OPERATIONAL SERVICES DIVISION

THE COMMONWEALTH OF MASSACHUSETTS

Department of Housing and Community Development

100 CAMBRIDGE STREET
BOSTON, MA 02108

REQUEST FOR RESPONSE (RFR)

DOCUMENT TITLE: EMERGENCY ASSISTANCE FAMILY SHELTER RFR

DATE: MARCH 1, 2023
COMMBUYS BID #: BD-23-1076-OCDDE-HS003-84546
AGENCY DOCUMENT #: DHCD2023-31

1. Description or Purpose of Procurement:

The Department of Housing and Community Development (DHCD) is soliciting proposals for **additional** Emergency Assistance (EA) homeless shelter providers. The Emergency Assistance system seeks to make homelessness rare, brief, and non-recurring. Through a combination of increased entries and decreased exits, the EA shelter system is operating near capacity and in need of additional providers to operate new shelter sites.

This procurement is only for ***new*** providers of EA shelter. Providers that currently hold contracts directly with DHCD need not respond. Subcontractors interested in contracting directly with DHCD should respond to this RFR.

IMPORTANT: This is an open procurement. That means that this RFR will remain open for an extended period of time (through 2032), and bidders may submit responses at any time while the RFR remains open. However, submissions will only be reviewed on an as-needed basis. DHCD will post an amendments to this RFR from time to time on Commbuys notifying when applications are expected to be reviewed and which specific regions, if any, the agency is seeking responses for at the time of each amendment.

2. Applicable Procurement Law

Check Appropriate Box ("X"):	Type of Purchase	Applicable Laws
	Executive Branch Goods and Services	
☐	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

3. Acquisition Method:

Check All Applicable ("X"):	Category
☒	Fee-For-Service
☐	Outright Purchase
☐	Rental (not to exceed 6 months)
☐	Term Lease
☐	License
☐	Other: [specify, e.g., TELP]

4. Whether Single or Multiple Contractors are Required for Contract:

Check One ("X"):	
☐	Single Contractor
☒	Multiple Contractors

a. Estimated Number of Awards

DHCD is seeking multiple contractors/service providers. However, DHCD, at its sole discretion, may choose to issue any number of awards, including zero, from this RFR.

b. Adding Contractors after initial Contract Award

Bidders may submit responses in accordance with rolling enrollment at any time during the procurement period. Responses will be reviewed at intervals announced via Amendment by DHCD on Commbuys, and additional vendors may be added to the qualified list at any time

during the period of the contract upon completion of the qualification process outlined in the RFR. However, all contracts will not extend beyond 2032 (FY32).

5. Entities Eligible to Use the Resulting Contract

This is a limited user contract, available only for use by the Department of Housing and Community Development.

6. Expected Duration of Contract (Initial Duration and any Options to Renew):

DHCD anticipates issuing one- or two-year renewable contracts from this RFR. Contracts may be renewed, at DHCD's discretion, through June 30, 2032.

DHCD reserves the right to alter contract lengths, up to the Total Maximum Contract Duration.

7. Anticipated Expenditures, Funding, or Compensation:

Depending on location, DHCD pays on average $200 per family per night, whether a unit is vacant or occupied (but not if a unit is unavailable for placement due to repairs or other issue for longer than 5 days). The average family size is 3-4, with 1-2 school-aged children.

The funding for any contract resulting from this procurement is conditioned upon receipt of EA funds through the General Appropriations Act and other supplemental sources.

8. Services to be Delivered

DHCD envisions an Emergency Assistance (EA) shelter system that ensures family homelessness is rare, brief and non-recurring. The agency seeks to continue an intensive focus on rehousing, working with families – even in the currently tight housing market – to move into stable housing. Under this RFR, all shelters will be required to provide four interrelated services – referred to as Components. Respondents may also propose providing services under a fifth Component – Diversion – which may be offered with or without shelter services. The Components are:

1. ***Safe Shelter*: Providing safe, clean, and well-maintained shelter to families**

Respondents may meet the Safe Shelter Component by:

a. Indicating an interest in providing shelter services at a shelter site not yet identified
b. Proposing to provide services at a specific site or sites and completing Attachment 4
c. Both (a) and (b)

Shelter units are typically apartments in the community or larger buildings with shared bathroom/food facilities. DHCD is generally only interested in units that can accommodate three or more persons.

Providers must ensure all units comply with applicable laws and regulations, including but not limited to:

- Local building, fire and sanitary codes
- Appropriate occupancy certificate as required by 780 CMR 301-312, Use and Occupancy classification
- 105 CMR 410: State Sanitary Code

Families approved as eligible for EA shelter, who cannot be diverted to safe alternatives, will be referred by DHCD's Placement Unit to a shelter provider with an available shelter unit that meets their needs. From time to time, at DHCD's request, a provider may be required to temporarily place a family in a hotel or motel when DHCD determines that a referral of the family to the provider is appropriate based on the location and/or features of the provider's portfolio, and one of the provider's contracted shelter units that meets the family's needs is expected to be available within a short period of time. Providers are required to give shelter to all families referred to them, regardless of race, ethnicity, religious creed, national origin, disability, sexual orientation, political beliefs, family composition, age, or gender of family member

2. *Housing Search*: Aiding families in rapidly identifying and securing housing

Respondents will be required to engage in robust housing search from Day 1 in shelter, with a goal of exiting families into stable housing as quickly as possible. Respondents will be required to create a rehousing plan within the first 10 days a family arrives in shelter and enter such plan into the ETO database system. A rehousing plan will be required to be updated monthly with each family to ensure progress and supports are in place for each family to rapidly reach their housing goals. This includes aiding a family in identifying suitable units, working with landlords to facilitate moves into those units, coordinating access to resources to cover rent, and quickly addressing any factors blocking a move into housing.

3. *Case Management*: Providing case management and system navigation services

Respondents will be expected to provide some case management services, including connecting families to appropriate ancillary services (MassHealth, SNAP/TAFDC, childcare, job training). The communication and coordination of care between the Case Manager and Housing Search Worker is vital to determine the rehousing plan for the families. Case Managers are responsible to assist families in assessing resources needed for support to reach their rehousing goals.

4. *Stabilization*: Providing stabilization services to ensure families remain stably housed and do not again experience homelessness

Respondents will be expected to provide up to two years of stabilization services to support families who exit shelter to maintain their housing. Stabilization will focus on housing retention, lease compliance, and linking families to additional services to increase economic stability and overall well-being. Families will have a Stabilization Plan which identifies goals and stipulates that rental and/or financial assistance is contingent on a family's compliance with the agreement/plan.

5. ***Diversion*: Connecting EA-eligible families with alternative housing arrangements to a shelter placement [Optional]**

All families applying for EA and determined eligible will also be offered diversion as an alternative to entering shelter. Diversion providers work with families to review creative ways to use HomeBASE funding as a resource in the housing search process to expand housing opportunities. All families accessing shelter will be informed of the HomeBASE program, how to begin housing search and how to access the HomeBASE resource rapidly. Diversion providers work with families to rapidly find housing options through robust housing search and the completion of a HomeBASE rapid rehousing application.

Regarding the **Diversion** component, respondents may choose to offer

a. Diversion only, without shelter services
b. Diversion and shelter services
c. Shelter services, without diversion

The current scope of services is posted in Commbuys as Appendix A, EA FY23 Scope of Service. Bidders should carefully review the scope to understand DHCD's expectations regarding staffing ratios and the services to be provided. DHCD reserves the right to change the scope of services from time to time, including without limitation as required to comply with DHCD's legal obligations relating to the EA system.

EA Fiscal Terms

The EA Budget is organized around the same components outlined above in Services to be Delivered.

Fiscal Terms:

The Contractor shall:

A. Be reimbursed by the Department for providing the services that it contracts to provide (Shelter, Case Management, Housing Placement, Stabilization, and/or Special Initiatives (Diversion), as applicable) on a monthly basis.
B. Claim payment of funds by submitting monthly invoices to the DHCD EA Contract Manager. Supporting documentation, as prescribed by DHCD, must accompany the invoices. The Contract Manager shall review and approve the invoice, prepare and submit a Payment Request Document to the DHCD Accounting Unit for final processing.

Only expenses related to the performance outcomes noted in the Contractor's contract with DHCD will be eligible for reimbursement. Any expense the Contractor claims without appropriate supporting documentation may be disallowed.

Contractors operating a co-shelter unit that has only one family placed in it for more than one billing cycle must only bill for one family after the initial billing cycle.

DHCD will provide templates for supporting documents.

The Contractor will be notified in writing of any changes or clarification to the forms and documentation required, or procedures to be used, to obtain reimbursement.

DHCD may change billing practices from time to time to meet the needs of the Commonwealth, and applicable state and federal law. Respondents may be reimbursed with Federal monies, which may include additional terms.

DHCD reserves the right to negotiate Component rates with vendors, set maximum reimbursements, and/or establish fixed rates broken down by region, unit type, or other reasonable metric to promote fairness in compensation. Compensation structures will be further outlined during contract negotiation; generally, facility costs are treated as unit rates and services costs are cost reimbursement.

Performance Measures:

The goal of the EA shelter system is to aid low-income families in moving into housing of their own. Respondents offering shelter services will be evaluated on rate of shelter exits (targeting lengths of stay of less than one year) and low rates of return to shelter (under 10%).

9. Small Business Purchasing Program

Program Background

The Massachusetts Small Business Purchasing Program (SBPP) was established pursuant to Executive Order 523 to increase state contracting opportunities with small businesses having their principal place of business within the Commonwealth of Massachusetts. Pursuant to the SBPP, it is the intention of the issuing department to award this Small Procurement to one or more SBPP participating business(es) as described below.

SBPP Award Preference

While all businesses, no matter the size or principal place of business, may submit responses to this solicitation, should an SBPP participant respond and meet the best value criteria as described in this solicitation, the SBPP participant shall be awarded the contract. The Strategic Sourcing Services Team (SSST) will not evaluate submissions from non-SBPP participants unless no SBPP Bidder meets the SSST's best value evaluation criteria.

SBPP Participation Eligibility

To be eligible to participate in this procurement as an SBPP participant, an entity must meet the following criteria, and be marked as an SBPP-registered business in COMMBUYS:

1. Have its principal place of business in the Commonwealth of Massachusetts;
2. Been in business for at least one year;

3. Employ a combined total of 50 or fewer full-time equivalent employees in all locations, or employees work less than a combined total of 26,000 hours per quarter; and
4. Have gross revenues, as reported on appropriate tax forms, of $15 million or less, based on a three-year average.

Non-profit firms also must be registered as a non-profit or charitable organization with the MA Attorney General's Office and be up to date with all filings required by that office and be tax exempt under Section 501(c) of the Internal Revenue Code.

SBPP Compliance Requirements

It is the responsibility of the Bidder to ensure that their SBPP status is current at the time of submitting a response and throughout the life of any resulting contract. Misrepresentation of SBPP status will result in disqualification from consideration, and may result in debarment, contract termination, and other actions. To learn more about the SBPP, including how to apply, visit the SBPP Webpage.

Program Resources and Assistance

Bidders and Contractors seeking assistance regarding SBPP may visit the SBPP webpage, http://www.mass.gov/sbpp, or contact the SBPP Help Desk at sbpp@mass.gov.

10. Supplier Diversity Plan (SDP) Plan

Program Background

Pursuant to Executive Order 565, 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 percentage of contract sales resulting from this 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. The minimum acceptable Total SDP Commitment in response to this solicitation shall be 1%. 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 (LBGTBE)

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 U.S. Dept of Veterans Affairs VetBiz Vendor Information Pages 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 an SDP Focus Statement that describes the Bidder's overall approach to increasing the participation of diverse businesses in the provision of products and services under this proposal/contract (subcontracting) and in the Bidder's general business operations (ancillary products and services). Such a description may include but not be limited to:

- A clearly stated purpose or goal.
- Specific types of diverse and small businesses targeted.
- Which departments/units within the business are responsible for implementing supplier diversity.
- Types of opportunities for which diverse and small businesses are considered.
- Specific measures/methods of engagement of diverse and small businesses.
- An existing internal supplier diversity policy.
- Public availability of the Bidder's supplier diversity policy.

It also is **desirable** for Bidders to use the SDP Plan Form to describe additional creative initiatives (if any) 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 shall be required to provide reports demonstrating compliance with the agreed-upon SDP Commitment as directed by the department, which in no case shall be less than annually.

Spending with SDP Partners that appear in the SDO Directory of Certified Businesses or in the U.S. Dept of Veterans Affairs VetBiz Vendor Information Pages 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. 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.

11. Environmentally Preferable Products

Products and services purchased by state agencies must be in compliance with Executive Order 515, issued October 27, 2009. Under this Executive Order, Executive Departments are required to reduce their impact on the environment and enhance public health by procuring environmentally preferable products and services (EPPs) whenever such products and services perform to satisfactory standards and represent best value, consistent with 801 CMR 21.00. In line with this directive, all Contracts, whether departmental or statewide, must comply with the specifications and guidelines established by OSD and the EPP Program. EPPs are products and services that help to conserve natural resources, reduce waste, protect public health and the environment, and promote the use of clean technologies, recycled materials, and less toxic products. Bid responses must identify how a contractor meets these goals.

No specific form is required, but respondents should outline how their organization reduces environmental impacts.

12. Evaluation Criteria

Contractors must submit responses that meet all the submission requirements of the RFR. Only responsive proposals that meet the submission requirements will be evaluated, scored, and ranked by the evaluation team according to the evaluation criteria. Additional information may be requested for evaluation purposes.

Minimum criteria:

- Respondent is not debarred from contracting with the Commonwealth
- Respondent has experience serving families experiencing homelessness or substantially similar populations, and demonstrates capacity to safely shelter homeless families.
- Respondent is capable of securing and/or staffing a shelter site within 12 months.
- Respondent is capable to serve a region identified as in need of EA shelter
- Respondent agrees to implement the full Scope of Services and accept from DHCD all referrals of EA eligible families for whom there is room

Evaluation criteria:

- Supplier Diversity Plan Response: 15 pts
- Cost/Value: 20 pts
- Experience serving similar populations: 35 pts
- Demonstrated capacity to meet rehousing goals: 30 pts

Any submission that fails to meet the submission requirements of the RFR will be found non-responsive without further evaluation unless the evaluation team, at its discretion, determines that the non-compliance is insubstantial and may be corrected. In these cases, the evaluation team may allow the vendor to make minor corrections to the submission.

13. Instructions for Submission of Responses:

Only electronic quotes submitted via COMMBUYS will be accepted in response to this RFR. Responses must be sent via the "Create Quote" functionality in COMMBUYS. For instructions concerning how to submit a Quote, please see click here.

14. Estimated Procurement Calendar

PROCUREMENT CALENDAR	Date /Time
Bid Release Date	3/1/2023
Deadline for Submission of Questions through COMMBUYS Bid Q&A	5/1/2032
Deadline for Submission of Answers for Bid Q&A	6/1/2032
Bid Amendment Deadline / Online Quote Submission Begins. Bid documents will not be amended after this date.	6/1/2032
Deadline for Quotes/Bid Responses ("Bid Opening Date/Time" in COMMBUYS)	6/30/32
Oral Presentations for Selected Bidder(s) (Estimated)	Within 3 months of bid submission, when DHCD has announced it is seeking responses
Site Inspections for Selected Bidder(s) (Estimated)	Within 3 months of bid submission, when DHCD has announced it is seeking responses
Notification of Apparent Successful Bidder(s) (Estimated)	Within 3 months of bid submission, when DHCD has announced it is seeking responses
Estimated Contract Start Date	Within 6 months of bid submission, when DHCD has announced it is seeking responses

Bidders are required to monitor COMMBUYS for changes to the procurement calendar for this Bid.

a. Online Questions (Bid Q&A)

Written Questions must be entered using the "Bid Q&A" tab for the Bid in COMMBUYS no later than the "Online Questions Due" date and time indicated in the Estimated Procurement Calendar (above). The issuing department reserves the right to not respond to questions submitted after this date. It is the Bidder's responsibility to verify receipt of questions.

It is the responsibility of the prospective Bidder and awarded Contractor to maintain an active registration in COMMBUYS and to keep current the email address of the Bidder's contact person and prospective contract manager, if awarded a contract, and to monitor that email inbox for communications from the Purchasing Department, including requests for clarification. The Purchasing Department and the Commonwealth assume no responsibility if a prospective Bidder's/awarded Contractor's designated email address is not current, or if technical problems, including those with the prospective Bidder's/awarded Contractor's computer, network, or internet service provider (ISP) cause email communications sent to/from the prospective Bidder/Awarded contractor and the Purchasing Department to be lost or rejected by any means including email or spam filtering.

Written Responses to Questions will be released on a rolling basis when new bids are being sought. Please do not email questions.

b. Bid Amendment Deadline

The Purchasing Department reserves the right to make amendments to the Bid after initial publication. It is each Bidder's responsibility to check COMMBUYS for amendments, addenda, or modifications to this Bid, and any Bid Q&A records related to this Bid. The Purchasing Department 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.

c. Quotes (Bid Responses) Deadline (Bid Opening Date/Time)

See the Quotes (Bid Responses) Deadline (Bid Opening) Date and Time indicated in the Estimated Procurement Calendar (above).

d. Estimated Contract Start Date

This is the approximate start date. The actual start date will be the Contract Effective Date which is the date the Contract is executed by the parties.

15. Required Forms for a Complete Response

Responses to this RFR must contain the following documents:

- ✓ Narrative Response (Attachment 1), outlining the respondent's experience and approach to providing services
- ✓ Budget Response (Attachment 2), outlining the cost of those services
- ✓ Budget Narrative (Attachment 3), describing the costs included and decisions made regarding the budget
- ✓ Unit Response (Attachment 4), *if and only if proposing specific units; respondents what would operate shelter in a DHCD-identified location are not required to submit this form*

- ✓ Supplier Diversity Plan (Attachment 5), outlining the respondent's plans to contract with diverse entities

The above attachments are available as part of the Bid record on COMMBUYS.

After contracting, respondents will be required to:

- Commonwealth Standard Contract Form, agreeing to the Commonwealth Terms and Conditions, including a final negotiated budget
- Massachusetts W-9 Form
- Contractor Authorized Signatory Listing
- Authorization for Electronic Funds Transfer
- Prompt Pay Discount Form

These forms are not required as part of the initial response to the RFR.

16. RFR Attachments

Certain other terms and conditions also apply to this RFR.

Required Specifications

https://www.mass.gov/doc/rfr-required-specifications-of-commodities-and-services

Electronic Quote Submission Instructions

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

RFR – Other Specifications

Effective June 15, 2021, for all 1) CTR forms, including the Standard Contract Form, W-9s, Electronic Funds Transfer (EFT) forms, ISAs, and other CTR-issued documents and forms, or 2) documents related to state finance and within the statutory area of authority or control of CTR (i.e. contracts, payrolls, and related supporting documentation), CTR will accept signatures executed by an authorized signatory in any of the following ways: 1. Traditional "wet signature" (ink on paper); 2. Electronic signature that is either: a. Hand drawn using a mouse or finger if working from a touch screen device; or Page 2 b. An uploaded picture of the signatory's hand drawn signature 3. Electronic signatures affixed using a digital tool such as Adobe Sign or DocuSign. If using an electronic signature, the signature must be visible, include the signatory's name and title, and must be accompanied by a signature date. Please be advised that typed text of a name not generated by a digital tool such as Adobe Sign or DocuSign, even in computer-generated cursive script, or an electronic symbol, are not acceptable forms of electronic signature.