Greater Springfield Senior Services, Inc.
Request for Proposals (RFP) Summary

- The Home Care RFP is currently closed.
- The next Home Care RFP will be conducted in the summer of 2028.
- Contracts awarded are effective January 1, 2029, until December 31, 2031, with subsequent renewals possible.
- Prior to contacting any ASAP for a contract, a provider should create an account and complete the online application through the Provider Contract Management System (PCMS). Current providers should ensure their full application and policies are up to date in the system. As of March 2025, all providers, Homemaker/Personal care and Non-Homemaker providers, are required to utilize the system which can be found here: https://noi.800ageinfo.com/ For Homemaker/Personal Care providers, AGE must approve your application prior to you applying for any ASAP contract.

The Executive Office of Aging and Independence (AGE) contracts with Aging Services Access Points (ASAPs) throughout the Commonwealth of Massachusetts, to administer home care programs for persons sixty years of age and over, and adults with disabilities. Greater Springfield Senior Services (GSSSI) is a private, non-profit agency, serving as the ASAP in 12 cities and towns in Hampden County. Geographic area served by GSSSI includes: Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, Wales, West Springfield, and Wilbraham.

Every three years, Greater Springfield Senior Services conducts an open bid for the purchase of the following services for its Home Care Programs: Aide Assisted Transportation, Adult Day Health, Alzheimer's Day Programs, Alzheimer's/Dementia Coaching, Behavioral Health Services, Chore (heavy and heavy premium), Companion, Complex Care Training and Oversight (CCTO), Emergency Shelter, Environmental Accessibility Adaptations, Goal Engagement Program, Grocery Shopping/Delivery, Home Delivered Meal Supplements, Home Delivery of Pre-packaged Meds, Home Health Aide, Home Safety/Independence Evaluations (formerly Occupational Therapy), Homemaker, Laundry, Medication Dispensing Systems, Chore – Minor Home Repairs, Orientation & Mobility, Peer Support (COAPS & SOAR), Personal Emergency Response Systems, Personal Care, Physical Therapy, Respite, Speech Therapy, Supportive Day Programs, Supportive Home Care Aide, Translation/Interpretation, Transportation, Virtual Communication and Monitoring, Vision Rehabilitation, and Wanderer Locater Service.

Service definitions and individual service application materials can be reviewed here; https://noi.800ageinfo.com/Home/PublicDocuments

GSSSI enters into agreements with provider agencies, who provide the direct services to consumers. GSSSI will determine consumers' eligibility for services and the service schedule. GSSSI negotiates rates within the Executive Office of Health and Human Services (EOHHS) and EOEA guidelines, and reserves the right to accept or reject any proposal.

Bids from Minority Business Enterprises (MBEs), Women Business Enterprises (WBEs), Minority and Women Nonprofit Organizations (M/WNPOs), Veteran Business Enterprises

(VBEs), Service-Disabled Veteran-Owned Business Enterprises (SDVOBEs), Disability-Owned Business Enterprises (DOBEs), and Lesbian, Gay, Bisexual and Transgender Business Enterprises (LGBTBEs) are highly encouraged. For more information, or to register your business in the Supplier Diversity Program, please visit:
https://www.mass.gov/orgs/supplier-diversity-office-sdo

When the Home Care RFP opens, submit a letter of intent to contract to Greater Springfield Senior Services, Inc. ATTN: Laura Sydorak, Provider Relations Manager, by the stated deadline. **If you check off Greater Springfield Senior Services on your Administrative Overview, but do not submit a letter of intent at the time of RFP, your application will not be considered.**

Ensure your PCMS application is **complete and up to date** with all applicable completed Service-Specific applications, easily identifiable policies, and if applicable, Supplier Diversity Certification (SDO).

All applications are approved by the Greater Springfield Board of Directors no later than their November board meeting. No contract decisions or decision notifications will be made prior to this meeting. Notification of contract awards/denials will be sent out within a week of the board meeting.

Providers awarded a contract will need to submit the following documents prior to a contract being issued:

a.) W9
b.) Current certificate of insurance with Greater Springfield Senior Services listed as the certificate holder
c.) Short form of legal existence from the MA Secretary of State's office

For New Homemaker/Personal Care providers to the ASAP network: A preliminary monitoring visit must occur prior to signing the Home Care contract. This visit is to ensure the provider understands and is following all Home Care requirements as required by the MA Executive Office of Aging & Independence. The provider must have served at least 10 consumers, with 7 out of 10 being active consumers. Greater Springfield Senior Services will review all 10 files; the files must either be redacted of PHI or contain written consumer permission for Greater Springfield Senior Services to review their file. Other monitoring requirements will apply.

State Home Care providers are now required to enroll in the MassHealth Frail Elder Waiver Program and receive a provider number, as they may provide services to consumers enrolled under Frail Elder Waiver Programs. Providers who receive contracts with GSSSI will be sent all required documents, which must be completed and approved by MassHealth prior to any services being provided through the contract. For more information on this and for initial application documents, please visit:
https://noi.800ageinfo.com/Common/GetPubDocument?DocId=62

Other important documents for review:

- Provider Network Quality Assurance Manual https://springwell.com/contracts/Provider%20Network%20Quality%20Assurance%20Manual.pdf
- Provider Obligation to Screen Employees and Contractors for Exclusion from Participation in Federal Health Care Programs (OIG, SAMS, & Masshealth Exclusion checks)
- Related to OIG checks: https://oig.hhs.gov/
- Related to System Award Management checks: https://sam.gov/content/home
- Related to Massachusetts Excluded/Suspended Provider checks: https://www.mass.gov/service-details/learn-about-suspended-or-excluded-masshealth-providers
- Required LGBTQ Training: https://www.bu.edu/phpbin/ssw-network/enroll/0aa23bf593aeae67324afd19ff1546edc93778be/ .
- Sample training to meet annual Fraud, Waste and Abuse prevention education requirement: https://www.cms.gov/Outreach-and-Education/MLN/WBT/MLN3995723-MLNPartsCD/FWA/story.html
- For Homemaker/Personal Care Agencies – Free Personal Care and Home Care Aide Training offered by the Executive Office of Age and Independence: https://mahomecaretraining.org/
- Home Care Worker Registry Information: (HM/PC Providers only): https://www.mass.gov/info-details/home-care-worker-registry
- Electronic Visit Verification: https://www.mass.gov/info-details/electronic-visit-verification-for-agency-based-providers