NEW PROVIDER OVERVIEW

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## A new provider seeking to contract with the Department of Developmental Services for direct care services, must respond to a BID/RFR posted by DDS on COMMBUYS. All proposals submitted for Purchase of Service (POS), are reviewed and evaluated by a Procurement Management Team. A proposal must either be scored as qualified, if a qualifier BID, or awarded a contract as a result of a competitive bid review.

## In addition, a provider must be financially and administratively qualified by the Commonwealth before the Department can execute the contract. Providers that have never contracted with Commonwealth must complete the pre-qualification process at the same time the organization submits/uploads a proposal to COMMBUYS. The Department of Developmental Services can only execute a contract with a new provider if the organization has been financially and administratively qualified and has submitted a proposal in response to a BID that is evaluated favorably by a Procurement Management Team.

## This section of the manual outlines the steps a new organization that has not contracted with the Commonwealth to provide direct care services has to take to respond to any RFR/BID on COMMBUYS, complete financial and administrative pre-qualification activities, as well as ongoing requirements for billing, service delivery, licensing, etc.

**RESPONDINGN TO BIDS/PRE-QUALIFICATION PROCESS**

COMMBUYS:

The Department of Developmental Services posts all BID/RFRs on COMMBUYS. COMMBUYS is a web based online procurement platform managed by the Operational Services Division that links public purchasers in search of services with vendors/providers seeking to contract with the Department for these services/programs. Providers are encouraged to register in COMMBUYS and maintain an active email address. New users that are not registered in COMMBUYS can take the following steps to find active RFRs:

* Go to [www.commbuys.com](http://www.commbuys.com)
* From main COMMBUYS page, select “Contract and Bid Search”
* On next page, select “bids”
* For search fields, select DDS
* Select the bid opening date, if you know it, or select “Charles Smith” as the purchaser
* Select the “find” button
* Select from the array shown

PRE-Q UALIFICATION:

In addition to responding to a BID posted on COMMBUYS a new provider of purchased human and social services must also demonstrate the organization meets minimum administrative and fiscal standards established by the Executive Office of Health and Human Services (EOHHS). The main objectives of this review are to determine whether or not the provider has (a) the capabilities to comply with the numerous federal and state administrative requirements that surround the expenditures of public funds and (b) sufficient fiscal and administrative capacity to fulfill any contractual obligations.

A new provider can access the following information and provider qualification process and forms from this link: <https://www.mass.gov/contracting-with-health-human-services>

-  How the State Purchases;

-  Potential New Purchase of Service (POS) Providers;

-  Existing POS Providers;

-  Provider Qualification Process and Forms;

- Doing Business with HHS Agencies

Further information on the pre-qualification will be included in BIDS/RFR posted by the Department on COMMBUYS. New providers must submit prequalification materials with response/quote to RFR posted on COMMBUYS. A new provider’s proposal will not be reviewed if the pre-qualification information is not submitted. Likewise, the Department cannot award a contract unless a new provider has been financially and administratively pre-qualified.

TYPES OF RFR:

1. Competitive RFR:

In the case of a Competitive RFR, the Department is seeking to identify one provider to contract with to provider a specific service/program. Proposals submitted by providers are evaluated by a Procurement Management Team and the provider with the highest score at the end of the evaluation process is awarded the contract. All evaluation and scoring criteria will be outlined in the RFR so that each respondent has the same information needed to prepare a response. A competitive RFR closes on a specific date and any proposals submitted after the close date will not be evaluated.

1. Qualified RFR:

The purpose of this type of RFR is to identify multiple contractors by establishing a set of criteria providers must meet to be approved as a qualified provider and sign a Master Agreement contract with the Department. Qualifications may include technical expertise, experience, staffing, location, etc. Qualified contractor RFR may be closed or open. If closed, no additional proposals will be considered unless the RFR is reopened. If the case of an open (rolling) RFR, providers can submit proposals until the bid open date noted in COMMBUYS. Proposals are reviewed on a quarterly basis. RFR currently open on COMMBUYS include:

* ALTR-14: Adult Long Term Residential Services
* PS-15: Placement Services/Shared Living
* SSQUAL -10: Support Services
  + - Updated in 2016 to incorporate changes as a result of COMMBUYS, Chapter 257, forms, etc.
* IHS – 16: In Home Supports
* EMPDAY20: Employment and Day Services
* SUPPLEMENTAL DAY20: Supplemental Day Services
* ANSS-15: As Needed Support Services

**PROGRAMMATIC REQUIREMENTS**

LICENSING AND CERTIFICATION:

If the Department signs a standard contract with a provider, the program to be provided must be licensed and/or certified by the Department. A provider’s inability to receive licensing and/or certification approval from the Department’s Office of Qualify Enhancement (OQE) will result in the termination of the signed contract with the Department for that service. Please refer to the following link for more information on DDS Licensing and Certification requirements: <https://www.mass.gov/lists/dds-licensure-and-certification>

SERVICE SUMMARY FORM:

Area Offices are responsible for referring and authorizing services for individuals that are eligible for services from the Department. Only providers that have executed a Standard Contract Form with the Department will be eligible to accept referrals. Services are managed through a Service Summary Form (SSF). See Rate Regulated contract section for more information.

CRIMINAL OFFENDER RECORD INFORMATIO AND NATIONAL BACKGROUND CHECKS:

Employees of contracted providers are subject to Criminal Offender Record Information (CORI) checks as well as fingerprint checks of the state and national criminal history databases in accordance with M.G.L. c. 123B, c.19B, §19 and 115 CMR 12.00: National Criminal Background Checks. Prior to accepting referrals from the Department, a provider must ensure that all staff have completed and passed CORI and NBC. Any associated costs are the responsibility of the provider. Additional information is available by contacting the DDS National Criminal Background Check Unit at [DDS.NationalBackgroundUnit@MassMail.State.MA.US](mailto:DDS.NationalBackgroundUnit@MassMail.State.MA.US).

**ONGOING REQUIREMENTS**

ENTERPRISE INVOICE MANAGEMENT (EIM)

All invoicing and service delivery reporting for the Department of Development Service is managed through the Enterprise Invoice Management system which is a service through the Virtual Gateway. A vendor providing direct care services to individuals served by the Department must agree to use such web based services and execute all required Use or Service Agreements required by the Virtual Gateway as well as comply with all applicable Virtual Gateway, DDS and EOHHS policies and procedures related to such services, including policies pertaining to data security and protection of confidential information. A provider must agree to submit all information as directed by EOHHS or DDS including, but not limited to, invoices, contract and/or other information to DDS through these web-based applications

YEARLY QUALIFICATION PROCESS:

Uniform Financial Report (UFR) and Supplier Diversity Program (SDP)

Bidders with currentcontracts for the provision of purchased human and social services to clients (also known as MM3/M03 contracts) must file a Uniform Financial Statements and Independent Auditor's Report (UFR) with the Operational Services Division via the Internet using the UFR eFiling application on a yearly basis. The Department is unable to continue to financially support contracted providers who do not submit a yearly UFR. Other contractor qualification/risk management reporting requirements and non-filing consequences promulgated by secretariats or departments pursuant to 808 CMR 1.04(3) may also apply. In addition, providers are to upload an updated Supplier Diversity Report for POS outlining spending with SDP providers approved by OSD in the previous fiscal year and projected spend for the current fiscal year.

Useful Hyperlinks:

There are several hyperlinks to websites that may be useful to a new provider.

Department of Developmental Services website:

<https://www.mass.gov/orgs/department-of-developmental-services>

Office of the State Comptroller (OSC):

<https://www.macomptroller.org/>

Operational Services Division (OSD):

https://www.mass.gov/orgs/operational-services-division

UFR Guidance & Preparation Manual

<https://www.mass.gov/service-details/information-and-resources-on-the-uniform-financial-reports>

EOHHS Regulated Rates: Purchase of Service

https://www.mass.gov/lists/provider-payment-rates-purchase-of-service

801 CMR 21: Procurement of commodities or services, including human and social services

<https://www.mass.gov/regulations/801-CMR-21-procurement-of-commodities-or-services-including-human-and-social-services>

**808 CMR 1.00: Compliance, reporting and auditing for human and social services**

<https://www.mass.gov/law-library/808-cmr>