

1. Are you required to have an Electronic Visit Verification (EVV) system in place in order to have a contract with the ASAP's?

- It is not a requirement now, but will be in the future. ASAPS are required to follow all state regulations. The Executive Office of Health and Human Services is defining the requirements for EVV. Please visit the following state website for more information: <https://www.mass.gov/info-details/electronic-visit-verification-evv>

2. Do we need to have Audited financial statements for 2021 or Operating budget for 2023 is sufficient?

- We prefer to see audited financial statements for the most recent year. Operating budget is more of an overview, and we prefer to see actual performance. In lieu of financial statements, you can try and provide alternative ways to support your financial stabilities. See below for complete financial submission requirements.



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3. Does it have to be a zip file, or can you send a 1 adobe file?

- No, must be a zip file.

4. Is one application applicable to all three ASAPs or should we be submitting separate applications for each one we are interested in contracting with?

- Yes, you will have the ability to choose which ASAP you are submitting a bid for within just one proposal/application.

5. We are an approved EOE provider for PC/HMK/SHCA services, NOI was already submitted in prior years. What exactly do we need to do as far as NOI is concerned this year?

- Logging on to the NOI website and updating the application so it reflects your agency's most updated information.

6. Do we need to submit rates for PC/HMK/SHCA services?

- Yes.

7. Do we need to go to each agency website to do the same procedure to submit?

- No, you can choose any of the three agency websites to submit. On the actual submission page you may select the ASAP you are submitting to.

8. Do we need an LOI?

- We do not require an LOI.

9. Do service specific attachments for different services need to be submitted separate?

- No, any service specific attachments you are applying for should be submitted within the same proposal.

10. For the NOI, do we need to submit a rate calculation worksheet?

- All information that is requested on the NOI website is required. Your NOI application submission is reviewed and approved by the Executive Office of Elder Affairs. The NOI website is overseen by the Executive Office of Elder Affairs. If there are further questions regarding the NOI, please complete the Contact Form on the NOI website: [Provider Contracting System \(800ageinfo.com\)](http://800ageinfo.com)

11. For the NOI, is sending to one ASAP enough, or do we need to send to all three?

- You must select all ASAPs for which you are submitting your NOI application to. If there are further questions regarding the NOI, please complete the Contact Form on the NOI website: [Provider Contracting System \(800ageinfo.com\)](http://800ageinfo.com)

12. Do we need to submit the RFP to all three ASAPs via its own website, or we just need to submit to one ASAP for all three ASAPs?

- See the answers to number #4 and #7

13. For documents such as company summary, organizational chart, Legal Existence certificate and other plan and policies, how do we submit those documents? Because in the RFP overview PDF file, there are space to fill them but the document won't fit.

- Scan any additional information and or supporting documents you want to submit and attach/upload them as an addendum to the RFP submission.

14. Please let me know where I can find the Financial Submission Requirements from Ethos website.

- Go to the Ethos web site and click on the Instructions and Application link on the Ethos HM/PC RFP "Home Page". You'll find the Financial Submission Requirements there. They are imbedded in this document below for convenience.



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15. We are applying as a vendor (For profit organization) for Grocery Shopping and Delivery services, we are going to have contractor with Boston Senior Home Care, Central Boston Elder Services and Ethos, do we need to have UFR?

- Review the information contained in the link below to determine if you need to submit a UFR <https://www.mass.gov/service-details/information-and-resources-on-the-uniform-financial-reports>

16. We noticed that some fields on the form compress and wrap text which makes the entered information very small and nearly unreadable. In addition, when printing only the text which is visible shows up in a printed document. Do you have a suggestion how to handle this problem?"

- It has come to our attention that several of the fillable PDFs (the Administrative Overview was one of the identified documents) do not allow prospective providers to enter all of the information in the space or "text box" provided. If your answer requires additional space please create a separate document and then scan and attach that document to the specific PDF you're working on. Then upload that PDF along with all of the others PDFs in the zip file with your complete RFP submission.

17. Where Can I find a list of the Financial Submission requirements?

- See # 14

18. I was trying to fill out the PDF file for Home Health. There is no way to input the figures for the Disciplines separately. I put 100 FT HHAs. The PDF auto populated it for all and I am unable to change and put specific numbers.

- The Home Health Service Specific attachment was amended and replaced on the Ethos web site in the Instructions and Application link. If you run across the same issue when completing the any other RFP documents for submission the default solution is to attach a separate document as an addendum to the specific PFD that contains the correct information.