

NOTICE TO RESPONDENTS  
(CHAPTER 103F, HAWAII REVISED STATUTES)

REQUEST FOR INFORMATION (RFI)  
RFI No. LBR 903-05\_17

Pursuant to Hawaii Revised Statutes §103F-106 and Hawaii Administrative Rules §3-142-202, the Department of Labor and Industrial Relations Office of Community Services (DLIR-OCS) is requesting feedback from potential providers to develop the Scope of Work for the Request for Proposal to be issued for the Weatherization Assistance Program (WAP). The DLIR-OCS is requesting written comments by July 29, 2016.

**Submittals to RFI:** As the purpose of this RFI is to better enhance the scope of work to be included in the WAP RFP to ensure quality services, comments should address any potential issues with the proposed project scope of work below. We also welcome any clarifying questions regarding the proposed scope in response to the RFI.

Please do not submit a complete proposal in response to this RFI. Participation is optional and response or lack thereof to this RFI does not preclude any provider participation in the RFP process.

**Procurement Approach:** This program is being funded by the U.S. Department of Energy (DOE) and is subject to the availability of Federal funds. Federal and State procurement guidelines apply.

This is a cost reimbursement contract.

**Proposed Project Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

- A. Service Activities** (Minimum and/or mandatory tasks and responsibilities)  
The applicant must describe the service area and the agency's capacity and experience to perform the following services:

**1. Outreach and Intake** – The applicant must state its ability to conduct community outreach activities to the general public by providing information to the eligible population, resulting in program interests and multiple applications for services. A detailed outreach plan must be prepared that includes the activities that will be conducted to provide the communities with information about the program. A comprehensive intake system must determine each client's eligibility according to U.S. DOE guidance and any other additional requirements mandated by the State to ensure that major remediation services are rendered only to those who are most in need of such services. These criterias include all applicable poverty determinations and guidelines, and the sources of household support included or excluded as income.

**2. Client Eligibility and Selection for Installation of Energy-Saving Appliances (Ref CFR 10 440.16)** – The greatest expenditure of WAP funds will be for the installation of major energy-saving appliances, namely solar hot water heaters (SWH), hybrid solar water heaters, and energy-efficient refrigerators to substitute for refrigerators that have high energy consumption. These appliances have high individual costs – approximately \$6,000 for each SWH installed and approximately \$1,000 per refrigerator. WAP guidance requires consideration of the following factors, at a minimum in addition to income eligibility: the number of persons in the household; whether any of the persons in the household are elderly, disabled, or young children; and whether the household has high energy costs even after other remediation actions have been taken (e.g., installation of power strips, timers, compact fluorescent lights (CFLs), water-saving showerheads and similar remediation). Client selection for these major measures should favor those clients who have the lowest incomes, rather than treating all income-eligible persons as being equally eligible, with respect to the income factor. Further, with respect to rental housing, the applicant shall require the property owner to sign a cooperation agreement refraining from evicting the tenant (except for specific good reasons), or increasing the rent and otherwise requiring landlord cooperation in supporting the goals of these WAP remediation measures. In order to leverage the WAP funding, preference as among installations in rental units should be given to individuals or households where the property owner is willing to make a matching financial contribution toward the cost of the installation. DLIR-OCS will work with the applicant in setting out details with respect to this selection process.

**3. Client Eligibility and Selection for Major Remediation Services** – In determining the eligibility of weatherization assistance, DLIR-OCS complies with 10 CFR 440.16, which indicates that priority be given to elderly persons, persons with disabilities, families with children, high residential energy users, and households with a high energy burden. Preference shall be given to agencies that address the needs of areas with high unemployment, low-income, and economic depression.

All interested client applicants are required to complete an application to qualify for weatherization assistance.

DLIR-OCS will make sure, through program monitoring (desk and on-site) that weatherization assistance from U.S. DOE funds are provided to a family unit who is at or below 200 percent of the Federal Poverty Guidelines for Hawaii, as established by the U.S. Department of Health and Human Services (see table below), or households containing a member who has received cash assistance payments under Title IV or XVI of the Social Security Act during the 12-month period preceding the determination of eligibility.

<b>2016 POVERTY GUIDELINES FOR HAWAII Size of Family Unit</b>	<b>Threshold</b>	<b>200%</b>
1	\$13,670	\$27,340

2	\$18,430	\$36,860
3	\$23,190	\$46,380
4	\$27,950	\$55,900
5	\$32,710	\$65,420
6	\$37,470	\$74,940
7	\$42,230	\$84,460
8	\$47,010	\$94,020

**For families with more than 8 persons, 100% of poverty level increases \$4,780 for each additional person. Therefore, for weatherization at 200% of poverty level, add \$9,560 for each additional person.**

**Source:** WPN 16-3 PIGS Final

**4. Dwelling Unit Assessment and Energy Audit** – Upon determining the eligibility of a client (individual or household), and selecting the client as within the class of “most in need,” the applicant must be able to determine energy efficiency measures appropriate for the dwelling unit, as well as pertinent health and safety issues possibly arising from appliances or equipment installed or missing from the household. DLIR-OCS has completed Hawaii’s Weatherization Field Guide and it has been approved by the DOE. The “Hawaii Weatherization Field Guide” aligns with the DOE’s Standard Work Specifications (SWS) and provides guidance to the sub-grantees, auditors, installers, and subcontractors in order to ensure compliance with both Federal and State regulations for weatherization measures. The applicant should describe its capacity to carry out health and safety risk mitigation in the context of their budget request. The assessment should consider the Hawaii State priority list most recently approved by the U.S. DOE.

**5. Building Eligibility** - In the State of Hawaii, structures that are eligible for weatherization include Single-Family Homes and Multi-family buildings. For weatherization of multi-family buildings, income eligible person must occupy no less than 66% of the units.

Prior to the weatherization of any unit, documentation shall be obtained, using a customized service provider form certifying that the household meets eligibility criteria as provided in 10 CFR 440.22 and the Hawaii Weatherization State Plan. Income is not to exceed 200% of the federal poverty level in accordance with criteria established by the Office of the Secretary, U.S. Department of Health and Human Services.

*Dwelling Eligibility*

Sub-grantees are required to retain records that allow them to ascertain which dwellings have been previously weatherized including the date weatherization activities were completed and a description of U.S. DOE and other funds used for weatherization. Except in rare instances of approved callbacks, as authorized under WPN11-03, no dwellings weatherized after September 30, 1994 using U.S. DOE funds will receive additional WAP service using U.S. DOE funds. Dwellings weatherized prior to that cutoff date may be reweatherized if the household in the dwelling is currently eligible and a current energy audit documents that additional cost effective work can be performed.

### *Reweatheringization*

Homes that have been previously weatherized will not be eligible for reweatherization except in accordance with 10 CFR 440.18(e) (2), or those damaged by fire, flood, or Act of God as specified in 10 CFR 440.18 (f) (2) (ii). In cases where a previously assisted unit has been damaged by fire, flood or other natural disaster, assistance can be provided with prior approval from DLIR-OCS. Generally, assistance will only be provided to pay for damage not covered by insurance.

Sub-grantees are required to retain records of all weatherized dwellings, including the address of the weatherized home, date of weatherization and a description of U.S. DOE and other funds used for weatherization in a particular dwelling. No dwellings weatherized after September 30, 1994 using U.S. DOE funds will receive additional weatherization using U.S. DOE funds. Dwellings weatherized prior to September 30, 1994, may be reweatherized if the household in the dwelling is currently eligible and a current energy audit documents that additional cost effective work can be performed.

**6. Installation of Energy Devices and/or Health and Safety Devices** – The applicant must have the capacity or be able to generate or procure the capacity to install all devices appropriate to each home. The work must be performed by licensed individuals, must follow the Hawaii Weatherization Field Guide and must be completed within the first six (6) months of contract start date to accurately assess the energy savings. The applicant must have a process in place to conduct an energy audit of each dwelling prior to installation of such devices.

**7. Installation of Minor Remediation Measures.** In addition to making major installations, which must be limited in number due to cost, the Provider shall also endeavor to install minor appliances, such as low-flow showerheads, power strips, compact fluorescent light bulbs (CFLs), water-heater timers, and similar energy-saving devices that are currently available. The applicant shall address in its proposal how many such devices it plans to install and prescribe a compensation plan for such installations.

**8. Energy Conservation Education** – The applicant must have an energy conservation community awareness plan in place and must be able to convey the purpose and use of each energy efficiency and/or health and safety device to each client serviced. This education should also be sufficient for each client to understand basic energy conservation behavior, the composition of their electric bill, and other factors affecting overall energy usage. The education portion may also include assistance with access to other utility subsidies or services.

Energy Conservation Education under this program should not be limited to those clients who receive major installation measures, but should be designed to reach broadly to as many persons in the client community as is reasonably practical

**9. Post-Installation Monitoring and Follow-Up.** The Provider shall monitor the electrical utility billings of all households that receive major remediation measures

(SWHs and/or refrigerators) to ascertain whether the households are experiencing adequate reductions in energy usage. If energy usage does not decline by at least 20% on a monthly average, determined at the third month after installation, the Provider shall meet with the client to ascertain why the targeted level of improvement has not been achieved and shall work with the client to help improve the outcome. The applicant shall report to DLIR-OCS all instances in which the targeted level of improvement has not been achieved and provide an explanation of the situation.

**B. Management Requirements (Minimum and/or Mandatory Requirements)**

**1. Personnel** – Personnel retained or assigned to this service shall have all necessary licenses and specialized skills appropriate to the applicant’s proposed services.

Position descriptions, policies and procedures must ensure the safety and skill of the individual assigned a certain task. Position descriptions should reflect the program activities supported or engaged in by the personnel responsible, as well as necessary education or certification. Policies and procedures should establish behaviors appropriate for the service.

**Administrative** – The applicant shall refer to the WAP State Plan as well as the U.S. DOE-approved priority list for the State of Hawaii, for guidance. Grant awards made under this RFP shall be made in compliance with applicable law; including regulations contained in 10 CFR Part 440, the Energy Policy Act of 2005, the Energy Independence and Security Act of 2007, the Federal Fund Accountability and Transparency Act, and other guidance.

Grant guidance and management information provisions for the Low-Income WAP for PY16 issued by Federal and State agencies such as U.S. DOE, the Office of Management and Budget (OMB), and the State Procurement Office (SPO) are applicable to all grant activities. All guidance, including technical assistance and suggestions, are available on the Weatherization Technical Assistance Center website: [www.waptac.org](http://www.waptac.org).

**2. Quality Assurance and Evaluation Specifications** – The applicant shall have a written quality assurance plan, including procedures to assure that its services are provided in conformance with all Federal, State and County requirements, the requirements of this RFP and Purchase of Service (POS) contracts.

The plan shall include procedures to monitor administrative, program and fiscal operations for compliance with all requirements. It shall also provide for procedures to determine whether clients receive consistent, high quality services. The quality assurance plan shall identify roles and responsibilities for on-going implementation.

The applicant shall have a written plan for evaluation of performance in providing the required services, including procedures and methodology to measure, monitor and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. The evaluation plan should also include procedures to identify and resolve

problems, and make improvements to the program as needed. The evaluation plan should identify staff roles and responsibilities for assuring on-going implementation.

The applicant must also indicate the specific measurement tool(s) and/or procedures that will be utilized to document and verify that each proposed program output and outcome was accomplished.

DLIR-OCS will conduct a comprehensive annual monitoring of each sub-grantee at least once during the contract period or shortly after closeout. Monitoring by DLIR-OCS may include an on-site visits with comprehensive evaluation of several areas of performance. The comprehensive monitoring will include a review of client files and sub-grantee records, as well as an actual inspection of at least 10% of the completed units. By contract close or as soon as practicable thereafter, the State will have completed a comprehensive review of each sub-grantee, including review of its latest financial audit.

The applicant must maintain throughout the term of the contract a system of self-appraisal and program evaluation to track and validate the effectiveness of the activities provided. The evaluation process must include tools or instruments to identify client indicators of change, which are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

**3. Output and Performance/Outcome Measurements** – The applicant shall set forth, using the attached table in Section 5, the following outputs and performance outcomes that it expects to achieve. Program outputs and outcomes reported to DLIR-OCS for each specific activity must be a direct result of the funding of this program by DLIR-OCS.

**a. Dwelling Units & Costs of Devices Installed**

- Number of dwelling units and households assessed for program eligibility.
- Number of dwelling units and households qualifying for installation.
- Number of dwellings eligible for major installations (i.e., solar hot water heaters or refrigerators & reducing energy costs by 20%).
- Number of dwellings for which minor installations are made, e.g., CFL bulbs, power strips & low-flow shower heads. (The provider does not need to determine energy savings costs unless available.)
- Number of dwelling units affected by the program in which energy costs are reduced.
- Number of households receiving energy conservation education.

**b. Energy Saving Devices & Costs of Devices Installed**

- Number of energy saving devices installed, by device.

The applicant may propose other measures of effectiveness.

Written comments may be submitted by email to: Lissa Onishi; [lissa.m.onishi@hawaii.gov](mailto:lissa.m.onishi@hawaii.gov) or mailed to:

Office of Community Services  
Department of Labor and Industrial Relations  
830 Punchbowl Street, Rm 420  
Honolulu, HI 96813-5095

Neither the State nor the respondent has any obligation under this request. DLIR-OCS reserves the right to incorporate in a RFP any recommendations, in whole or in part, submitted in response to this RFI.

**Contact Person**

Questions relating to this RFI shall be directed to Lissa Onishi at [lissa.m.onishi@hawaii.gov](mailto:lissa.m.onishi@hawaii.gov).