home Health Aide, Complex Care Training and Oversight
(formerly Skilled Nursing), Home Safety/Independence Evaluations (formerly
Occupational Therapy), PT, ST
Laundry
Medication Dispensing System/ Personal Emergency Response Systems (PERS),
Enhanced PERS, Cellular PERS, GPS PERS
Orientation & Mobility
Peer Support
Short Term Respite and Emergency Shelter (Skilled Nursing Facility)
Translation/Interpreting
Transportation
Transitional Assistance
Vision Rehabilitation
Wanderer Locator Service

Refer to Service Descriptions (Attachments A's) 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 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.

Subcontractors

If any services are provided by subcontractors, the Bidder must complete #21 of the Administrative Overview in its entirety and follow the GLSS Provider Network and Subcontractors Policy and Process.

Electronic Submission of Responses

Each Bidder's Response must be sent to proposals@glss.net by 5:00 pm on Monday December 11, 2023.

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 (if applicable).