

	Question	Answer
	Can Management prepared financial statements be accepted?	Refer to the financial requirements document in the RFP 2025 Information and Instructions folder
	Please discuss the financial requirement again- also if we are attesting to MH in May 2025 do we need to submit financial again to ASAP	See the answer in column D row 2.
	are newly formed companies at a disadvantage in the RFP process? Specifically, if we're able to create all of the documentation & processes? Asking specifically around the financial submission requirement	See the answer in column D row 2.
	For audited financial statements are you looking for the last fiscal year or last three years	See the answer in column D row 2.
	For audited financial statements, is it entity-wide budget or program budget?	See the answer in column D row 2.
	can you explain what you are looking for by "audited financials"?	See the answer in column D row 2.
	New business may not have the audited financial to present, does it not matter?	See the answer in column D row 2.
	For financial statements, if 2024 is not filed and finalized yet, would 2022 or 2023 be sufficient?	See the answer in column D row 2.
	Is Financial Statement same as Tax returns ?	See the answer in column D row 2.
	What exact Audit findings are we expecting from the CPA, and if my company has never been Audited does that disqualify me	See the answer in column D row 2.
	I have heard that audited financial statements can cost \$20,000 to \$50,000 to create. Are you aware of this.	See the answer in column D row 2.
	we are a small business we have only tax returns do we need to get a auditor	See the answer in column D row 2.
	Not sure what the PCMS is? What is the link	<a href="https://www.mass.gov/how-to/procurement-and-contracts-management-system-pcms-access-request">https://www.mass.gov/how-to/procurement-and-contracts-management-system-pcms-access-request</a> . For all home care entities and non-home care entities, you are required, per the Executive Office of Aging & Independence (AGE) to be registered on PCMS. The Request for Proposal (RFP) submission with the Boston Consortium is a separate requirement. The Boston Consortium will not be relying on the PCMS to review any of the required documentation.
	So - If we are on PCMS and have already submitted - how do you open again for editing?	See the answer in column D row 14
	Is Vision Rehabilitation a purchased service for this round? Vision Rehabilitation is exempt from the PCMS system. What should we do?	See the answer in column D line 14
	If we completed the PCMS.do we still need to submit RFP application form to each ASAP?	See the answer in column D line 14
	Do I still need to submit anything to the PCMS if I'm submitting a flash drive and have applied NOI	See the answer in column D line 14
	Can someone please post the PCSM link here? thanks	See the answer in column D line 14
	My question is Provider Certification and Data security Addendum. can you explain what certificate is this?	Please find the attachment in the State Regulations and Requirements folder. Executive Order 504 Provider Certification and Data Security Addendum: Please review the Executive Order 504 Provider Certification and Data Security Addendum document in the State Requirements & Regulations folder
	Not sure what the Provider Certification and Data Security Addendum is, could you please elaborate more	See the answer in column D row 20

	Please provide more details about the Provider Certification and the Data Security Addendum (Executive Order 504)	See the answer in column D row 20
	In regards to the computer hardware software minimum requirements certification form what is really needed.	See the answer in column D row 20
	Is it a written paper submission and USB, or USB only is sufficient?	Flash drive (USB or USB-C) submission is required for Boston Consortium's 2025 RFP. Proposals must be submitted, in their entirety, on a thumb drive (USB or USB-C accepted) enclosed in a sealed package marked “Sealed Bid” to each ASAP (one thumb drive per ASAP). There should not be any hand-written responses. As proposals are received, each individual ASAP will be contacting the individual listed on the cover letter to confirm receipt.
	Do we need to submit RFP in USB to each ASAP?	See the answer in column D line 24
	We need a physical flash drive and snail mail it with documents? We cannot upload everything to a portal online somewhere?	See the answer in column D line 24
	I still need to provide the thumb drive with all the sections included even if my agency is approved and on the EOEA approved provider list right? This would be my first time applying for a contract.	See the answer in column D line 24
	Do the thumb drives need to be encrypted?	See the answer in column D line 24
	We will submit all information in the flash drive, but if there is something that ASAP agency thinks is missing or needs clarification on, will they reach out to us before rejecting, or just reject us without at least first contacting us?	See the answer in column D line 24
	So we are required to submit 3 USB drive if we contracting with three RFP'S?	See the answer in column D line 24
	Is there an online portal where we can check if flash drive is received, and where in the review process is our application?	See the answer in column D line 24
	To clarify- 3 thumb drive should be submitted to all 3 asap, Replying to "To clarify- 3 thumb drive should be submitted to a...": correction -1 thumb drive sent to each ASAP	See the answer in column D line 24
	Can you clarify if this RFP includes HHA, HMK and Companion services. One, two or all three?	Yes, please refer to the Service Proposal Chart.
	If billing is done the month after service is delivered, what are the payment terms?	Please refer to payment terms in the Sample Homemaker, Personal Care, Non- Homemaker Services Provider Agreement located in the State Regulations and Requirements folder.
	We are ADH programs, If we have already applied via portal, do I have to resubmit.	Yes
	What do I need if I'm only applying for chore?	Please refer to the RFP checklist.
	Can I apply if I'm a sole proprietor?	Yes
	Some of the PDFs are not fillable (Computer Hardware & Software)	If a PDF is not fillable please type your answers on a separate sheet of paper and upload to the flash drive you will I be submitting following the chronological order detailed on the checklist
	Is there someone I could meet in person if we need help with or have questions on this process and requirements? If not, then a phone number of a contact?	All questions related to the RFP should be directed to the Consortium email address BostonConsortium@centralboston.org

	Is the application for all the three ASAP's the same? If applying for all three ASAP's can I just duplicate?	Yes, the application is the same for all three ASAPs.
	What if the flash drive is not able to open on your side, is this means the bid is rejected?	Please include contact information on a separate sheet of paper, and you will be notified if the flash drive cannot be opened.
	VII. PRIVACY AND CONFIDENTIALITY 1. Is your company a “Covered Entity“ under the HIPAA Privacy Rule? What is covered entity?	Refer to EOEI PI-97-55 in the 2025 RFP Policies.State Requirements and Regulations folder for full details.
	Documents that need to be signed, do they need to be hand signed or electronic signature will be accepted.	Electronic signatures will be accepted for RFP submissions. If your agency is awarded a contract, each ASAP agency will provide specific instruction on their signing requirements.
	Is there someone I can call for questions?	All questions related to the RFP should be directed to the Consortium email address BostonConsortium@centralboston.org
	Is there a Virtual Component to this RFP such as Virtual Nursing?	Refer to the service proposal chart in the 2025 RFP Information and Instruction folder. That document details all services included in the 2025 RFP.
	I have a question related to the Service Proposal Chart. Is telehealth companion still available? because it is on the service proposal chart but not in the complete service and subservice chart	Telehealth Companion is still available. Refer to attachment A for Companion on PCMS.
	for a new agency, we need to have 10 clients minimum already? and 7 active current ones? Any other requirement with regarding to this?	There is no minimum number of consumers served requirement for new agencies.
	Does the checklist specify what is or isn't required based on the type of service being provided? We only offer laundry services, so a few of the items you mentioned may not apply to our company since we never have direct contact with the client.	No, all information/documents detailed on the checklist are required.
	Are there electronic system requirements to receive referrals and respond. How are requests for care made?	Once contracts are awarded providers will be contacted by individual ASAPs regarding the process for sending and receiving referrals.
	Are rates for HHA/HMK/PCA set at State Medicaid rate	Please refer to Attachment D - Rates for a list of mandated rates.
	Supervision of HHA/HMK/PCA, does this require an RN or LPN	Yes, please refer to Attachment A- Service definitions found at <a href="https://noi.800ageinfo.com/Home/PublicDocuments">https://noi.800ageinfo.com/Home/PublicDocuments</a> . The Home Care Aide Council offers publications to assist home care agencies to understand and comply with federal guidelines and industry standards.
	Are there any specific forms needed from language access agencies? We are certified through the state PRF75 statewide bid, so would qualify, however, most of these questions relate to other types of services.	Unless specified, all information is required for all service types.
	Is there a consulting company we can pay or hire which can help guide us through this process if we need more one on one help?	It is your business decision to hire a consultant.
	May I have this meeting record?	Meeting recording will be posted on Ethos' website.
	what is difference for ADH basic level vs. complex level?	Please refer to Attachment A- Service definitions found at <a href="https://noi.800ageinfo.com/Home/PublicDocuments">https://noi.800ageinfo.com/Home/PublicDocuments</a>

	What is a Covered entity? is this an exception option?	Refer to EOEI PI-97-55 in the 2025 RFP Policies.State Requirements and Regulations folder for full details.
	What does the goal engagement that is in the Service Proposal Chart refer to?	Please refer to Attachment A- Service definitions found at <a href="https://noi.800ageinfo.com/Home/PublicDocuments">https://noi.800ageinfo.com/Home/PublicDocuments</a>
	Is there is a need for new providers, or you have enough current providers but new providers are welcome to apply? Roughly, how many new providers are approved every 3 years?	New providers are encouraged to apply. Awarded contracts are based on the ASAPs' need.
	How different is this application from the application that was previously used?	Please review forms in their entirety as updates have been made.
	does it matter if the company is new ?	New providers are encouraged to apply. Awarded contracts are based on the ASAPs' need.
	Is the affirmative action plan the same as non discrimination policy	No
	On the service priority for high risk consumers (PI-11-06)could you please elaborate more on this	Please refer to PI-11-06 and the Policy Checklist under the State Regulations and Requirements folder.
	I didn't get you quite well on the MassHealth All Provider Bulletin 196	This bulletin advises providers of their obligation to screen their employees and contractors, both individuals and entities, to determine if they have been excluded from participation in federal health care programs, including state Medicaid programs such as MassHealth. In addition the OIG General Exclusion Addendum must be signed. These are found under the State Regulations and Requirements folder.
	Is Vision Rehabilitation a purchased service for this round?	Yes, Vision Rehabilitation is a purchased service for the 2025 RFP.
	I submitted an application the PCMS website 2/20/2025 it says submitted, but how do I know if it was approved? Also, I'm applying for all three ASAP's and there is only a submission on the PCMS site for ETHOS, is this a problem?	Any technical questions with PCMS must be sent via the PCMS site directly.
	For the form HOME/PERSONAL CARE/NON-HOME SERVICES PROVIDER AGREEMENT FORM, am I signing and providing attachments B,C,E,F?	The Sample Provider Agreement Homemaker, Personal Care, Non-Homemaker Services is not a form that is required for the RFP. It is a sample of what the Provider Agreement looks like.
	Do I need to Provide a Cori form?	This is not a requirement for the RFP package.
	Do all three ASAP's have the same request for proposals RFP checklist all the same, or do I have to go all three websites to check the list?	RFP package and forms are consistent across the three agencies.
	We have already submitted our application through the EOEI NOI portal. Could you please clarify whether we still need to submit a full proposal for all services (HHA, HM, PC Companion, and SHCA), including the specific attachments for all these services: HHA, HM, PC Companion, and SHCA?	Yes. The Boston Consortium is requiring a complete RFP package be mailed or hand delivered to the ASAP your agency intends to contract with by May 30th, 12:00 PM.
	We'd appreciate clarification on what specific documentation is required for: Provider Certification and Data Security Addendum (Executive Order 504)	Please find the attachment in the State Regulations and Requirements folder.
	We do have an internal policy regarding our Management Information System and data protection practices. Would that satisfy this requirement, or are additional/specific documents needed?	All required RFP forms listed on the RFP checklist are required for a complete submission.

	I have some question regarding POLICIES AND PROCEDURES can you tell me which are the ones for Laundry service.	Unless specified, all policies and procedures are required for all service types.
	I have a PCMS account do I have to create a new PCMS profile. If yes, how do I do that. Should I have to enter all the answers to the questions in the PCMS as I enter the answer in the writable PDF binder that I have downloaded.	You do not need to create a duplicate PCMS account. Please follow the instructions and guidelines for PCMS at <a href="https://noi.800ageinfo.com/">https://noi.800ageinfo.com/</a> .
	What should I put in the USB ?	Please refer to the Information and Instructions folder on what to include on the flash drive submission.
	First, is there someone we may contact between now and the due date with questions about the application, attachments, and/or technical assistance throughout this process? Secondly, I understand that Attachment D (service rates, attached to this email) must be included in the application materials - would we sign and leave the "ASAP Signature" blank for submission or would we need to get signatures from each ASAP before submitting our proposal?	ASAPs will not be providing assistance with the RFP application. All questions should be sent emailed to <a href="mailto:BostonConsortium@centralboston.org">BostonConsortium@centralboston.org</a> . There is no need to sign Attachment D before submitting the proposal.
	Regarding the UFR Filing report, I am hoping you might be able to provide us with more insight on exactly what this requirement is and who might be exempt from this filing?	Please see Question 19 of the Administrative Overview.
	Does the HM/PC/SHCA application fall underneath Home Health Aide or should we be deciding on our own proposed rate for that specific service application? I ask because Home Health Rate is listed as a set \$40.72 per hour as stated on the rate sheet.	The rate for HHA is set at \$42.72 per hr. That rate is set by the Massachusetts Division of Health Care Finance and Policy and is non negotiable. Rates for HM/PC/SHCA are negotiable.
	While working on the RFP, I have noted that Attachment C: geographic Service area in the header is stated as being for 2022. I checked 2/3 of your websites and it is the same on both.	Geographic Services Areas are the same and have not changed. 2022 is a typo and should read 2025.
	I also wish to confirm the file naming requirements. Are the numbers and if listed attachments listed on the checklist the requirements, i.e. the Geographic Service area should be saved as: 5. Attachment C Geographic Service Area	Yes. Please number according to the checklist.
	In the Admin Overview there are several text boxes that do not show the full text, but you can scroll. Do you prefer all information in the text box, or would you like a separate attachment for ease in reading.	If you are having issues typing your answers in the text box, we have agreed that a separate attachment is also fine. Please name the attachment clearly.
	For PERS, it lists PERS & PERS Cellular monthly service rate non-negotiable at \$20 monthly. Are we able to go lower than \$20 or will all PERS vendors pay the same rate?	The rate for PERS standard and PERS Cellular standard are set by MassHealth.
	Is Mobile GPS PERS an approved device to include in RFP?	Yes
	What is considered Enhanced PERS	Any PERS variation other than the standard landline PERS
	What is the set rate for one-time installation of PERS, as it is not listed on Attachment D?	There are no set rates for PERS installations
	We offer Fall detection, what is the current rate your PERS vendors have in place for Fall detection as an add-on?	Each PERS provider proposes their own rates for PERS with fall detection
	Attachment C indicates service areas for 2022 RFP, have the service areas changed since then?	No, geographic services areas have not changed. Attachment C should read 2025, excuse the typographical error.
	What is the total population size for each Boston ASAPs that would be eligible for a PERS device?	Refer to the most current US Census for that information

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