

**Greater Springfield Senior Services, Inc.
Request for Proposals (RFP)
Application period for 2026-2028**

The Executive Office of Elder Affairs (EOEA) 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.

Greater Springfield Senior Services, Inc. is conducting an open bid for the purchase of the following services for its Home Care Programs: Aide Assisted Transportation, Adult Day Health, Alzheimer's Day Program, Alzheimer's/Dementia Coaching, Assisted Transportation, 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 Locator Service.

All Service Definitions can be found here (Attachment A): [Service Definitions](#).

Please note that all services require completion of a separate and distinct set of application materials to the Executive Office of Elder Affairs - the Notice of Intent to Contract (NOI) – at <https://noi.800ageinfo.com/>

GSSSI enters into agreements directly with provider agencies, who provide the direct services to consumers. GSSSI will determine consumers' eligibility for services and service schedule. GSSSI does not commit to award a provider agreement or to pay for company costs incurred in this proposal. GSSSI reserves the right to request more information or call for new proposals at any time during the process. 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>

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 [Provider Network QA Manual RFR](#)
- Provider Obligation to Screen Employees and Contractors for Exclusion from Participation in Federal Health Care Programs [Provider Obligation Screen Employees](#)
- Documents referenced in the Administrative Overview can be found at: <https://documentlibrary.800ageinfo.com/2014/02/home-care-.html#more>
- 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 Elder Affairs: <https://mahomecaretraining.org/>
- WISP Compliance Checklist: <https://www.mass.gov/doc/201-cmr-1700-compliance-checklist-0/download>
- Home Care Worker Registry Information: (HM-Providers only): <https://www.mass.gov/info-details/home-care-worker-registry>
- Electronic Visit Verification – Information & Updates: <https://www.mass.gov/topics/electronic-visit-verification-evv>

Providers applying for an GSSSI provider agreement, must complete/submit:

- Letter of Intent
- W-9
- Certificate of Insurance
- [Administrative Overview](#) (include all attachments requested within the overview)
- [Unit Rate Calculation](#)
- [Service Area Listing](#)
- Service Specific Attachments- Questions Listed Below (Complete one for each service proposed)
 - [Adult Day Health](#)
 - [Aide Assisted Transportation Service Specific 12-17-24](#)
 - [Alzheimer's Dementia Coaching Service Specific FINAL 8-15-24](#)
 - [Behavioral Health app](#)
 - [Chore](#)
 - [Companion Service Specific FINAL 8-15-24](#)
 - [Emergency Shelter](#)
 - [Environmental Accessibility Adaptations and Adaptive Housing Equipment](#)
 - [Evidence Based Programs Service Specific FINAL 8-15-24](#)
 - [Goal Engage Prog app](#)
 - [Grocery Shopping and Delivery](#)
 - [Home Delivery of Medication](#)
 - [Home Health Services](#)
 - [Homemaker](#)
 - [Laundry Service and Delivery](#)
 - [Medication Dispensing](#)
 - [Orientation Mobility app](#)
 - [Peer Support Service Specific FINAL 8-15-24](#)
 - [Personal Emergency Response System and Enhanced PERS](#)
 - [Short Term Respite Care](#)
 - [Supportive Day Program](#)
 - [Translation-Interpreting](#)
 - [Transportation](#)
 - [Virtual Communication and Monitoring Service Specific FINAL 8-15-24](#)
 - [Vision Rehabilitation](#)
 - [Wanderer Locator](#)

Deadline for Submission of Applications

Provider agencies must submit necessary application materials- **in duplicate, 3-ring binders, (one original and one copy, -no later than 12:00 noon, Monday, June 16, 2025** to the attention of:

Laura Sydorak, Provider Relations Manager
Greater Springfield Senior Services, Inc.
66 Industry Avenue, Suite 9
Springfield, MA 01104
413-781-8800
Laura.sydorak@gsssi.org

Proposals will first be reviewed by Greater Springfield Senior Services, Inc. Staff and the Board of Directors Program and Services Committee. The Board of Directors will then make the final decision based upon factors deemed appropriate by the agency and its Board of Directors.

Contracts will be awarded to successful applicants from January 1, 2026 to December 31, 2028 with subsequent renewals possible.

An optional Bidders' Conference will be held virtually on Tuesday, May 20th, 2025 at 10:00am.

GSSSI Bidder's Conference

May 20, 2025, 10:00 – 11:00 AM (America/New_York)

Please join my meeting from your computer, tablet or smartphone.

<https://meet.goto.com/998779493>

You can also dial in using your phone.

Access Code: 998-779-493

United States: [+1 \(571\) 317-3112](tel:+15713173112)

Get the app now and be ready when your first meeting starts:

<https://meet.goto.com/install>

If you have questions, please reach out to GSSSI's Provider Relations Manager, Laura Sydorak, at Laura.Sydorak@gsssi.org or 413-781-8800, Ext 1435.

We look forward to reviewing your application.

AA/EO