

# Office of Massachusetts Attorney General Andrea Joy Campbell



## Request for Proposal (RFP)

### FY2027-2028 Face-to-Face Mediation Programs

*Release Date: March 26, 2026*

*Response Due Date: April 17, 2026*

*Project Start Date: July 1, 2026*

*Project End Date: June 30, 2028*

FY2027-2028 Face-to-Face Mediation Programs Grant  
Grantor: Office of Massachusetts Attorney General Andrea Joy Campbell  
Address: One Ashburton Place, Boston, MA 02108  
Email: [AGOgrants@mass.gov](mailto:AGOgrants@mass.gov)  
Phone: (617) 963-2150

The Massachusetts Office of the Attorney General (AGO) is pleased to announce the FY2027-2028 Face-to-Face Mediation Programs (“FTFMP”). This program funds mediation services that help resolve consumer disputes at no cost to residents. FTFMP supports more formal mediation services as part of the greater continuum of consumer assistance services. Eligible programs must focus on consumer mediation services consistent with FY2027-2028 Face-to-Face Mediation Programs Standards and Responsibilities.

Mediations may be referred by courts and local consumer programs or initiated directly by consumers. Mediators funded or supported by FTFMP are neutral, trained in mediation skills and techniques, and conduct mediations pursuant to statutory requirements such as M.G.L. c. 233, §23C.

### **Eligibility**

The following entities are eligible to apply for grant funding:

- Non-profit organizations within Massachusetts;<sup>1</sup>
- Local governmental agencies; and
- Colleges or universities.

### **Funding, Duration, and Anticipated Timeline**

This RFP is subject to and contingent upon the availability of funds. Funding is available under the Local Consumer Aid Fund, created by M.G.L. c. 12, §11G. Applicants will be considered for funding based on the following:

- Applicant’s capacity to meet and adhere to the requirements outlined in this RFP and the FTFMP Standards and Responsibilities;
- Applicant’s demonstrated need; and
- Availability of funds.

The maximum an applicant may request is \$100,000. Proposed expenses should support services that help resolve consumer issues including indirect cost rates of up to 15%.

Grants will be awarded for the period of July 1, 2026, to June 30, 2028. 50% of the award is contingent upon the availability of FY2028 funding. All funds must be expended by June 30,

---

<sup>1</sup> Non-profit organizations that are public charities (generally speaking, public charities have 501(c)(3) status) must be in full compliance with the statutory requirements set forth in G.L. ch. 12, secs. 8E and 8F, and G.L. ch. 68, sec. 19, including initial registration and filing of annual financial reports with the AGO’s Non-Profit Organizations/Public Charities Division. Public charities must also comply with obligations and reporting requirements set by the Internal Revenue Service. As of September 2023, the Non-Profit Organizations/Public Charities Division requires all charitable registrations and annual filings to be made through the Charity Portal. Please find more information [here](#).

2028. Unexpended funds must be returned to the AGO within 45 days of contract expiration. At its sole discretion, the AGO will require funds spent on ineligible costs to be repaid to the AGO or re-budgeted to an appropriate expense category.

### **Standards and Responsibilities**

Prior to submitting an application, applicants should review the FY2027-2028 FTFMP Standards and Responsibilities which can be found at the [AGO's Current Grant Opportunities website](#). Grantees must accept and implement in full the FTFMP Standards and Responsibilities. A grantee's deviation from the FTFMP Standards and Responsibilities or its grant proposal may be grounds for termination, reduction, or suspension of funding. A grantee may also be precluded from consideration for future grant opportunities for failure to adhere to the FTFMP Standards and Responsibilities or its grant proposal.

### **Cash Flow and Disbursement of Grant Funds**

50% of the award total will be disbursed soon after contract execution provided that all necessary contract documents have been received by established deadlines. A second payment of 50% of the award total is contingent upon contract performance demonstrated through the grantee's first two semiannual reports and the availability of funding in FY2028. If both contingencies are met, the second payment will be disbursed after the receipt and approval of the second semiannual report.

At its sole discretion, the AGO may reduce the second payment due to availability of funding. The AGO will provide notice to grantees in the event of a second payment reduction.

Grant disbursements will be issued to grantees by Electronic Funds Transfer provided that all necessary contract and periodic reporting documents are received by the established deadlines and all payment contingencies have been met. No paper checks will be issued.

### **Submission Instructions**

- Grant applications with accompanying proposals must be delivered electronically through the [AGO's Online Grants Portal](#) by 5:00 P.M. April 17, 2026.
- Interested applicants may access grant information and application details at the [AGO's Current Grant Opportunities website](#).
- Applications received after the deadline will not be reviewed.
- Applications will not be accepted in any other format.
- As of February 1, 2026, the [AGO's Online Grants Portal](#) is now hosted on a new system.
  - Applicants must create a new free online account even if they have applied for an AGO grant in the past.
  - New accounts may take up to 2 business days to activate.
  - The application period has been lengthened by one week to accommodate new account registrations.
  - Applicants are required to keep their contact information current on the [AGO's Online Grants Portal](#).

- Once applicants have started an application, the application may be saved and returned to later.
- Confirmation of Application Receipt: Applicants typically receive an email confirmation within two business days. If a confirmation is not received, please email the AGO Grants Unit at [AGOgrants@mass.gov](mailto:AGOgrants@mass.gov).
- If the applicant experiences issues with the [AGO's Online Grant Portal](#), they should email [AGOgrants@mass.gov](mailto:AGOgrants@mass.gov) or call (617) 963-2797 for assistance. The AGO encourages applicants to upload any required documents in advance of the deadline to avoid last minute submission issues.

### **Evaluation**

All funding decisions and amounts of funding will be made at the sole discretion of the AGO. Applicants may receive no funding or less funding than requested. Some of the criteria utilized in the selection process include:

- Strength of mediation programming;
- Applicant's ability to work with underserved populations in their communities;
- Applicant's previous history of community engagement;
- Geographic diversity of applicant's service area (the AGO's goal is to provide resources across the state); and
- Current grantee performance including timeliness and accuracy of their required reporting, the quality of their outreach events, and their satisfactory implementation of the FTFMP Standards and Responsibilities.

### **Questions**

Questions regarding this RFP may be submitted to [AGOgrants@mass.gov](mailto:AGOgrants@mass.gov) only until 5:00 p.m. on April 10, 2026. When submitting your question(s), please include "FY2027-FY2028 Face-to-Face Mediation Programs" in the email subject line. Questions received and answers provided regarding this RFP will be posted on the [AGO's Online Grants Portal](#).

### **Reasonable Accommodation**

Applicants that seek reasonable accommodation, which may include the receipt of the RFP information in an alternative format, must communicate such requests in writing to [AGOgrants@mass.gov](mailto:AGOgrants@mass.gov), no later than 5:00 p.m. on April 10, 2026.

### **Expectations and Requirements for Grantees**

- Awards are contingent upon the applicant satisfactorily completing all necessary documents (see below) by the deadlines established by the AGO.
- Any changes to a grant program or budget, at any time during the grant period, must be requested in writing by grantees and must be approved, in advance, by the AGO.
- All funds must be used in a manner consistent with the applicant's grant application and accompanying proposal which shall both become part of the Scope of Services Agreement.

- Grantees must complete four semiannual reports in a format to be provided by the AGO.
- Grantees are required to send at least one representative to an annual meeting, hosted by the AGO, during the project period to discuss mediation trends, best practices, and grant program developments.
- At its sole discretion, the AGO may require grantees to provide programmatic documentation or financial records related to their grant awards.

### **Required Commonwealth Contract Documents**

The following documents will be required upon any notification of a grant award at a deadline established by the AGO and *should not be submitted with the grant application*:

- Standard Contract Form
- Scope and Services Agreement
- Contractor Authorized Signatory Listing
- Request for Taxpayer Identification Number and Certification (W-9)
- Electronic Funds Transfer (EFT) Form<sup>2</sup>

No grant funds will be disbursed unless the necessary documents are submitted by the deadlines established by the AGO.

### **Public records**

All submitted responses and information are subject to the Massachusetts Public Records Law, M.G.L. c. 66, § 10, and M.G.L. c. 4, § 7, cl. 26. Applicants should not submit any personal, medical, or other sensitive information.

### **Equal Opportunity Statement**

The consideration of all proposals and subsequent selection of the successful applicant shall be made without regard to race, color, sex, sexual orientation, age, disability, religion, political affiliation, veteran status or national origin. The Massachusetts Attorney General's Office encourages applicants from all backgrounds to submit applications.

### **Updates to this RFP**

Any changes/corrections to any part to this RFP will be posted on <https://www.mass.gov/grant-opportunities>. It is the applicant's responsibility to check this web page frequently for any updates.

---

<sup>2</sup> It is the responsibility of the applicant/award recipient to ensure that an electronic transfer of funds may be received by the award recipient. No paper checks will be issued.