

State Home Care RFP Overview

The Home Care RFP is currently closed. The next RFP will commence in Spring 2027.

Access Care Partners, Inc., a private, non-profit corporation, contracts with MA Executive Office of Aging & Independence (AGE), to administer homecare programs for persons 60 years or older residing in Holyoke, Chicopee, South Hadley, Granby, Belchertown, Ware and Ludlow.

Proposals are evaluated based on criteria including but not limited to: references, responsiveness to RFP, quality of service, experience, reliability of service, pricing, and diversity certification with the Massachusetts Supplier Diversity Office (formerly SOMWBA).

An open Home Care RFP does not commit Access Care Partners, Inc. to award a contract. Any and all contracts or provider agreements, are subject to review and approval by the Board of Directors for Access Care Partners, Inc. Access Care Partners, Inc., reserves the right to reject any or all proposals, request more information or call for new proposals at any time during the process, and waive any formality in the bidding in the best interest of Access Care Partners, Inc. 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 encouraged.

Information to bidders regarding completion of Supplier Diversity Office certification is available through Access Care Partners, Inc. AA/EEO.

For more information, contact Kyle Scott, Quality & Contracts Director, Access Care Partners, Inc., 4 Valley Mill Road, Holyoke, MA 01040, 413-538-9020 or by email at kscott@accesscarepartners.org.

The Home Care RFP is currently closed. The next RFP will commence in Spring 2027.

General Application Instructions

1. 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 and can be found here: [Provider Contracting System](#)
 - a. For Homemaker/Personal Care providers, AGE must approve your application prior to you applying for any ASAP contract.
Access Care Partners will not accept any letters of intent for applications not approved by AGE by the RFP submission deadline.
2. Contact Kyle Scott, Quality & Contracts Director **if you would like to be added to the RFP Notification list.** Phone: (413) 538-9020. Email: kscott@accesscarepartners.org. If submitting via email, please include: Name, title, full business name, best contact phone number, best contact email address, mailing address.
 - a. You will be contacted via email and mail with a copy of our legal notice; a copy will also be posted for one day in a local news publication).
3. When the Home Care RFP opens, submit a letter of intent to contract to Access Care Partners, Inc. ATTN: Kyle Scott, Quality & Contracts Director by the stated deadline. **If you check off Access Care Partners on your Administrative Overview, but do not submit a letter of intent at the time of RFP, your application will not be considered.**
 - a. Current providers who no longer wish to contract with Access Care Partners, Inc. Should notify Access Care Partners, Inc. by

the RFP deadline. Additionally, Access Care Partners, Inc. will notify providers we no longer wish to contract with by the RFP deadline.

4. 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).
5. All applications are approved by the Access Care Partners Board of Directors no later than their September board meeting. No contract decisions or decision notifications (except for non-renewals) will be made prior to this meeting. Notification of contract awards/denials will be sent out within a week of the board meeting.
6. Providers awarded a contract will need to submit the following documents prior to a contract being issued:
 - a. W9
 - b. Current certificate of insurance
 - c. Short form of legal existence from the MA Secretary of State's office
 - d. If applicable, Frail Elder Waiver provider enrollment forms
 - e. Provider Statement of Understanding of General Home Care and Monitoring Requirements (this will be sent along with your initial contract award letter)
 - f. **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. Access Care Partners will review all 10 files; the files must either be redacted of PHI or contain written consumer permission for Access Care Partners to review their file. Other monitoring requirements will apply.

**The Home Care RFP is currently closed. The next RFP will
commence in Spring 2027.**