

THE COMMONWEALTH OF MASSACHUSETTS

EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES

MASSABILITY

40 BROAD ST., BOSTON, MASSACHUSETTS, 02109



Request for Response (RFR)

Medical Items & Prosthetics for MassAbility Participants

COMMBUYS Bid #: BD-27-1071-VR-VR00-131846

Agency Doc #: MBY Medical Items & Prosthetics 26

RELEASE DATE: July 29, 2026

Please Note: This is a single document associated with a complete Bid (also referred to as Solicitation) that can be found on [COMMBUYS](http://www.COMMBUYS.com) (www.COMMBUYS.com). All Bidders are responsible for reviewing and adhering to all information, forms, and requirements for the entire Bid, which are all incorporated into the Bid. Bidders may also contact the OSD Helpdesk at osdhelpdesk@mass.gov or the OSD Helpdesk line at 1-888-MA-STATE. The Helpline is staffed from 8:00 AM to 5:00 PM Monday through Friday Eastern Standard or Daylight time, as applicable, except on federal, state and Suffolk County holidays.

CONTACT INFORMATION

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PROCUREMENT INFORMATION

RFR NAME:	Medical Items & Prosthetics for MassAbility Participants
ALTERNATE ID (AGENCY DOC #):	MBY Medical Items & Prosthetics 26
SHORT DESCRIPTION	MassAbility is seeking contractors to assess, procure, repair, and provide personal medical items, prosthetics and related services under object codes F07 and R07 (assessments) for eligible participants with disabilities.
RFR RELEASE DATE:	Monday, August 3, 2026
TOTAL PROCUREMENT PERIOD:	November 1, 2026 – September 30, 2034
ACTIVITY CODES	2200
OBJECT CODES	FF and RR
ANNUAL TOTAL CONTRACT VALUE	\$ 1,000,000. 00

PROCUREMENT CALENDAR & DEADLINE FOR RESPONSES

BIDDER'S CONFERENCE:	DATE & TIME: Wednesday, August 19, 2026, at 10:00 AM EST LOCATION: Zoom Meeting Link: https://mass-gov-massability.zoom.us/j/99870977048 Meeting ID: 998 7097 7048 Passcode: N/A MassAbility will provide American Sign Language (ASL) interpretation and Communication Access Real-time Translation (CART) services during the Bidders Conference. If another form of reasonable accommodation is required to allow meaningful access and participation, please contact the Procurement Team at MBY-Procurement@mass.gov. Please note that AI-generated recording tools that record or transcribe a meeting are currently prohibited by the Commonwealth's Guidelines. The use of these tools may restrict your access to the Conference.
QUESTIONS & ANSWERS (BIDDER SUBMISSIONS):	Wednesday, August 26, 2026, at 4:00 PM EST: Questions must be submitted on COMMBUYS.

QUESTION & ANSWERS (MASSABILITY RESPONSES):	Wednesday, September 2, 2026, at 4:00 PM EST: Responses to the questions received via COMMBUYS will be posted on COMMBUYS.
RESPONSE SUBMISSION: (DEADLINE)	Monday, September 14, 2026, at 4:00 PM EST: Vendor should register & submit <u>electronic proposals only</u> to COMMBUYS.
RESPONSE EVALUATION PERIOD	Tuesday, September 14, 2026 – Tuesday, October 27, 2026:
NOTICE OF AWARD	Friday, October 30, 2026, at 4:00 PM EST: All vendors who respond to this RFR will be notified of the outcome of their submission in COMMBUYS

Bidders are prohibited from communicating directly with any MassAbility employee regarding this RFR, except as specified in this RFR; and no other individual Commonwealth employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFR. Bidders may contact the Procurement Team at MBY-Procurement@mass.gov. if this RFR appears incomplete and/or if the Bidder is having trouble obtaining any required attachments electronically through COMMBUYS.

I. Procurement and Contract Structure

This Request for Response (RFR) incorporates all relevant provisions of 801 CMR 21.00 Procurement of Commodities and Services, the Standard Contract Form and Instructions, the Commonwealth Terms and Conditions for Human and Social Services, the Operational Services Division (OSD) required specifications for Commodities and Services (NON-POS), and any amendments and/or additions to these documents during the life of this procurement. References to MassAbility in this document include all MassAbility offices, programs, and internal departments.

This procurement will result in a Master List of Vendors who have been deemed qualified for a contract award. Proposals will be reviewed and scored by a Proposal Review Team composed of MassAbility staff. This is an Open Enrollment RFR. Bidders may submit proposals on a quarterly schedule established by MassAbility up to six (6) months prior to the Total Procurement Period End Date.

All awarded Bidders will sign a standard contract form and be placed on a Master Agreement. The Master Agreement contract does not guarantee the qualified Bidder a specific level of funding or referrals. Funding will be managed by MassAbility either through a Service Authorization Form, Statement of Work, or another mechanism to track authorized units of service and the rate of service(s). Awarded Bidders must receive written authorization from MassAbility prior to delivering services under this RFR.

I. Applicable Procurement Law

CHECK ONE ("X")	TYPE OF PURCHASE	APPLICABLE LAWS
☒	GOODS AND SERVICES	MGL C. 7, § 22; C. 30, § 51, § 52; 801 CMR 21.00
☐	HUMAN AND SOCIAL SERVICES	MGL C. 7, § 22, § 22N; C. 30, § 51, § 52; 801 CMR 21.00; 808 CMR 1.00
☐	LEGAL SERVICES	MGL C. 30, § 51, § 52 AND § 65; C. 7, § 22; AND 801 CMR 21.01(2) (B)
☐	GRANTS	MGL C. 7A, § 7; ST. 1986 C. 206, § 17; 815 CMR 2.00

II. Single or Multiple Contractors

CHECK ONE ("X")	NUMBER OF ANTICIPATED CONTRACT(S)
☐	SINGLE CONTRACTOR
☒	MULTIPLE CONTRACTORS

MassAbility anticipates awarding 30 contracts but reserves the right to award more or fewer contracts, if it is in the best interests of the Commonwealth to do so.

III. Calendar Rule Type

CHECK ONE ("X")	CALENDAR RULE TYPE	DEFINITION
☐	STANDARD	Vendors bid before the Response deadline date.
☒	OPEN	After the initial submission date of September 14, 2026, bidders may submit responses quarterly bidders may submit responses on this schedule: October 5-20, January 5-20, April 5-20, and July 5-20 for the duration of this RFR. Please note that responses will not be accepted after January 20, 2034.
☐	ROLLING	Bidders may submit unsolicited proposals at any time.

IV. Acquisition Method

CHECK ALL THAT APPLY	CATEGORY
☒	COST REIMBURSEMENT
☐	UNIT RATE (CH 257)
☒	UNIT RATE (NON-NEGOTIABLE)
☐	UNIT RATE (NEGOTIABLE)
☐	ALL-INCLUSIVE RATE (PROJECT-BASED)
☐	Other: Specify Here

V. Entities Eligible to Use the Resulting Contract

CHECK ONE ("X")	ELIGIBLE ENTITIES
☐	Limited User Contract – Restricted to Use by MassAbility Only
☒	Limited User Contract – Restricted to Use by other designated entity

VI. Expected Duration of Contract:

CONTRACT DURATION	
INITIAL DURATION	October 1, 2026 - September 30, 2030
RENEWAL OPTIONS	One (1) - (4) year renewal
TOTAL MAXIMUM DURATION	October 1, 2026 – September 30, 2034

VII. Funding Provisions

All services provided under this RFR are subject to appropriation and the availability of funds. In the event of a reduction, delay, or reallocation of funding, MassAbility will communicate with the Providers as early as practicable and may modify the scope of services, funding levels, or program requirements. MassAbility may request the Provider to confirm its ability and willingness to continue performance under any modified terms.

MassAbility may suspend, modify, or terminate a contract, in whole or in part, if the needs of individuals served change such that services can no longer be appropriately provided under the original terms of this procurement, or if other circumstances arise requiring a significant change in services. In such cases, MassAbility will work with the Provider, to the extent feasible, to support an orderly transition that prioritizes the needs of participants and continuity of services.

CHECK ONE ("X")	
☒	Contract will NOT have a Maximum Obligation Amount

☐ Contract will have a Maximum Obligation

CHECK ONE ("X")	WILL FEDERAL FUNDS BE USED TO FUND ANY PART OF CONTRACT(S)?
☐	No
☒	Yes

Any funds designated in the budget that are unspent in any fiscal year will not be available for expenditure in the subsequent fiscal year. The funding for any contract resulting from this procurement is conditioned upon receipt of federal/state funds.

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1.0 Procurement Introduction

1.1 Scope and Description

MassAbility is seeking Providers for the purpose of assessing, procuring, and repairing any and all personal medical items under object code F07 and associated medical assistance under object code R07, as identified in the [Expenditure Classification Handbook](#).

F07 examples: prosthetic and orthopedic devices; eyewear; dentures; and hearing aids and related devices such as batteries, ear molds, telecoils, microphones, other components of a hearing aid; inclusive of fittings, and adjustments.

R07 examples: medical services such as repairs and warranty to all medical devices, hearing evaluations, prosthetic evaluation, vision assessment, and dental evaluation (allowable under this RFR only when the participant's personal insurance does not provide or the participant is ineligible for other public assistance programs like Medicaid)

In addition, MassAbility seeks Providers for sensory and other technological aids and devices including, but not limited to, alerting and signaling devices, bed shakers, and visual or vibrating alerts for doorbells. All services will be subject to the Fee Schedule set forth by the Massachusetts Executive Office of Health and Human Services with all current and future amendments and regulations.

The rates can be viewed on the EOHHS website:

101 CMR 334.00: Rates for Prostheses, Prosthetic Devices, and Orthotic Devices:

All contracts and purchases are subject to the availability of federal/state funds and the needs of eligible individuals and the purchasing agency.

101 CMR 323.00: Rates for Hearing Services:

All contracts and purchases are subject to the availability of federal/state funds and the needs of eligible individuals and the purchasing agency.

101 CMR 314.00: Rates for Dental Services:

All contracts and purchases are subject to the availability of federal/state funds and the needs of eligible individuals and the purchasing agency.

101 CMR 315.00: Rates for Vision Care Services and Ophthalmic Materials:

All contracts and purchases are subject to the availability of federal/state funds and the needs of eligible individuals and the purchasing agency.

The respondents to this RFR should demonstrate their experience with supplying any or all items and services to individuals with disabilities. The proposal should address all the points outlined in this RFR document. The proposal should provide a straightforward, concise description of the bidder's capabilities to satisfy the requirements of the RFR.

1.2 Purpose and Background

This RFR seeks to establish a network of qualified providers capable and available to provide necessary sensory and other technological aids and devices and services for eligible participants. Services may include, but are not limited to:

- **Hearing Services:** Hearing assessments, hearing aids and related products, fittings, adjustments, repairs, and warranty services.
- **Prosthetic Services:** Prosthetic evaluations, prosthetic devices (including upper and lower extremity prostheses), fittings, adjustments, repairs, and warranty services.
- **Medical products and Services:** Medical evaluations and associated products including eyeglasses, prescription safety glasses, dentures, dental implants, and other medically necessary devices or adaptive equipment not available through another active MassAbility RFR or procurement.

This RFR consolidates several previously separate procurements into a single procurement to simplify access for necessary goods and services for eligible participants, improve consistency in service delivery, and expand participant access to qualified providers.

1.3 Individuals to be Served

MassAbility serves individuals with disabilities throughout the Commonwealth who have been determined eligible for services through its application and eligibility process. Individuals served may have a wide range of disabilities, including physical disabilities, Deaf and Hard of Hearing and other sensory disabilities, intellectual disabilities, neurological disabilities, mental health conditions, brain injuries, substance use disorders, and chronic health conditions.

Participants served under this RFR may be receiving services through either the Career Services Division or the Home and Community Life Division. Medical assessments, hearing aids, prosthetics, medical devices, and related services are provided only when they are not available through MassHealth, Medicaid, private insurance, or other comparable benefits.

1.4 Goals and Objectives

The goal of this RFR is to establish a network of qualified providers that enables MassAbility participants to obtain timely access to essential medical products and services. These services support participants in achieving greater independence, obtaining and maintaining competitive integrated employment, and living safely and independently in their communities. By providing access to these medically necessary

services, MassAbility helps participants overcome barriers to employment, independent living, and full community participation.

1.5 Definition of Terms

Adjusted Acquisition Cost (AAC). The actual unit price paid to a manufacturer by a hearing aid dispenser for a hearing aid or accessories, including costs for shipping and handling, and excluding postal insurance charges and associated taxes.

Artificial limbs. Custom-made, technologically advanced devices designed to replace missing limbs—arms, legs, hands, or feet—resulting from amputation, injury, or congenital conditions. These devices aim to restore mobility, enhance independence, and improve quality of life by mimicking the function of natural limbs.

Assessment of Hearing Aid. A procedure that includes (a) assessment of a patient's performance by appropriate tests with hearing aid devices; (b) a recheck of the patient and hearing aid after the prescribed aid has been fitted and used for a trial period; and (c) counseling related to the patient's adjustment to the use of the hearing aid.

Assessment of Prosthetic. A comprehensive, clinical evaluation process conducted by specialists (prosthetists, therapists, doctors) to determine the most suitable prosthetic device for an individual. It analyzes physical, functional, and personal factors to maximize mobility, comfort, and independence.

Device. An instrument, apparatus, machine, implant, or software intended for human use.

Hearing Aid Adjustment. Personalized fitting, programming, and fine-tuning processes performed by specialists to ensure the device matches the user's specific anatomical needs, hearing loss profile, and lifestyle. These adjustments are crucial for optimizing comfort, sound quality, and functionality, especially as hearing changes over time.

Hearing Aid Fitting. A personalized appointment where a licensed hearing care provider calibrates a new hearing device to match a user's specific hearing loss, ear anatomy, and lifestyle. This process involves both technical programming and physical adjustment to ensure comfort and optimal sound quality. Dispensing fees are considered part of the Hearing Aid fitting process and associated costs.

MassAbility or MBY. An agency-level organization within the Executive Office of Health and Human Services secretariat.

Prosthetic Adjustment. A personalized appointment where a prosthetist measures, tests and physically adjusts the device to ensure it fits comfortably and works properly.

Prosthetic Fitting. A comprehensive, multi-step process of evaluating, designing, fabricating, and adjusting an artificial limb (prosthesis) to ensure it fits comfortably, functions properly, and meets the patient's mobility needs.

Repair. The professional servicing, troubleshooting, and replacement of devices.

Warranty. A legally binding guarantee from a seller or manufacturer ensuring a product is in good condition, promising repair or replacement if faults arise within a specific period.

2.0 Scope of Services

The provider shall provide evaluations, products, fittings, adjustments, repairs, replacements, and warranty services for medical products and devices authorized by MassAbility under the F07 Medical Services category. Examples include, but are not limited to, hearing aids, prosthetic devices, eyeglasses, prescription safety glasses, dentures, dental implants, and other medically necessary devices.

Whenever appropriate, MassAbility prefers that providers conduct a professional evaluation before recommending or procuring a medical device or product to ensure the item is appropriate for the participant's individual needs. Providers are also expected to offer warranty services, adjustments, repairs, and follow-up support, as applicable, to help ensure participants receive the full benefit of the authorized product or service.

2.1 Program Components

This program provides referral to the identified medical services, assessments, provision of necessary medical devices, fittings, adjustments and warranty work.

2.2 Access, Referrals, and Enrollment

Participants are referred to providers under this RFR by authorized MassAbility agency staff. Services may be provided to individuals receiving services through either the Career Services Division or the Home and Community Life Division.

Providers shall accept referrals authorized by MassAbility and work directly with the participant and referring agency staff to schedule evaluations, provide requested documentation, deliver approved products and services, and communicate any issues that may affect service delivery.

Medical products, devices, and related evaluations are authorized only when they are not available through MassHealth, private insurance, Medicaid, or other comparable benefits.

2.3 Outreach, Promotion, and Development

Providers are encouraged to promote their services to local MassAbility offices and maintain ongoing relationships with MassAbility staff.

Providers may also share information about MassAbility with individuals who may benefit from services and direct them to their local MassAbility office or the MassAbility website to learn more about eligibility and the application process.

Providers should be aware that individuals seeking Career Services must have an employment goal or be currently employed. Eligibility requirements for Home and Community Life services vary by program.

Providers are encouraged to meet with local Area Directors, Business Improvement Partners, and other MassAbility staff to learn about available programs, referral processes, and opportunities for collaboration.

2.4 Collaboration and Communication with MassAbility

Providers shall collaborate with the referring MassAbility Counselor to ensure that evaluations, recommendations, products, and related services are appropriate for the participant's individual needs, employment goals, and/or independent living goals.

Providers should consider the participant's environment, daily activities, and functional needs when making recommendations. Examples include:

- **Hearing Services:** Hearing aid recommendations that consider communication needs and workplace or community environments, including background noise.
- **Prosthetic Services:** Prosthetic devices that support the participant's functional, vocational, and daily living activities, including the tools or equipment used at work.
- **Vision Services:** Eyeglasses or prescription safety glasses that meet the participant's vision needs and workplace safety requirements.
- **Dental Services:** Dentures, implants, or other dental services that address the participant's functional needs and support successful employment or independent living.

Providers shall promptly communicate evaluation results, recommendations, changes in service needs, and any barriers or delays to the referring MassAbility Counselor.

2.5 Physical Site

Providers shall maintain facilities that comply with all applicable federal, state, and local licensing, health, and safety requirements.

Service locations must be accessible to individuals with disabilities, including those who use wheelchairs or other mobility devices, in accordance with applicable accessibility requirements.

When feasible, providers should offer locations with convenient access to public transportation and adequate parking for participants.

2.6 Hours of Operation

Providers shall maintain regular business hours and make their hours of operation available to MassAbility Counselors and referred participants. If available, hours of operation should also be posted on the provider's website or other publicly accessible location.

2.7 Program Certifications and Staff Credentials

Providers must maintain all licenses, registrations, certifications, and credentials required to provide the proposed services in the Commonwealth of Massachusetts. All licenses and credentials must remain active and in good standing throughout the term of the contract.

At a minimum:

- **Prosthetic Services:** Provider must be licensed or otherwise authorized to operate in Massachusetts and employ appropriately credentialed professionals.
- **Hearing Services:** Provider must be licensed or registered to operate in Massachusetts. Individuals providing services must hold a current Massachusetts Audiologist, Hearing Instrument Specialist, or other applicable state license. Providers must be enrolled as a MassHealth, Medicaid, or Medicare provider, when applicable.
- **Dental Services:** Dental practice must be licensed or registered to operate in Massachusetts. Services must be provided by a licensed Doctor of Dental Surgery (DDS) or Doctor of Dental Medicine (DMD).
- **Vision Services:** Vision care practice must be licensed or registered to operate in Massachusetts. Services must be provided by a licensed Optometrist (OD) or Ophthalmologist (MD or DO).

Providers shall comply with all applicable federal, state, and local licensing, certification, and regulatory requirements throughout the term of the contract.

All providers must be a Medicaid/Medicare/MassHealth provider to be eligible to provide services under this RFR.

3.0 Compensation

Rate regulations are promulgated periodically and payments for service models under this RFR will be tied to those promulgated rates when applicable.

Payment rates are governed by *101 CMR 314, 315, 323 and 334.00*.

- [101 CMR 334.00: Rates for Prostheses, Prosthetic Devices, and Orthotic Devices](#)
- [101 CMR 323.00: Rates for Hearing Services](#)
- [101 CMR 314.00: Rates for Dental Services](#)
- [101 CMR 315.00: Rates for Vision Care Services and Ophthalmic Materials](#)

MassAbility will compensate Providers under this RFR using a cost reimbursement payment structure to conduct assessments. Under this model, Providers are reimbursed for actual, allowable, and reasonable costs incurred in delivering the services and goods described in this RFR, up to the approved contract maximum obligation. Payment is contingent upon submission of required documentation and compliance with all contract terms, including performance and reporting requirements.

Costs must be:

- Directly related to the delivery of the contracted services
- Necessary and reasonable to determine the proper product, fitting and service needs
- In alignment with published regulations, MassHealth payment structure, or other published vocational rehabilitation rates
- Providers must attempt to charge the individual's primary health insurance before determining cost for MassAbility

3.1 Payment and Monitoring

Cost reimbursement is based on invoiced actual expenditures and must be supported by required fiscal and program documentation. Providers must maintain adequate financial records and provide documentation upon request during monitoring or audit. MassAbility will reimburse only costs that are included in and consistent with the approved contracted services. Costs that could reasonably have been avoided may be denied. Non-reimbursable costs must not be included in invoices. These include, but are not limited to, state, federal, or local taxes; sales tax; gift cards; and any costs prohibited under any applicable state or federal regulation including 801 CMR 21.00, 808 CMR 1.00, or 2 CFR 200.

3.2 Billing and Invoicing

Invoices for services provided under this RFR shall be submitted through **Payment Vouchers (PVs)** with supporting documentation in accordance with MassAbility's invoicing procedures. Detailed billing instructions will be provided prior to the start of the contract.

Providers are responsible for the accuracy and completeness of all invoices and supporting documentation.

- Invoices must be submitted no later than **15 calendar days** following the end of the month in which services were delivered or within **15 calendar days** of deliverable acceptance, as applicable.
- Providers must respond to MassAbility inquiries regarding billing or documentation within **10 business days**.
- All goods and services must be delivered by **June 30** of the applicable fiscal year.
- Final invoices for services delivered during that fiscal year must be received by **July 31**.

Payment is limited to authorized services that have been delivered and properly documented.

Services and the purchase of goods must be authorized by designated MassAbility staff through a **Contract Order** (assessments/services) or **Purchase Order** (products) **before services are provided**. Services delivered or items purchased prior to authorization will not be eligible for reimbursement.

Supporting documentation shall verify the services provided and may include, as applicable:

- Evaluation or clinical reports.
- Recommendations or prescriptions.
- Quotes or cost estimates.
- Proof of delivery or completion.
- Invoices and warranty information.
- Other documentation required by MassAbility.

Failure to comply with billing, documentation, or authorization requirements may result in delayed payment, denial of payment, or other contractual remedies.

4.0 Performance Requirements and Monitoring

MassAbility is committed to ensuring that products and services provided under this RFR are delivered in a timely, reliable, and high-quality manner.

Performance monitoring may include, but is not limited to:

- Quality and appropriateness of products and services.
- Timeliness of evaluations, recommendations, ordering, delivery, fittings, repairs, replacements, and follow-up services.
- Customer satisfaction and responsiveness to participant needs.
- Communication and collaboration with MassAbility staff.
- Timely submission of required documentation and invoices.
- Compliance with the terms and conditions of this RFR.

MassAbility may establish, revise, or add performance measures, reporting requirements, and monitoring activities during the contract term to support quality assurance and effective contract management.

By submitting a proposal, bidders agree to participate in performance monitoring, quality assurance activities, contract reviews, and reporting requirements as requested by MassAbility.

4.1 Contract Management

Providers shall participate in contract management meetings with MassAbility as requested to review performance and address operational, quality, implementation, or contract-related matters.

Performance reviews may include, but are not limited to:

- Quality and appropriateness of products and services.
- Timeliness of evaluations, recommendations, ordering, delivery, fittings, repairs, replacements, and follow-up services.

- Customer satisfaction and responsiveness to participant needs.
- Communication and collaboration with MassAbility staff.
- Timely submission of required documentation and invoices.
- Compliance with the terms and conditions of this RFR.

Providers shall cooperate with MassAbility in resolving identified concerns and implementing corrective actions, when requested.

5.0 Evaluation Criteria

MassAbility will review proposals using a clear and consistent evaluation process to understand how well each proposal meets the goals and requirements of this RFR. Proposals will be assessed based on the criteria outlined in this section. This process is intended to be fair, transparent, and focused on selecting providers that are well positioned to deliver effective services and positive outcomes.

5.1 Mandatory Minimum Criteria

In order for proposals to be reviewed and evaluated by a Proposal Review Team, the response must meet the following mandatory minimum requirements:

- The response includes all required documents as listed on the Bidder's Response Checklist, fully completed and signed. This includes a completed [Supplier Diversity Form for Non- POS](#) if listed as required. Bidders are encouraged to review the Supplier Diversity Form instructions prior to completion.
- Bidders must be qualified to conduct business in Massachusetts. MassAbility is prohibited from contracting with vendors that have been debarred by federal, state, or local government.

All required documents are identified in the Bidder's Checklist. A completed and marked checklist is also a required form for the response. Mandatory Minimum Criteria will be reviewed by MassAbility's procurement staff to verify compliance prior to assigning responses to the Proposal Review Team.

5.2 Scored Criteria

A Proposal Review Team will review, evaluate, and score each proposal based on the requirements listed below.

Response requirements are summarized in the Bidder Response Sheet. Bidders must enter their responses directly into the Bidder Response Sheet and submit the completed document as part of their proposal. Responses must clearly and fully address each required area within the stated page limit. Attachments, appendices, or program descriptions not specifically requested, or that exceed the stated page limits, will not be reviewed.

Proposals will be evaluated primarily on the information provided in the Bidder Response Sheet. Consistent with a best-value procurement approach, MassAbility may also consider documented past performance, when available and relevant, including prior contract compliance, service quality, and demonstrated outcomes.

- **Requirement 1: Organizational Experience, and Capacity**

Describe your organization's experience providing the services proposed in this RFR.

Include:

- Years in business.
- Types of services provided.
- Populations served.
- Current service locations and geographic area served. Providers are encouraged to include other locations and geographic areas they would be willing to serve.
- Required licenses, certifications, registrations, or accreditations needed to provide services proposed.
- Your organization's capacity to accept new referrals.

- **Requirement 2: Staff Knowledge, Skill and Experience**

Describe the qualifications of the staff who will provide services.

Include:

- Professional education, licenses, certifications and credentials.
- Relevant experience providing the proposed services.
- Experience serving individuals with a wide range of disabilities.
- Any specialized training or expertise related to the proposed service.

- **Requirement 3: Participant Engagement, and Empowerment**

Describe how your organization will provide person-centered services and communicate with participants and MassAbility.

Include:

- How you will explain services and answer participant questions.
- How you will respond to individual needs and provide appropriate accommodations.
- How you gather participant feedback during and after services.
- How you will communicate with the MassAbility counselor regarding appointments, evaluations, recommendations, completed services, and any issues that arise.

- **Requirement 4: Approach to Delivering Services**

Describe how services will be provided.

Include:

- Where services will be provided (office, clinic, medical facility, mobile services, community location, etc.).
- Facility accessibility, hours of operation, and appointment availability.
- Typical wait time for an initial appointment.
- Process for receiving referrals and scheduling participants.
- Response time for repairs, adjustments, warranty work, or follow-up services.
- If mobile services are offered, describe where they are available and any limitations.

- **Requirement 5: Outreach, Promotion, and Referral Development**

Describe how your organization will make MassAbility staff aware of your services.

Include:

- Company website (if available).
- Marketing materials or outreach activities.
- Any experience working with individuals with disabilities.
- Strategies for developing referrals and maintaining relationships with MassAbility staff.

- **Requirement 6: Partnering with MassAbility**

Describe how your organization will work with MassAbility to provide timely, high-quality services.

Include:

- How you will submit evaluations, quotes, reports, invoices, and other required documentation.
- How you will communicate regarding participant needs, service status, and questions.
- Your commitment to responding promptly to requests from MassAbility.
- Whether you currently provide, or have previously provided, services for MassAbility.

- **Requirement 7: Quality Assurance and Continuous Quality Improvement**

Describe how your organization ensures quality services and continuously improves customer care.

Include:

- How you monitor service quality and timeliness.
- How you gather and respond to customer feedback.
- How you improve your services based on feedback, quality reviews, or staff input.

- **Requirement 8: Cultural and Linguistic Competency**

Describe how your organization provides respectful and accessible services to individuals with diverse cultural, language, and disability needs.

Include:

- Language and communication supports available.
- How staff provide culturally responsive, person-centered services.
- Any training or experience that supports equitable service delivery.

5.3 Rating Scale

Bidder's responses to each requirement will be scored on a five-point scale:

Unsatisfactory	1 Point	Bidder fails to meet the defined criteria.
Below Average	2 Points	Bidder is responsive, but response is lacking in clarity or inadequately addressed the defined criteria
Average	3 Points	Bidder is responsive and adequately addresses the requirements of the criteria
Above Average	4 Points	Bidder is highly responsive, demonstrates an above average understanding of the topic and clearly demonstrates their ability to satisfy the requirement
Outstanding	5 Points	Bidder's response is outstanding in its clarity and their ability to deliver the desired requirement

6.0 Administrative Requirements

6.1 Submission of Bidder Response

- **Page Limit and Format**

Bidder responses must be no longer than 10 pages, single spaced with 12-point font.

6.2 File Format and Naming Conventions

Scanned documents will be accepted and must be scanned in such a way that they can be read on a computer monitor and printed on 8 1/2" x 11" paper, unless otherwise specified. Zipped files will be accepted and must be in a .zip format when saved. Other zip file formats will not be accepted.

All attachments that are uploaded in COMMBUYS must include the company name of the Bidder and the Solicitation Bid number.

6.3 Required Forms and RFR Submission Checklist

Bidders must comply with the requirements specified in Section 5. The Proposal Review Teams seek to reduce the number of Bidder disqualifications based on incomplete submissions. Therefore, Bidders must complete and submit the RFR Submission Checklist and all documents referenced in the Checklist.

6.4 Other Forms

The Bidder must submit electronic versions of the following forms within five (5) business days after receiving notice of qualification under this RFR. If signed versions of any of these forms are on file with the Office of the State Comptroller, please provide us with an electronic copy as long as it was completed within the last twelve (12) months prior to your response submission date and/or hasn't expired.

- Request for Taxpayer Identification Number and Certification (Massachusetts Substitute W-9 Form)
- Electronic Funds Transfer (EFT) Form
- Contractor Authorized Signatory Listing (CASL) Form
- Certificate of Liability Insurance
- Prompt Pay Discount (PPD) Form
- CORI Assurance Form
- Federal Disclosure Form (MassHealth)

Should you fail to return the required forms within twenty (20) business days, we will interpret your failure to comply with this requirement as a lack of interest in becoming a qualified bidder under this solicitation. Therefore, your submission will be considered unsuccessful.

6.5 Instructions for Submission of Forms and Questions

All responses must be submitted electronically using the online submission tools available to Bidders registered in COMMBUYS.

MassAbility will process the standard contract form electronically when possible. Bidders should not submit signed copies of the standard contract form or the contractor authorized signatory

listing posted on COMMBUYS with their proposal. These forms are posted for informational purposes only.

All Bidders are advised to allow adequate time for submission in consideration of potential online submission impediments including internet traffic, internet connection speed, file size, and file volume. MassAbility is not responsible for delays encountered by Bidders or their agents, or for Bidder's local hardware failures, such as computers or related networks, associated with bid compilation or submission. Bids submitted via COMMBUYS are time-stamped by the COMMBUYS system clock which is considered the official time of record.

6.6 Online Quote Submission via COMMBUYS is required

All Bidders must submit Quotes online using tools available only to Sellers registered in COMMBUYS. COMMBUYS provides Seller registration functionality at no charge. To register, go to www.COMMBUYS.com and click on the "Register" link on the home or landing page. Bidders who are awarded a contract resulting from this Bid, if any, will be required to maintain an active COMMBUYS account for the duration of the Contract, by reviewing their registration information regularly and maintaining its accuracy.

6.7 Electronic Signatures

Quotes submitted via COMMBUYS must be signed electronically by the Bidder or the Bidder's Agent by accepting the terms and conditions of the bid on the "Terms and Conditions" tab in COMMBUYS. Bidders do this by selecting "Save and Continue" on the "Terms and Conditions" tab after accepting the terms and conditions of the bid. By agreeing to this the submitter attests that they are an agent of the Bidder with authority to sign on the Bidder's behalf, and that they have read and assented to each document's terms.

6.8 COMMBUYS Support

The following resources are provided to assist Bidders in submitting responses:

Website: Go to www.mass.gov/osd/commbuys and select the COMMBUYS Resource Center link offered under Key Resources.

Email: Send inquiries to the COMMBUYS Helpdesk at OSDHelpDesk@mass.gov.

Telephone: Call the COMMBUYS Help Desk at 1-888-MA-STATE (1-888-627-8283). The Help Desk is staffed from 8:00 AM to 5:00 PM Monday through Friday Eastern Standard or Daylight time, as applicable, except on federal and state holidays.

Technical assistance is available during the procurement process. Every effort is made to respond to inquiries within one business day.

Bidders are advised that COMMBUYS will be unavailable during regularly scheduled maintenance hours of which all users will be notified.

The following resources are provided to assist Bidders in submitting Quotes:

Appendix B includes Instructions for Bidders Responding to Bids Electronically through COMMBUYS, which is part of this document;

- Training sessions focused on online Quote submission, if offered, are noted in the Estimated Procurement Calendar;
- An online job aid on [How to Create a Quote](#)
- Webcast video on [How to Find Bids \(Solicitations\) and Submit Quotes \(Responses\) through COMMBUYS.](#)

6.9 Amendments to Bid

MassAbility reserves the right to make amendments to the Bid after the initial publication. It is each Bidder's responsibility to check COMMBUYS for any amendments, addenda, or modifications to this Bid. MassAbility and the Commonwealth accept no responsibility and will provide no accommodation to Bidders who submit a quote based on an out-of-date Bid or on information received from a source other than COMMBUYS.

6.10 Alterations

Bidders may not alter (manually or electronically) the Bid language, or any Bid component files, except as directed in the RFR. Modifications to the body of the Bid, specifications, terms and conditions, or which change the intent of this Bid are prohibited and may disqualify a bid submission.

6.11 Ownership of Submitted Quotes

MassAbility shall be under no obligation to return materials submitted by a Bidder in response to this Bid. All materials submitted by Bidders become the property of the Commonwealth of Massachusetts and will not be returned to the Bidder. The Commonwealth reserves the right to use any ideas, concepts, or configurations that are presented in a Bidder's Quote, whether or not the Quote is selected for Contract award.

Quotes stored on COMMBUYS in the encrypted lockbox are the file of record. Bidders retain access to a "read-only" copy of this submission via COMMBUYS, as long as their account remains active. Bidders also may retain a traditional paper copy or electronic copy on a separate computer, or network drive or separate media, such as CD or DVD, as a backup.

6.12 Public Records

All information, documents, and attachments submitted as a response to this RFR are considered a public document subject to the Massachusetts Public Records Law, M.G.L., c. 66, s. 10, and to c. 4, sec. 7, sec. 26. Please be aware that checking the "confidential" box in COMMBUYS may not bar these documents from release as a public record pursuant to these statutes once the procurement is awarded, unless statutorily exempt from disclosure.

6.13 Requests for Correction or Clarification Terms

MassAbility, in its sole discretion and pursuant to [801 CMR 21.06\(8\)](#), may determine whether a Bidder is eligible for a Response correction or clarification.

MassAbility shall determine whether to allow a correction of minor informalities in a Response. Minor informalities are matters of form rather than substance and include clerical errors or minimal or insignificant mistakes that can be corrected without prejudice to other Bidders. MassAbility may, upon written request of a Bidder, allow a correction of a minor informality in a Response which is clearly evident, such as a typographical error, transposition error or arithmetical error where the correct answer is obvious, or if the mistake is discovered by MassAbility, MassAbility may note the correction on the Response. If MassAbility requires a clarification of any particular section of a Response, MassAbility will provide all Bidders that submitted Responses with the same notice and opportunity for clarification of the identified section in the Response. Clarifications are explanations of what is stated in a Response and may not be used as an opportunity to submit supplemental information or a change to a Response, unless MassAbility specifically requests these submissions or changes as part of the clarification of all Responses. No correction or clarification of Response prices, terms and conditions or the submission of supplemental information prejudicial to the interests of other Bidders or to fair competition shall be permitted.

7.0 Debriefings and Appeals

Unsuccessful bidders may request a debriefing from MassAbility within fourteen (14) calendar days of the notice from MassAbility regarding an award decision. If you are formally requesting a debriefing, please contact the Procurement Team at MBY-Procurement@mass.gov.

Debriefings are intended to provide an open, appropriate, and meaningful information-exchange about the procurement and evaluation process and to help the bidder to understand the results of the process as it applies to their proposal submission only. Unsuccessful NON-POS bidders aggrieved by a MassAbility decision must participate in a debriefing as a prerequisite to an administrative appeal. It is important to note that the purpose of a debriefing is solely to discuss and review MassAbility's decision not to qualify or award the unsuccessful bidder.

- **Administrative Appeals to the Department**

Bidders that have participated in a debriefing and dispute the award decision may request an appeal to MassAbility. The appeal must be filed within fourteen (14) calendar days of the debriefing meeting. The request must be in writing and specify the basis for the appeal. Requests for appeals will only be considered if one or more of the following is alleged:

1. The competitive procurement conducted by the department failed to comply with applicable regulations and guidelines. These would be limited to the requirements of 801 CMR 21.00 or any successor regulations, the policies in the OSD Conducting Best Value Procurement Handbook, subsequent policies and procedures issued by OSD, and the specifications of the RFR; or
2. There was a fundamental unfairness in the procurement process. OSD will presume that departments conducted a fair procurement absent documentation to the contrary. Consequently, a high burden of proof rests with the bidder. Bidder should take care to provide sufficient and specific evidence in support of its claim.

Appeals must specify in sufficient detail the basis for the appeal including identification of the applicable regulation or guideline that was not complied with or the specific facts that demonstrate that the procurement was unfair. Appeals not based upon the specified grounds above, or those submitted without sufficient detail on the basis for the appeal, shall be denied.

Appeals should be sent to:

MassAbility/Director of Procurement
40 Broad St, 4th Floor
Boston, MA 02109

A pending appeal shall not prohibit MassAbility from proceeding with the awarding of contracts and contract referrals

- **Acceptance or Denial of Appeal**

Within ten (10) business days of the Commissioner's receipt of an appeal, the Commissioner will determine if the appeal meets the requirements set forth by MassAbility and the Operational Services Division. If it does not, the Bidder will be sent written notice that its appeal has been denied. If the requirements are met, written notice of the acceptance of the appeal for review will be sent to the Bidder requesting the appeal, the awarding authority, and the winning Bidder.

- **Review**

The Commissioner will appoint a committee of not more than three individuals to review the basis for the appeal as set forth in the appeal request. Upon completion of this review, the committee will submit a written recommendation to the Commissioner and/or designee. The committee reviewing the appeal may (1) review the Procurement file; and (2) interview the appellant, the awarding authority, any member of the Proposal Review Team or any other individual that was involved in the review and selection process. MassAbility may allow the Bidder to make an oral presentation in person to the committee.

MassAbility's final decision will be issued by the Commissioner within sixty (60) business days of receipt of the initial request for appeal. If the Commissioner overturns the awarding authority's decision, the Commissioner will decide the appropriate action to be taken. Bidders must cooperate in the appeal review.

- **Appeals to the Operational Services Division**

Non-successful Bidders that participated in MassAbility's appeal process and remain aggrieved by the Commissioner's final decision may appeal that decision to the Operational Services Division (OSD). For more information see the "Debriefing/Appeals: Administrative Appeals to OSD" section in the OSD RFR - Required Specifications for Purchase of Service, that is included in the Bid's COMMBUYS posting.

7.1 Debarment

The awarded Bidder certifies that neither it nor any of its subcontractors proposed to perform duties under this RFR, if applicable, are currently debarred or suspended by the federal or state government under any law or regulation including Executive Order 147; M.G.L. c. 29, § 29F; M.G.L. c. 30, § 39R; M.G.L. c. 149 §§ 27C, 44C and 148B; and M.G.L. c. 152, § 25C. The awarded Bidder shall comply with all applicable state laws and regulations stated in the Standard Contract Form Instructions and Contractor Certifications.

7.2 Enterprise Invoice / Service Management (EIM/ESM)

If MassAbility directs the vendor to access the EIM/ESM service through the Virtual Gateway for the purpose of conducting business with MassAbility, the vendor agrees to use such services as directed and execute all required Use or Service Agreements required by the Virtual Gateway and to comply with all applicable Virtual Gateway, MassAbility and EOHHS policies and procedures related to such services, including policies pertaining to data security and protection of confidential information.

Vendor further agrees to submit all information as directed by MassAbility including, but not limited to, invoices, contract, and/or other information to MassAbility through these web-based applications. Vendor further agrees to take all necessary steps to ensure that it, and its subcontractors or affiliates, complies with these requirements and has access to and utilize all required web-based services in the Virtual Gateway.

Vendors are required to establish and maintain user accounts in EIM and maintain up-to-date organizational information and appropriately offboard accounts for staff who are no longer employed by the vendor or otherwise do not need to maintain access to EIM.

7.3 Virtual Gateway Business Services

The Executive Office of Health and Human Services (EOHHS) operates a number of online business services through the Virtual Gateway. These include but are not limited to, Vendor Data Management (PDM), Common Intake (IE&R), Enterprise Invoice / Service Management (EIM/ESM), Home and Community Service Information System (HCSIS), Senior Information Management System (SIMS) Service and Transition Planning System (STARS).

These services permit users to access a variety of EOHHS programs and services. Virtual Gateway business services are accessible by end users with web browsers such as Internet Explorer (6.0 or above), and a broadband Internet connection that is capable of high-speed data transmission, such as a Local Area Network (LAN), a cable modem, or DSL.

7.4 EOHHS Qualification Process

Prior to entering into a contract with MassAbility, a Vendor of purchased human and social services must demonstrate that it meets minimum administrative and fiscal standards, established through the Executive Office of Health and Human Services (EOHHS) Vendor qualification policy. Vendor qualification is the process used to evaluate a Vendor's administrative and financial condition. The main objectives of the Vendor qualification process are to determine whether or not the Vendor has

(a) the capabilities to comply with the numerous federal and state administrative requirements that surround the expenditure of public funds and (b) sufficient fiscal and administrative capacity to fulfill its contractual obligations.

7.5 Uniform Financial Statements (UFRs)

Vendors of human and social services to Participants must file their Uniform Financial Statements (UFR) and Independent Auditor's Report with the OSD on a yearly basis as outlined under Other Requirements. Vendors must also submit a copy of the current Supplier Diversity Plan (SDP) Plan Form for NON-POS that reflects yearly spending with their UFR as a condition of continuing to do business with the Commonwealth.

7.6 Criminal Offender Record Check (CORI)

Employees of awarded bidders are also subject to regulations requiring Criminal Offender Record Information ("CORI") checks in accordance with Executive Office of Health and Human Services ("EOHHS") regulations at 101 CMR 15.00. A Massachusetts CORI check is required for any person employed by EOHHS or an EOHHS-agency or their vendor programs whose position entails the potential for unsupervised contact with individuals receiving services from MassAbility. Additional guidance, forms, and information for organizations subject to the CORI regulations may be found at 101 CMR 15.00, including guidance on how to properly process EOHHS mandated CORI checks, is available at: <https://www.mass.gov/lists/guidance-and-information-for-organizations-subject-to-the-cori-regulations-at-101-cmr-1500>. A copy of the EOHHS CORI regulations at 101 CMR 15.00 may be accessed at: <https://www.mass.gov/doc/criminal-offender-record-checks-effective-april-21-2017/download>.

7.7 Privacy and Security

In performance of its duties under the Contract, awarded Bidders shall comply with all obligations, and awarded Bidders must comply with M.G.L. c. 66A, M.G.L. c. 93H, , M.G.L. c. 6, §84, 107 CMR 2.00 et seq.; 34 CFR 361.38; and the HIPAA Privacy and Security Rules (45 CFR Part 160 and Part 164, Subparts A and E), 42 CFR 431, Subpart F, 42 CFR Part 2, and any other applicable federal or state law or regulation pertaining to the use, disclosure, maintenance, privacy, confidentiality or security of Protected Information ("PI"), which shall be defined as any "personal data" as defined in M.G.L. c. 66A, any "personal information" as defined in M.G.L. c. 93H, and any other individually identifiable information that is treated as confidential under State or Federal Law (including, but not limited to, any state and federal tax return information) that the awarded Bidder uses, maintains, discloses, receives, creates, transmits or otherwise obtains in connection with its performance of its duties. Any PI created or maintained by the awarded Bidder pursuant to the Contract, shall only be used for the purposes stated in the Contract. As of the Contract effective date, the awarded Bidder shall implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of PI and that prevent use or disclosure of such PI other than as provided for the Contract.

7.8 Best Value Selection and Negotiation

The Procurement Review Team or PRT may select the response(s) which demonstrates the best value overall, including proposed alternatives that will achieve the procurement goals of the department. The PRT and a selected bidder, or a contractor, may negotiate a change in any element of contract performance or cost identified in the original RFR or the selected bidder's or contractor's response which results in lower costs or a more cost effective or better value than was presented in the selected bidder's or contractor's original response.

7.9 Supplier Diversity Program

Program Background. Pursuant to [Executive Order 599](#), the Commonwealth's [Supplier Diversity Program](#) (SDP) promotes business-to-business relationships between awarded Contractors and diverse businesses and non-profit organizations ("SDP Partners") certified or recognized (see below for more information) by the [Supplier Diversity Office \(SDO\)](#).

Financial Commitment Requirements. All Bidders responding to this solicitation are required to make a significant financial commitment ("SDP Commitment") to partnering with one or more SDO-certified or recognized diverse business enterprise(s) or non-profit organization(s). This SDP Commitment must be expressed as a fixed dollar amount of contract sales relating to this RFR solicitation that would be spent with the SDP Partner(s).

After contract award (if any), the Total SDP Commitment shall become a contractual requirement to be met annually on a Massachusetts fiscal year basis (July 1 – June 30) for the duration of the contract. There's no minimum Total SDP Commitment, but bidders are encouraged to propose feasible annual amounts that support diversity across the Commonwealth. Bidders shall be awarded additional evaluation points for higher SDP Commitments.

No contract shall be awarded to a Bidder without an SDP Commitment that meets the requirements stated herein. This requirement extends to all Bidders regardless of their own supplier diversity certification.

Eligible SDP Partner Certification Categories

SDP Partners must be business enterprises and/or non-profit organizations certified or recognized by the SDO in one or more of the following certification categories:

- Minority-Owned Business Enterprise (MBE)
- Minority Non-Profit Organization (M/NPO)
- Women-Owned Business Enterprise (WBE)
- Women Non-Profit Organization (W/NPO)
- Veteran-Owned Business Enterprise (VBE)
- Service-Disabled Veteran-Owned Business Enterprise (SDVOBE)
- Disability-Owned Business Enterprise (DOBE)
- Lesbian, Gay, Bisexual, and Transgender Business Enterprise (LGBTBE)

Eligible Types of Business-to-Business Relationships. Bidders and Contractors may engage SDP Partners as follows:

- **Subcontracting**, defined as a partnership in which the SDP partner is involved in the provision of products and/or services to the Commonwealth.
- **Ancillary Products and Services**, defined as a business relationship in which the SDP partner provides products or services that are not directly related to the Contractor's contract with the Commonwealth but may be related to the Contractor's own operational needs.

Other types of business-to-business relationships are not acceptable under this contract. All provisions of this RFR applicable to subcontracting shall apply equally to the engagement of SDP Partners as subcontractors.

Program Flexibility. The SDP encompasses the following provisions to support Bidders in establishing and maintaining sustainable business-to-business relationships meeting their needs:

- SDP Partners are **not** required to be subcontractors.
- SDP Partners are **not** required to be Massachusetts-based businesses.
- SDP Partners **may be changed or added** during the term of the contract, provided the Contractor continues to meet its SDP Commitment.

SDP Plan Form Requirements. All Bidders must complete the SDP Plan Form included in this solicitation and attach it to their bid response. In addition to proposing an SDP Commitment, each Bidder must propose one or more SDP Partner(s) to utilize to meet its SDP Commitment. Certified diverse Bidders may not list their own companies, or their subsidiaries or affiliates, as SDP Partners and may not meet their SDP Commitment by spending funds internally or with their own subsidiaries or affiliates.

Bidders may propose SDP Partners that are:

- **Certified or recognized by the SDO:** Such partners appear in the [SDO Directory of Certified Businesses](#) or in the [SBA Veterans Small Business Certification \(VetCert\)](#) directory. After contract award (if any), spending with such partners will contribute to meeting the Contractor's SDP Commitment.
- **Not yet certified or recognized by the SDO:** Such partners must be certified in eligible categories by a third-party certification body, such as another city or state supplier diversity certification office, the [National Minority Supplier Development Council](#), the [Women Business Enterprise National Council](#), [Disability: IN](#), or the [National LGBT Chamber of Commerce \(NGLCC\)](#), but are not listed in the above-mentioned directories. Self-certification is not acceptable. While Bidders may list such proposed SDP Partners on their SDP Plans, spending with such partners will not contribute to meeting the Contractor's SDP Commitment unless they apply for and are granted SDO supplier diversity certification or recognition. If proposed SDP Partners do not receive SDO supplier diversity certification or recognition, the Contractor must find alternative SDP Partners to meet the SDP Commitment.

It is the responsibility of the Contractor to ensure that their proposed SDP Partners obtain such certification or recognition by the SDO after contract award (if any). The issuing department and the SDO will not conduct outreach to proposed SDP Partners to ensure their certification. Furthermore, no guarantee may be made that a proposed SDP Partner will be certified, or regarding the time it may take to process a proposed SDP Partner certification. Contractors may direct partners to the

SDO's homepage, www.mass.gov/sdo and the [Certification Self-Assessment Tool](#) for guidance on applying for certification.

It is **desirable** for Bidders to provide a description of supplier diversity businesses practices. Specifically, listing contact information for the individual or unit responsible for establishing and maintaining supplier diversity relationships and including a written policy for establishing and maintaining supplier diversity relationships.

It is also **desirable** for Bidders to use the SDP Plan Form to describe additional initiatives related to engaging, buying from and/or collaborating with diverse businesses. Such initiatives may include but not be limited to:

- Serving as a mentor in a mentor-protégé relationship.
- Technical and financial assistance provided to diverse businesses.
- Participation in joint ventures between nondiverse and diverse businesses.
- Voluntary assistance programs by which nondiverse business employees are loaned to diverse businesses or by which diverse business employees are taken into viable business ventures to acquire training and experience in managing business affairs.

Evaluation of SDP Forms. To encourage Bidders to develop substantial supplier diversity initiatives and commitments as measures valuable to the Commonwealth, at least 25% of the total available evaluation points for this bid solicitation shall be allocated to the evaluation of the SDP Plan submissions. Because the purpose of the SDP is to promote business-to-business partnerships, the Bidders' workforce diversity initiatives will not be considered in the evaluation.

SDP Spending Reports and Compliance. After contract award, Contractors must submit reports at least annually to demonstrate compliance with the agreed-upon SDP Commitment. To submit SDP spending reports using the Hub, Contractors must create a profile in the Hub. Contractors must follow report submission instructions from the issuing department and the SDO.

Only spending with SDP Partners that appear in the [SDO Directory of Certified Businesses](#) or in [SBA Veterans Small Business Certification \(VetCert\)](#) directory shall be counted toward a Contractor's compliance with their SDP Commitment. Spending with SDP Partners that do not appear in the directories above shall not be counted toward meeting a Contractor's SDP Commitment.

It is the responsibility of the Contractor to ensure they meet their SDP Commitment, and the SDO, and the issuing department, assume no responsibility for any Contractor's failure to meet its SDP Commitment.

SDP Spending Verification. The SDO and the contracting department reserve the right to contact SDP Partners at any time to request that they attest to the amounts reported to have been paid to them by the Contractor.

Program Resources and Assistance. Contractors seeking assistance in the development of their SDP Plans or identification of potential SDP Partners may visit the SDP webpage, www.mass.gov/sdp, or contact the SDP Help Desk at sdp@mass.gov.

8.0 OSD Required Specifications

8.1 OSD Required Specifications for Commodities and Services

<https://www.mass.gov/doc/rfr-required-specifications-for-commodities-and-services>

8.2 Electronic Quote Submission Instructions

<https://www.mass.gov/doc/instructions-for-vendors-responding-to-bids>