State of Hawaii
Department of Labor and Industrial Relations
Office of Community Services

Request for Proposals

RFP No. OCS LBR 903-09

Weatherization Assistance Program Services for Low-Income Persons

October 7, 2010

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the RFP Interest form, complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

LINDA LINGLE
GOVERNOR

PEARL IMADA-IBOSHI
DIRECTOR

COLLEEN Y. LaCLAIR
DEPUTY DIRECTOR

KEITH YABUSAKI
ACTING EXECUTIVE DIRECTOR

STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES
830 PUNCHBOWL STREET, ROOM 420
HONOLULU, HAWAII 96813
http://hawaii.gov/labor/
Phone: (808) 586-8675 / Fax: (808) 586-8685
Email: dlir.ocs@hawaii.gov

October 7, 2010

Dear Applicant:

SUBJECT: REQUEST FOR PROPOSALS (RFPs) FOR STATE FISCAL BIENNIUM (FB) 2012-2013

The Department of Labor and Industrial Relations (DLIR), Office of Community Services (OCS), is soliciting proposals from qualified applicants to provide the following human services for State Fiscal Years 2012 and 2013:

RFP No.	Service Activity Title
LBR 903-01	Employment Core Services for Low-Income Persons
LBR 903-02	Employment Core Services for Immigrants
LBR 903-03	Employment Core and Support Services for Refugees
LBR 903-04	Employment Creation for Low-Income Persons, Immigrants and Refugees
LBR 903-09	Weatherization Assistance Program Services for Low-Income Persons
LBR 903-12	Legal Advocacy, Outreach, and Referral Services to Protect the Rights of Children and Their Families

All prospective applicants are hereby notified that this RFP for competitive purchase of services is issued under the provisions of the Hawaii Revised Statutes, Chapter 103F and its administrative rules.

The enclosed materials outline the application requirements of these RFPs. Included for your use are the administrative requirements, service specifications, proposal applications, budget instructions, as well as other reference materials. Prior to application submittal, it is imperative that the applicants closely review all information and follow detailed instructions provided.

Hand deliveries will be accepted at DLIR-OCS until 4:30 p.m., Hawaii Standard Time (HST), December 15, 2010. Mail-ins must be postmarked by the United States Postal Service (USPS) no later than December 15, 2010, and received by DLIR-OCS no later than ten days from the submittal deadline. Hand deliveries as well as mail-ins will be accepted at the following address:

Office of Community Services
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813

Proposals postmarked after December 15, 2010, or hand delivered after 4:30 p.m. H.S.T. on December 15, 2010, **shall be considered late and rejected.** There are no exceptions to this requirement. Proposals delivered by facsimile transmission or e-mail will not be accepted. One original and four copies of the proposal are required.

DLIR-OCS will conduct an orientation session on October 18, 2010, from 9:00 a.m. to 12:00 noon, at the Keelikolani Building, Conference Rooms 310, 313 and 314, 830 Punchbowl Street, Honolulu, Hawaii. All prospective applicants are strongly encouraged to attend the session.

The deadline for submission of written questions is 4:30 p.m. H.S.T. on Monday, November 29, 2010. DLIR-OCS will address all written questions with a written response by Tuesday, December 7, 2010. Written questions may be submitted to DLIR-OCS by facsimile or e-mail. However, all applicants who submit written questions by facsimile or e-mail bears the full and exclusive responsibility for assuring the complete, correctly formatted, and timely transmission of their questions.

DLIR-OCS reserves the right to amend the terms of this RFP, to issue addenda, or to withdraw this RFP at any time.

All applicants will be notified in writing regarding OCS' decision on his/her proposal(s) in mid-March to Early-April 2011. State funded contracts for LBR 903-01, LBR 903-02 and LBR 903-04 are expected to be in effect from July 1, 2011 to June 30, 2013. Federally funded contracts for LBR 903-03 and 903-12 will be awarded from October 1, 2011 to September 30, 2013 and a new contract issued annually. Federally funded contracts for LBR 903-09 will be awarded from March 1, 2011 – February 29, 2012 and a new contract issued annually.

Any questions or inquiries regarding these RFPs should be directed to the RFP Contact Person, Keith Yabusaki, by mail at 830 Punchbowl Street, Room 420, Honolulu, Hawaii 96813, or e-mail at keith.y.yabusaki@hawaii.gov or by telephone to (808) 586-8675.

Thank you for your interest in applying and for working with us to provide quality services.

Sincerely,

Keith Yabusaki

KEITH YABUSAKI
Acting Executive Director

AN EQUAL OPPORTUNITY AGENCY

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: ONE ORIGINAL & FOUR COPIES

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **December 15, 2010 and received by the state purchasing agency no later than 10 days from the submittal deadline**.

All Mail-ins	**DLIR RFP Coordinator**
Department of Labor and Industrial Relations (DLIR) Office of Community Services 830 Punchbowl Street, Room 420 Honolulu, Hawai`i 96813	Keith Yabusaki, Planning Administrator Phone: (808) 586-8675 Facsimile: (808) 586-8685 E-mail: keith.y.yabusaki@hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), December 15, 2010** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **December 15, 2010**.

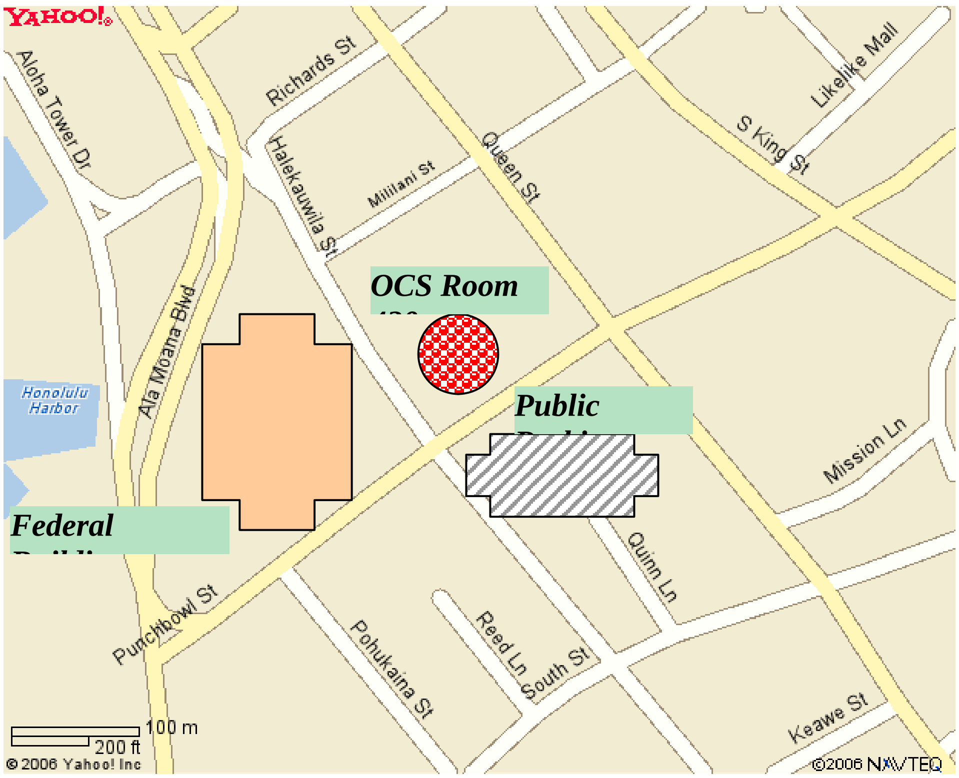
Drop-off Sites

Department of Labor and Industrial Relations (DLIR)
Office of Community Services
Ke`elikolani Building
830 Punchbowl Street, Room 420
Honolulu, Hawai`i 96813

RFP ORIENTATION SESSIONS

All prospective applicants are invited and encouraged to attend the following scheduled informational session. At this meeting, DLIR-OCS staff will present the proposal application requirements, service specifications and be available to respond to questions.

PLACE:	KEELIKOLANI BUILDING, CONFERENCE ROOMS 310, 313, & 314, 830 PUNCHBOWL STREET, HONOLULU
DATE:	MONDAY, OCTOBER 18, 2010.
TIME:	9:00 A.M. - 12:00 NOON



If you are unable to attend this session, alternative arrangements may be requested. Should you have any questions contact Keith Yabusaki at (808) 586-8675.

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
OFFICE OF COMMUNITY SERVICES

WEATHERIZATION ASSISTANCE PROGRAM SERVICES FOR LOW-INCOME PERSONS

REQUEST FOR PROPOSAL NUMBER: OCS LBR 903-09

IMPORTANT DATES*

Public Notice Announcing Request for Proposals	October 7, 2010
Distribution of Request for Proposals	October 7, 2010
RFP Orientation Session	October 18, 2010
Deadline for Submission of Written Questions	November 29, 2010
Response to Written Questions	December 7, 2010
Proposal Submittal Deadline	December 15, 2010
Proposal Evaluation Period	Late December 2010 – Early March 2011
Provider Selection and Notice of Award	Mid March to Early April 2011
Contract Terms Finalized	May 10, 2011
Contract Start Date	July 1, 2011

* This schedule of activities is provided for planning purposes only. DLIR-OCS reserves the right to cancel any activity or modify the schedule at any time.

DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

OFFICE OF COMMUNITY SERVICES

REQUEST FOR PROPOSALS (RPFs)*
FISCAL BIENNIUM 2012 – 2013

RFP NO.	Service Activity Title	FY 2012	FY 2013
LBR 903-01	Employment Core Services for Low-Income Persons	$1,284,494	$1284,494
LBR 903-02	Employment Core Services for Immigrants	560,000	560,000
LBR 903-03	Employment Core and Support Services for Refugees**	75,000	75,000
LBR 903-04	Employment Creation for Low-Income Persons, Immigrants and Refugees	355,500	355,500
LBR 903-09	Weatherization Assistance Program Services for Low-Income Persons**	200,000	200,000
LBR 903-12	Legal Advocacy, Outreach, and Referral Services to Protect the Rights of Children and Their Families**	282,000	282,000

All funds amounts subject to availability.

* DLIR-OCS reserves the right to move funding within or between RFPs or to reallocate suggested funding of each RFP.

** Federal Funds.

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Section 1
Administrative Overview

Section 1
Administrative Overview

Each applicant is encouraged to thoroughly read all sections of the RFP. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable*

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date
Public notice announcing RFP	October 7, 2010
Distribution of RFP	October 7, 2010
RFP orientation session	October 18, 2010
Deadline for submission of written questions	November 29, 2010
Response to written questions	December 7, 2010
Discussions with applicant prior to proposal submittal deadline (optional)	October 7 – Dec. 15, 2010, as needed
Proposal submittal deadline	December 15, 2010
Discussions with applicant after proposal submittal deadline (optional)	Dec. 15, 2010 – Early April 2011
Final revised proposals (optional)	Dec. 16, 2010 – March 10, 2011, as needed
Proposal evaluation period	Late Dec. 2010 – Early March 2011
Provider selection and notice of award	Mid-March to Early – April 2011
Contract terms finalized	May 10, 2011
Contract start date	July 1, 2011

* This timetable of activities is provided for planning purposes only. OCS reserves the right to cancel any activity or modify the timetable at any time.

II. Website Reference

The State Procurement Office (SPO) website is http://hawaii.gov/spo/

	For	Click
1	Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS…"
2	RFP website	"Health and Human Services, Ch. 103F…" and "The RFP Website" (located under Quicklinks)
3	Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4	Forms	"Health and Human Services, Ch. 103F…" and "For Private Providers" and "Forms"
5	Cost Principles	"Health and Human Services, Ch. 103F…" and "For Private Providers" and "Cost Principles"
6	Standard Contract -General Conditions	"Health and Human Services, Ch. 103F…" "For Private Providers" and "Contract Template – General Conditions"
7	Protest Forms/Procedures	"Health and Human Services, Ch. 103F…" and "For Private Providers" and "Protests"

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at http://hawaii.gov)

	For	Go to
8	Tax Clearance Forms (Department of Taxation Website)	**http://hawaii.gov/tax/** click "Forms"
9	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	**http://capitol.hawaii.gov/** click "Bill Status and Documents" and "Browse the HRS Sections."
10	Department of Commerce and Consumer Affairs, Business Registration	**http://hawaii.gov/dcca** click "Business Registration"
11	Campaign Spending Commission	**http://hawaii.gov/campaign**

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

***Section 5, Attachments*:** Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Office of Community Services
Department of Labor and Industrial Relations, State of Hawaii
830 Punchbowl Street, Room 420
Honolulu, Hawaii 96813
Phone: (808) 586-8675 Fax: (808) 586-8685

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: October 18, 2010 **Time:** 9:00 a.m. to 12:00 Noon

Location: Keelikolani Building, 830 Punchbowl Street,
Rooms 310, 313 and 314, Honolulu, Hawaii

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the paragraph VII. Submission of Questions.

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: November 29, 2010 **Time:** 4:30 p.m. HST

State agency responses to applicant written questions will be provided by:

Date: December 7, 2010

VIII. Submission of Proposals

A. Forms/Formats

Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200) –** Provides applicant proposal identification.

2. **Proposal Application Checklist –** Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.

3. **Table of Contents –** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.

4. **Proposal Application (Form SPO-H-200A) –** Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

B. Program Specific Requirements

Program specific requirements are included in Section~~s~~ 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State certifications are listed on the Proposal Application Checklist located in Section 5.

C. Multiple or Alternate Proposals

Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.

D. Tax Clearance

Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of $25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)

E. Wages and Labor Law Compliance

If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)

1. Compliance with all Applicable State Business and Employment Laws – All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)

F. Hawaii Compliance Express (HCE)

Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to this section's part II. Website Reference for HCE's website address.

G. Campaign Contributions by State and County Contractors

Contractors are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)

H. Confidential Information

If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

I. Confidentiality of Personal Information

Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information,* has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.

J. Proposal Submittal

All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:

1. Postmarked after the designated date; or

2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or

3. If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

Faxed proposals and/or submission of proposals on diskette/compact disc or transmission by e-mail, website or other electronic means are not permitted.

IX. Discussions with Applicants

A. Prior to Submittal Deadline

Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.

B. After Proposal Submittal Deadline

Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit* ***only*** *the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

A. Rejection for failure to cooperate or deal in good faith. (HAR Section 3-141-201)

B. Rejection for inadequate accounting system. (HAR Section 3-141-202)

C. Late proposals (HAR Section 3-143-603)

D. Inadequate response to request for proposals. (HAR Section 3-143-609)

E. Proposal not responsive. (HAR Section 3-143-610(a)(1))

F. Applicant not responsible (HAR Section 3-143-610(a)(2))

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

A. A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;

B. A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and

C. A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	**Procurement Officer**
Name: *Ms. Pearl Imada-Iboshi*	Name: *Mr. Patrick Fukuki*
Title: *Director*	Title: *Business Management Officer*
Mailing and Business Address: *830 Punchbowl Street, Room 321* *Honolulu Hawaii, 96813*	**Mailing and Business Address:** *830 Punchbowl Street, Room 309* *Honolulu Hawaii, 96813*

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2
Service
Specifications

Section 2
Service Specifications

I. Introduction

A. Overview, Purpose or Need

The Weatherization Assistance Program (WAP) enables low-income households to reduce their energy costs by making their homes more energy efficient. During the past 33 years, WAP has provided weatherization services to more than 6.4 million low-income households. Families receiving weatherization services see their annual energy bills reduced by an average of about $437, depending on fuel prices. Increasingly, weatherization service providers look at the house as a complete system under the concept of "whole-house weatherization." Weatherization providers have begun to look at combining resources to address the needs of their clients. This expanded approach is referred to as "weatherization plus". Benefits include, but are not limited to, reducing our nation's energy dependency, protecting the environment, and stimulating economic development in low-income communities.

The purpose of this Request for Proposal (RFP) is to use DOE funds to contract for the installation of energy saving devices and energy conservation education. Weatherization measures selected from the U.S. DOE - approved Hawaii Priority list after conducting a limited home audit may include but are not limited to 1) compact fluorescent lights (CFLs), 2) refrigerator replacements, 3) low-flow shower heads and faucet aerators, 4) smart power strips, 5) replacement room air conditioners, and 6) water heater systems (solar, gas, tankless, and hybrid heat pump) for the following categories: (1) single family and multi-family residences, (2) elderly persons' residences, (3) handicapped persons' residences, and (4) renter's residences.

B. Planning Activities Conducted in Preparation for this RFP

Pursuant to the Hawaii Administrative Rules § 3-142-301 State Agency Planning Activities, OCS conducted planning activities, including but not limited to the following:

1. Took into account the views of provider organizations on how to improve service specifications to better achieve mandated goals. A request for information was utilized as provided in Section § 3-142-202;

2. Analyzed information from program monitoring and evaluation reports of current provider organizations;

3. Analyzed socio-economic and health data for trends to determine demand factors;

4. Considered the views of service recipients and community advocacy organizations on conditions affecting the achievement of mandated goals; and

5. Requested information from other state agencies on services to the same target population or on cooperative strategies to progress toward achieving a shared goal.

C. Description of the Goal of the Services

The goal of these services is to enable low-income individuals, families, elderly and handicapped persons to obtain cost savings through a reduction in their home energy consumption and energy conservation education.

D. Description of the Target Population

The target population for these services is individual and family households, elderly, and handicapped, who are at or below 200 percent of the Federal Poverty Guidelines for Hawaii.

A dwelling unit shall be eligible for weatherization assistance if household income is at or below 200 percent of the Federal poverty guidelines for Hawaii established by the Department of Health and Human Services, or if it contains 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.

For weatherization of multi-family buildings, at least 66 percent of the units must be occupied by income eligible persons.

The State and local agencies may re-weatherize homes previously weatherized from September 30, 1994, and earlier.

Priority is given to identifying and providing weatherization assistance 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 proposals that address the needs of areas of high unemployment, low-income, and economic depression.

E. Geographic Coverage of Service

Service areas include the counties of Honolulu, Hawaii, Maui and Kauai.

The applicant shall demonstrate capability to provide the required services in the areas for which it applies.

The applicant is responsible for identifying clearly the geographic areas that it proposes to serve, and if selected, shall provide contracted services in those specified areas.

F. Probable Funding Amounts, Source, and Period of Availability

Subject to the availability of U. S. Department of Energy funds, $200,000 in funds is suggested for each contract for the time period from April 1st through March 31st. Yearly funding allocations will be awarded following a public hearing on the annual WAP State Plan. A public notice announcing the date, time and place will be published.

Funding will be allocated based on the proposals submitted.

II. General Requirements

A. Specific Qualifications of Requirements, Including but Not Limited to, Licensure or Accreditation

1. The applicant must be a community action agency or other public or nonprofit entity. Preference shall be given to community action agencies or other public or nonprofit entities, which have or are currently administering an effective WAP program and/or programs funded under Title II of the Economic Opportunity Act of 1964, with program effectiveness evaluated by consideration of factors including, but not necessarily limited to, the following:

- **a.** The extent to which the past or current program achieved or is achieving weatherization goals in a timely fashion;
- **b.** The quality of work performed by the subgrantee (The State receives federal funds from U.S. DOE and is thus the grantee. The State then awards funds competitively to subgrantees);
- **c.** The number, qualifications, and experience of the staff members of the subgrantee; and
- **d.** The ability of the subgrantee to secure volunteers, training participants, public service employment workers, and other Federal or State training programs.

2. The applicant shall hold all licenses, permits, and accreditations, and meet all standards required by applicable federal, state and county laws, ordinances, codes and rules to provide services. The applicant shall also be in good standing with required licensing bodies, and in compliance with professional standards and requirements.

3. A minimum of one year of weatherization experience servicing income limited persons in Hawaii is preferred.

4. The applicant shall have the WAP for low-income persons in operation and begin providing services beginning April 1, 2011 and, if feasible, complete all program activities by March 31, 2013.

5. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (See Section 1, page 1-2, Website Reference). Costs must be allowable in accordance with the applicable Federal cost principles referenced in 10 CFR Part 600.

6. The applicant must provide reasonable accommodations to assure capacity to deliver services to those clients with limited physical limitations.

7. The applicant must assure and be responsible for the continuity of service activities in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The provider must not require nor depend on the State agency's staff to provide service activities in the event that program resources are not available due to the above situations.

8. The applicant must use credible and tested measurement tools to evaluate program effectiveness in achieving outcomes.

9. The applicant shall develop and implement procedures to document clients' income eligibility for these services.

10. When a disagreement arises between the Provider and the State in regards to the performance of specific service activities within contracted specifications, the wishes of the State shall prevail. Failure on the part of the Provider to comply shall be deemed cause for corrective action and subject to contractual remedies.

B. Secondary Purchaser Participation
(Refer to § 3-143-608, HAR)

After-the-fact secondary purchases **will be allowed**. Planned secondary purchases – **None**.

C. Multiple or Alternate Proposal
(Refer to § 3-143-605, HAR)

[ ] Allowed [**X**] Unallowed

D. Single or Multiple Contracts to Be Awarded
(Refer to § 3-143-206, HAR)

[ ] Single [ ] Multiple [**X**] Single & Multiple

A single contract may be awarded to an individual proposal that demonstrates a more efficient and comprehensive administration and program services for multiple counties within the state.

Conversely, multiple contracts may be awarded to each individual proposal that demonstrates a more efficient and comprehensive administration and program services in the county where services will be provided.

Multiple contracts may be awarded to a proposal if the state purchasing agency determines that it is in the best interest of the State for a number of providers as an aggregate, to provide the services required in this RFP, considering the needs, geographical area, population, and services proposed.

E. Single or Multi-Term Contracts to Be Awarded
(Refer to § 3-149-302, HAR)

[X] Single Term (≤ 2 years) [ ] Multi-Term (> 2 years)
Initial term of contract: 1 Year
Length of each extension: 1 Year
Number of possible extensions: 1
Maximum length of contract: 2 Years

Conditions for extension: WAP contract(s) will terminate on or about March 31, 2012. Prior to contract termination on March 31, 2012 and subject to availability of funds and subgrantee performance, OCS and awardee will negotiate and execute a second one-year contract for the time period from April 1, 2012 thru March 31, 2013. The awardees shall include in such notification any price adjustments or provisions to be negotiated. OCS shall notify awardees of availability of appropriation at time of negotiation.

The initial period shall commence on the contract start date or Notice to Proceed, whichever is later.

F. RFP Contact Person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the winning provider or providers. Written question should be submitted to the RFP contact person and received on or before the day and time specified in Section I, Paragraph I (Procurement Timetable) of this RFP. Oral questions will be addressed through the deadline for submission proposals.

Sole Point of Contact: Keith Yabusaki, Planning Administrator
Phone: (808) 586-8675
E-mail: keith.y.yabusaki@hawaii.gov

III. 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 shall describe the targeted areas and how it will provide the required services. Services will include, but not limited to:

1. **Outreach, Screening, Intake, and Individual Action Plan**
   a. **Outcome** – The target population is informed of the services, only income eligible persons are enrolled, and necessary information is obtained on each person enrolled. Benefits of program are clearly explained as well as what is expected from the client and case manager. A tentative individual action plan is developed for and approved by the client.
   b. **Services** – At a minimum, identifies participant's needs, determines income eligibility, creates an individual action plan, case manager explains program benefits and clarifies case manager's and client's roles.
   c. **Minimum Requirements:**
      - Verification of Income Eligibility (signed by client) (i.e., confirming that client's household is at or below 200 percent of the applicable Federal Poverty Guidelines for Hawaii);

- Individual action plan that also certifies that program benefits and case manager's and client's roles were explained by the case manager (signed by client).

2. Energy Audit Process, Savings-to-Investment Ratio (SIR), and Estimated Savings

a. Outcome – Energy audit of home done by a trained inspector. SIRs and estimated savings for weatherization measures from Hawaii priority list calculated from data collected from home energy audit.

b. Services – Have a trained inspector conduct an energy audit of the home. The energy audit assesses a homes energy use and analyzes which energy conservation measures are best for the home. Inspector will assist client with questionnaire/survey for weatherization measures.

SIR can be used to compare savings to costs of one energy system relative to an alternative energy system. For positive net savings, SIR must be greater than one. The larger the ratio, the greater the savings realized relative to the investment. Data collected during the energy audit will be used to calculate the SIRs for selected weatherization measures.

Energy savings calculators can then be used to determine specific dollar and energy savings.

c. Minimum Requirements:

- Copy of home audit signed by the inspector detailing exactly what services were provided, the dates of when the services were provided, and the amount of time spent providing the services.
- Copy of calculated SIRs and estimated energy savings in dollars dated and signed by case manager.

3. Weatherization Measures Installation Process

a. Outcome – Based on energy audit findings and a Savings to Investment Ratio calculation greater than 1, providers install weatherization measures listed on the Department of Energy-approved State of Hawaii Priority List. These services may include but are not limited to:

- water heating systems (solar, gas, tankless, and hybrid heat pump) to be installed in homeowner or rental units having a family size of three (3) or more;
- water heating systems (gas, tankless, and hybrid heat pump) where energy-efficient for smaller households;
- CFLs to be installed in homeowner or rental units. Multiple fixtures and/or retrofitting may be required for each dwelling;
- refrigerator replacements to be installed in homeowner or rental units;
- low-flow shower heads and faucet aerators in homeowner or rental units;
- smart power strips in homeowner or rental units; and

- replacement room air conditioners in homeowner or rental units.

Monitoring and quality control of installed energy saving device will be required.

b. **Services** – A professional Contractor will install the various energy saving measures. When this is complete, the Provider will return to the home to make certain that everything is satisfactory.

c. **Minimum Requirements –** Copy signed by client and Provider verifying receipt and installation of additional weatherization measures detailing exactly what services were provided, the dates of when the services were provided, and the amount of time spent providing the services.

4. **Energy Conservation Education**

a. **Outcome** – People-driven energy conservation education and client/consumer satisfaction.

b. **Services** – Client education on simple energy saving tips and no-cost to low cost alterations you can do to save energy, via handouts, brochures, individual consultation, and/or videos. Follow-up on client/consumer satisfaction (simple quick survey if not previously done).

c. **Minimum Requirements:**

- Client/consumer satisfaction survey.
- Verification form signed by client certifying receipt of energy education training/materials.

Tracking of energy usage and savings. As feasible, energy usage and savings should be tracked 12 months before and 12 months after installing energy saving measures.

5. **Tracking Energy Usage and Savings**

a. **Outcome** – Tracking household energy usage and savings for period 0 – 12 months after installation of weatherization measures.

b. **Service** – If you can measure it, you can manage it. Obtain client electric billing 12 months prior and 12 months after installation of weatherization measures.

c. **Minimum Requirements** – Client electric billing 12 months prior and 12 months after installation of weatherization measures.

The average expenditure limit for each weatherized unit is $6,500. This includes all program costs, materials and labor.

Up to 10 percent of the funding amount is available for Training and Technical Assistance (T&TA). T&TA activities are intended to maintain or increase the efficiency, quality and effectiveness of the program. Such activities should be designed to maximize energy savings, minimize production costs, improve program management and crew/contractor "quality of work," and/or reduce the potential for waste, fraud, abuse and mismanagement. T&TA expenses are not included in the adjusted average expenditure limit. Otherwise, all other aspects of T & TA allowable expenditures remain the same.

Administrative funds are generally limited to 5% of the requested funding. Administrative expenses are not included in the adjusted average expenditure limit.

Collaboration and partnerships shall be sought with local utility agencies and other organizations to assist the target population to conserve energy. Applicants are reminded that leveraging remains an important component for WAP Services.

The applicant shall provide a detailed start-up plan. The plan shall include tasks, activities, personnel, and timeframe. The plan will clearly show how the applicant will have the program established with necessary staffing to meet the anticipated caseload and provide the required services in the applicable geographic areas by April 1, 2011.

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

1. Personnel – The applicant shall have standards and procedures to ensure that all employees are fully qualified to engage in activities and perform the services required.

The applicant shall have written position descriptions, requirements and qualifications, policies and procedures to ensure that all employees are fully qualified to engage in activities and perform the services required.

2. Administrative – The applicant shall refer to the WAP State Plan for guidance. Grant awards made under this RFP shall be in compliance with applicable law including regulations contained in 10 CFR Part 440 (issued February 1, 2002), the Energy Policy Act of 2005, and the Energy Independence and Security Act of 2007. Grant guidance and management information provisions for the Low-Income WAP for PY 2010 and 2011 shall apply to all grantee.

Written policies and procedures are required for all of the services including personnel standards, operating procedures, determination of client eligibility, documentation, record keeping, data gathering, reporting, financial administration, quality assurance, monitoring and evaluation.

The applicant is required to have a written outcome-based program plan, and an on-going planning and evaluation process for these services.

3. 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 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 must conduct a comprehensive monitoring of each subgrantee at least once a year. Annual contract monitoring by DLIR-OCS may include on-site visits with comprehensive evaluation of several areas of performance. The comprehensive monitoring must include review of client files and subgrantee records, as well as actual inspection of at least 5% of the completed units. By close of the program year, the State is expected to have completed a comprehensive review of each subgrantee, 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 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.

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

Dwelling Units

a. Number of dwelling units and households assessed for program eligibility.

b. Number of dwelling units and households qualifying for installation.

c. Number of dwelling units reducing energy costs.

d. Number of households receiving energy conservation education.

Energy Saving Devices – Number of energy saving devices (i.e., replacement refrigerators, water heater systems, low flow showerheads and faucet aerators, smart strips, CFLs, and replacement room air conditioners) installed, by device.

The applicant may propose other measures of effectiveness.

Please use the Output and Performance/Outcome Measurements Table located at the end of this RFP No.: OCS 903-09 in Section 5 and include it in the Service Delivery section of your proposal application.

5. Experience – The applicant shall have a minimum of one-year experience here in Hawaii in the installation of weatherization devices.

6. Coordination of Services – The applicant shall describe the agencies that it will coordinate its services with and indicate those which it already has established partnerships.

Provide a list of organizations, cooperating entities, consultants, or other key individuals who will work on the project along with a short description of the nature of their effort or contribution.

7. Reporting Requirements for Program and Fiscal Data – Monthly program progress and fiscal reports are required within fifteen (15) calendar days after the last day of each month. The final report on the total contract period is required within forty-five (45) calendar days after the last day of the contract period.

The applicant shall describe its ability to provide monthly and final reports on program performance, particularly on units completed, people assisted, and energy savings.

The applicant shall describe its ability to provide monthly and final reports on fiscal performance, particularly comparing its budgeted expenditures to actual expenditures, and identifying and explaining the reasons for variances.

Other reports as may be required.

C. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet the Americans with Disabilities Act (ADA) requirements, as applicable, and special equipment that may be required for the services.

IV. Compensation and Method of Payment

A. Compensation

The amount paid for administrative costs and program support will be determined by a unit rate, while the cost reimbursement pricing structure will be used to pay for material and labor. The cost reimbursement portion of the contract will provide for payment of allowable incurred costs, to the extent prescribed in the contract

Reimbursement shall be made on a monthly basis, upon submission by the applicant of written request for payment. The State may retain some or all of each payment requested by the applicant. Payment of the retained amount shall be made based upon acceptance of: (1) written monthly fiscal and program progress reports, and (2) written final fiscal and program progress reports. The reports shall be reviewed by the State and shall be subject to the State's preliminary determination of appropriateness and allowability of the reported expenditures. The State's preliminary determination of appropriateness and allowability of the reported expenditures shall be subject to verification and subsequent audit.

B. Units of Service and Unit Rate

The amount paid for administrative costs and program support will be determined by a unit rate based on the number of energy saving devices installed.

C. Method of Payment

Payment shall be based on cost reimbursement (See Section 3.V., Financial). The amount paid for administrative costs and program support will be determined by a unit rate, while the cost reimbursement pricing structure will be used for material and labor.

The applicant shall submit a cost proposal on the appropriate budget forms listed in Section 3.V. that are provided on the SPO website (See Section 1, page 1-2, Website Reference) and other financial requirements as stated in Section 3.V. The cost proposal shall be in accordance with Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services in form, SPO-H-201 provided on the SPO website.

Section 3
Proposal
Application
Instructions

Section 3
Proposal Application Instructions

General instructions for completing application(s):

- *Proposal Application shall be submitted to state purchasing agency using the prescribed format outlined in this section. The proposal shall be organized and presented in the sections and subsections designated in the RFP and with prescribed content for each section.*
- *The numerical outline for the application, the titles/subtitles, applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one (1) and continuing through the complete proposal.*
- *Document binding is optional.*
- *Tabbing of sections is recommended.*
- *Applicant must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B.*
- *Applicant is encouraged to use single spacing, 12 point Times New Roman font with 1" margins on all sides.*
- *A written response is required for each item. Failure to answer any of the items will impact upon an applicant's score.*
- *Other supporting documents may be submitted in an Appendix, including visual aids to further explain specific points in the proposal; if used, they should be referenced.*
- *Applicant may submit either one-sided or two-sided proposal application(s).*
- *Proposal Application should not exceed 50 pages of main text, not including appendices, attachments, identification form (and/or title page), required forms, and table of contents. Appendices, attachments, identification form (and/or title page), required forms, and table of contents should not exceed 100 pages.*
- *Form SPO-H-200A is available on the SPO website (see Section 1, page 1-2, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*
- *One (1) original and three (3) copies of each proposal are required.*
- *Applicant is strongly encouraged to review evaluation criteria in Section 4, Proposal Evaluation, when completing the proposal.*

The Proposal Application consists of the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*
- *Appendix (optional)*

I. Program Overview

The applicant shall clearly and concisely summarize and highlight the contents of the proposal to orient and provide evaluators with a broad understanding as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall identify the key skills, abilities and knowledge necessary to effectively deliver the requested services. Identify the specific staff in your organization who possess these skills, abilities and knowledge.

B. Experience

The applicant shall provide a short description of its current programs and contracts pertinent to the proposed services.

The applicant shall provide a brief description and listing of past pertinent contract experience that includes **all of the following information**: the contracting agency, contact person, address, telephone number and/or e-mail address, contract/program title, contract period, funding amount, and performance outcomes.

C. Quality Assurance and Evaluation

The applicant shall describe its plans for quality assurance and evaluation for the proposed services, including methodology.

The applicant shall explain how applicant intends to determine whether or not the program was a success.

The applicant shall describe what evidence or documentation will be used to verify program accomplishments.

The applicant shall demonstrate that it has a written evaluation plan that effectively measures, monitors, and evaluates program performance and timely detects and addresses problems. (Refer to the quality assurance and evaluation requirements in Section 2, Service Specifications).

The applicant shall provide: (1) a written quality assurance plan sufficient to assure consistent and high quality of administration and services, and (2) a written evaluation plan to effectively measure, monitor, and evaluate program performance, and timely detect and resolve program problems.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate proposed services with other agencies and resources in the community, and with local refugee resettlement agencies in particular, to ensure seamless delivery of services to refugees.

The applicant shall, if they are a volunteer agency (VOLAG) or local affiliate, provide any and all information regarding their status as a VOLAG or local affiliate. Information should include the affiliated VOLAG and the nature of the relationship, experience as a VOLAG or affiliate, length of time as a VOLAG or affiliate, and any other information deemed necessary to indicate that appropriate coordination of services will be provided.

The applicant shall provide examples of how relationships/agreements with other agencies, community groups, employers, etc., assist in achieving program goals and objectives, including providing services statewide in other counties other than the City & County of Honolulu and on other islands other than Oahu.

If letters of support are submitted, include only letters that establish genuine support and actually make a commitment of time, money, personnel, space, or resources to the program. Include letters that are absolutely necessary to support your proposal or that will enhance it.

E. Facilities

The applicant shall provide a description of its facilities (i.e., location(s), layout, available technology and resources, etc.) and demonstrate its adequacy in relation to the proposed services.

If facilities are not presently available, describe plans to secure them. Also describe how the facilities meet the Americans with Disabilities Act (ADA) requirements, as applicable, and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Project Organization

1. Supervision and Training – The applicant shall describe and demonstrate its ability to supervise, train, and provide administrative direction to its staff relative to the delivery of the proposed services.

The applicant shall explain how the program organization and assignment of personnel are sufficient for the effective administration, management, supervision, and provision of services to meet the projected caseload.

The applicant shall describe the training that would be provided for program staff to strengthen their capability to effectively provide the program services.

2. Organization Chart – The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency.) Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

The applicant shall provide an "Organization-wide" chart that shows the program placement of the required services within the overall agency, and a "Program" organization chart that shows lines of communication between program administration and staff. Written explanations of both organization charts shall be included as needed for clarification.

The applicant shall demonstrate that the applicant's proposed organization would be sufficient to effectively administer, manage, and provide the required services.

B. Staffing

1. Proposed Staffing – The applicant shall describe and demonstrate that (1) the proposed staffing pattern, client/staff ratio and caseload capacity appropriate for the viability of the services (refer to the personnel requirements in Section 2, Service Specifications, as applicable), and (2) the applicant's assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services.

The applicant shall fully explain, justify, and demonstrate any proposed use of a subcontractor to be as effective as in-house staff for the provision of the required services; Demonstrate that a proposed subcontractor is fully qualified for the specific work that would be subcontracted, by including description of the proposed subcontractor's experience, capability, project organization, staffing, and proposed services as set forth for applicants in these RFPs; Explain how it would assure quality and effectiveness of the subcontractor, monitor and evaluate the subcontractor, and assure compliance with all of the requirements of the RFP.

The applicant shall fully explain, justify, and demonstrate any proposed use of a volunteer to be as effective as in-house staff for the provision of the required services; Demonstrate that proposed volunteers are or would be fully qualified for the specific work assigned, could be relied on, and would be available when and where needed to provide the required services; Explain how it would provide sufficient management, supervision, oversight, and evaluation of volunteers, and otherwise assure their work quality and effectiveness; Explain how it will assure that volunteers perform in compliance with the requirements of the RFP.

2. Staff Qualifications – The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in Section 2, Service Specifications, as applicable.)

The applicant shall provide (1) the minimum qualifications (including experience) for staff assigned to the program; (2) include position descriptions and resumes/biosketches; and (3) explain how the minimum qualifications and/or actual qualifications would assure delivery of quality services.

IV. Service Delivery

The applicant shall clearly identify and describe the geographic area(s) and the targeted population groups that it proposes to serve.

The applicant shall demonstrate, with demographic data and other documentation, that the geographic area(s) it proposes to serve contains significant numbers of the target population of this RFP; there is a determined need for the services; the services available to the area are insufficient to fill the need; and the extent of services proposed for each area will effectively address the needs.

The applicant shall describe its program in sufficient detail to provide a complete and comprehensive picture of its total program design. The applicant shall explain how it would provide all of the services required in Section 2, Item III – Scope of Work, addressing all service locations, tasks, activities, time lines, milestones, and other pertinent information. Time lines should include goals and objectives with start and completion dates, major milestones or special events, important deadlines, scheduled reports and evaluations, as well as special requirements by the funding source.

If applicant is proposing a new program, the applicant shall provide a detailed start-up plan. The plan shall:

- Include tasks, activities, personnel, and timeframe;
- Clearly show how the applicant would have the program established with necessary staffing to meet the anticipated caseload and provide the required services in all applicable geographic area(s) by July 1, 2009;

The applicant shall describe and justify its overall approach and methodology in addressing the need identified in this RFP, including a logical step-by-step progression of proposed program services from start to finish and how it would effectively serve clients with multiple barriers to obtain successful outcomes.

The applicant shall demonstrate that outputs and outcomes that it expects to achieve or that will result from its services are feasible and that its proposed services are effective.

The applicant shall explain in sufficient detail how the outputs and outcomes will be tracked and documented in the participant's files and/or the agency's records.
The applicant shall describe its ability to provide complete, accurate, and timely reports on program performance including, but not limited to, Program Progress Reports.

Projected outputs and outcomes shall be submitted on the output and performance/outcome measurement tables provided at the end of Section 5, Attachments. Where the applicant proposes different or additional outputs and outcomes than those provided by OCS, a justification should be provided.

V. Financial

A. Pricing Structure

The applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The estimated cost proposal shall be attached to the Proposal Application.

1. Pricing Structure Based on Cost Reimbursement – The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation.

2. Budget Forms – As applicable, provide a line-item budget with detailed calculations for each budget object class identified in the budget forms below. Detailed calculations must include estimation methods, quantities, unit costs, and other similar quantitative detail sufficient for the calculation to be duplicated.

All budget forms, instructions and samples are located on the SPO website (see Section 1, page 1-2, Website Reference). The following budget form(s) shall be submitted with the Proposal Application:

- **a.** SPO-H-205 Proposal Budget for FY 2010-2009
- **b.** SPO-H-206A Budget Justification – Personnel: Salaries and Wages
- **c.** SPO-H-206B Budget Justification – Personnel: Payroll Taxes, Assessment and Fringe Benefits
- **d.** SPO-H-206C Budget Justification – Travel: Inter-Island
- **e.** SPO-H-206D Budget Justification – Travel: Out-of-State
- **f.** SPO-H-206E Budget Justification – Contractual Services: Administrative
- **g.** SPO-H-206F Budget Justification – Contractual Services: Subcontracts
- **h.** SPO-H-206H Budget Justification – Program Activities
- **i.** SPO-H-206I Budget Justification – Equipment Purchases

The applicant shall also utilize form SPO-H-201, Chapter 103F, HRS, Cost Principles in Purchases of Health and Human Services, in preparing its cost proposal.

In completing the required budget forms, the applicant should consider the evaluation criteria contained in Section 4, whereby the comprehensiveness of the information presented and the justification of all cost items are particularly important factors. If more space is needed to fully explain and justify the proposed cost items, the applicant should attach additional sheets as necessary.

3. Budget Justification – The budget justification should be in a narrative form. It evaluates the appropriateness and reasonableness of project costs in relation to anticipated program activities and planned outcomes.

a. Personnel:

- Description: Costs of employee salaries and wages.
- Justification: Identify key project staff, if known, at the time of application. For each staff person, provide: title, time commitment to the project as a percentage or full-time equivalent, and annual salary.

b. Fringe:

- Description: Costs of employee fringe benefits unless treated as part of an approved indirect cost rate.
- Justification: Provide a breakdown of the amounts and percentages that comprise fringe benefits, payroll taxes and assessment costs such as health insurance, FICA, retirement, unemployment insurance, social security, etc.

c. Travel:

- Description: Costs of project-related travel by applicant employees.
- Justification: For each trip show: the total number of traveler(s); travel destination; duration of trip; per diem; mileage allowances, if privately owned vehicles will be used; and other transportation costs as well as subsistence allowances.

d. Equipment:

- Description: "Equipment" means an article including items of personal property, as distinguished from real property, having a useful life of more than one year and an acquisition cost of $250 or more.
- Justification: For each type of equipment requested provide: a description of the equipment, the cost per unit, the number of units, the total cost, and a plan for use by the project.

e. Supplies:

- Description: Costs of all tangible personal property other than that included under the Equipment category.
- Justification: Specify general categories of supplies and their costs. Show computations and provide other information that supports the amount requested.

f. Contractual:

- Description: Costs of all contracts for services and goods except for those that belong under other categories such as equipment, supplies, etc. Include third-party evaluation contracts, if applicable, and contracts with secondary recipient organizations, including delegate agencies and specific project(s) and/or businesses to be financed by the applicant.
- Justification: Demonstrate that all procurement transactions will be conducted in a manner to provide, to the maximum extent practical, open and free competition.
- Note: Whenever the applicant intends to delegate part of the project to another agency, the applicant must provide a detailed budget and narrative for each delegate agency, by agency title, along with the required supporting information.

g. Other:

- Enter the total of all other costs. Such costs, where applicable and appropriate, may include but are not limited to: insurance; medical costs; professional services costs; space and equipment rentals; printing and publication; computer use; training costs, such as tuition and stipends; staff development costs; and administrative costs.
- Justification: Provide computations, a narrative description and a justification for each cost under this category.

h. Indirect Charges:

- Description: Total amount of indirect costs. This category should be used only when the applicant currently has an indirect cost rate approved by the Department of Health and Human Services (DHHS) or another Federal agency. In general, OCS does not allow indirect cost rates. Indirect costs will be approved only on a case-by-case basis and at OCS' discretion.
- Justification: An applicant that will charge indirect costs to the grant must enclose a copy of the current rate agreement. If the applicant is requesting a rate that is less than what is allowed under the program, the authorized representative of the applicant organization must submit a signed acknowledgement that the applicant is accepting a lower rate than allowed.

B. Other Financial Related Materials

1. Accounting System – The applicant shall provide, as part of its cost proposal, its most recent independent financial audit, with the accompanying management letter, to demonstrate the adequacy of its accounting system. The requirements for an adequate accounting system may include, but are not limited to, keeping accurate procurement and financial records required by law, the State purchasing agency, or the State Procurement Office; providing required cost data in acceptable form and in a timely manner; and compliance with generally accepted accounting principles.

2. Need for Funding – If the services proposed by applicant are to be part of a larger project supported by other funding sources, the applicant shall identify the other funding amounts and sources, provide the planned or anticipated total project budget on form SPO-H-205 in columns (b), (c), and (d), and explain its need for these funds. Form SPO-H-205 can be found on the SPO website.

3. Cost Effectiveness – The applicant shall explain why it considers its proposed services to be cost effective for the area and target population group that it would serve.

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

VII. Appendix (Optional)

Section 4
Proposal
Evaluation

Section 4
Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFPs will be conducted comprehensively, fairly, and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer, or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer, shall review and evaluate proposals. When an evaluation committee is utilized, the head of the purchasing agency or the procurement officer shall select for each RFP a minimum of two employees from a state agency or agencies with sufficient education and training to evaluate the proposals received. Non-state employees may serve as advisors in the evaluation of the proposals but shall not represent or act on behalf of a purchasing agency in any selection or award.

Unless stated otherwise, the evaluation of the proposal shall be based solely upon the criteria and their relative priorities as established in this RFP. A written evaluation shall be made for each proposal based on a numerical rating system.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Threshold

Evaluation Categories		**Possible Points**
Administrative Requirements		
Proposal Application		**100 Points**
Program Overview	0 points	
Experience and Capability	25 points	
Project Organization and Staffing	15 points	
Service Delivery	45 points	
Financial	15 points	
TOTAL POSSIBLE POINTS		**100 Points**

III. Evaluation Criteria

A. Phase 1 – Evaluation of Proposal Requirements

1. **Administrative Requirements** – Application Checklist.

2. **Proposal Application Requirements**
   - **a.** Proposal Application Identification Form (Form SPO-H-200)
   - **b.** Table of Contents
   - **c.** Program Overview
   - **d.** Experience and Capability
   - **e.** Project Organization and Staffing
   - **f.** Service Delivery
   - **g.** Financial (all required forms and documents)
   - **h.** Program Specific Requirements (as applicable)

B. Phase 2 – Evaluation of Proposal Application (100 Points)

1. **Program Overview (0 Points)** – Not applicable.

Note: No points are assigned to Program Overview. The intent is to give the applicant an opportunity to orient evaluators as to the services being offered.

2. **Experience and Capability (25 Points)** – OCS will evaluate the experience and capability to provide the services as follows:

a. Necessary Skills (4 points)

Identify key skills, abilities, and knowledge necessary to effectively deliver the requested services. Identify the specific staff in your organization who posses these skills, abilities, and knowledge.

b. Experience (5 points)

Provide the following information for past and current programs and contracts pertinent providing employment assistance to low-income persons:

- Contracting Agency
- Contact person
- Contact Information (address, telephone number, email address)
- Contract/Program Title
- Contract Period
- Funding Amount
- Performance Outcomes (budgeted and actual)
- Copy of Reports or Information Relating to Contract/Program Performance

c. Staff Experience (5 points)

Identify key staff members who will be involved in the management, administrative, and program functions needed to provide and support the services being requested. Provide resumes, employment history, responsibilities, program experience, and significant accomplishments for each staff member.

d. Quality Assurance and Evaluation (5 points)

Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. Demonstrates that applicant has (1) a written quality assurance plan sufficient to assure consistent and high quality of administration and services, and (2) a written evaluation plan to effectively measure, monitor, and evaluate program performance, and timely detect and resolve program problems.

e. Coordination of Services (3 points)

Demonstrates applicant's capability to coordinate proposed services with relevant agencies and resources in the community. Provides examples of how relationship/agreements with other agencies, community groups, employers, etc., assist in achieving program goals and objectives.

f. Facilities (3 points)

Demonstrates that applicant would provide adequate facilities (i.e., location(s), description of facilities, available technology and resources, etc.) for the services proposed that are in compliance with Americans with Disabilities Act and other applicable laws and regulations.

3. Project Organization and Staffing (15 Points) – OCS will evaluate the project organization and staffing as follows:

a. Project Organization (7 points)

- *Supervision and Training:* Demonstrates ability that applicant would supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. Extent to which applicant proposes a clear plan for reviewing the qualifications and effectiveness of existing qualified staff. (4 points)
- *Organization Chart:* Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. Demonstrates that applicant's proposed organization would be sufficient to effectively administer, manage, and provide the required services. (3 points)

b. Staffing (8 points)

- *Proposed Staffing:* That the staffing pattern, client/staff ratio, and caseload capacity are reasonable to insure viability of the services. Demonstrates that applicant's assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services. (4 points)

- *Staff Qualifications:* Minimum qualifications for staff assigned to the program. Please include position descriptions. Explain how the minimum qualifications and/or actual qualifications would assure delivery of quality services. (4 points)

4. **Service Delivery (45 Points)** – OCS will evaluate the service delivery as follows:

   a. Demonstrates via data, evidence-based knowledge, and experience that the: a) geographic area the applicant proposes to serve contains significant numbers of the target population, (b) targeted population group in this area has a need for the required services, and (c) services already provided to this area are insufficient to meet this need. (10 points)

   b. Demonstrates that applicant's program design is comprehensive and complete, by explaining in sufficient detail all services and information required including, but not limited to, descriptions of service locations, program tasks, activities, time lines, and other pertinent information. Demonstrates that applicant can meet the proposed caseload and provide the proposed services in all applicable geographic areas in a timely manner. (15 points)

   c. Demonstrates that applicant's proposed approach and methodology are sound by showing a reasonable step-by-step progression of clients through services to desired outcomes. (10 points)

   d. Demonstrates that applicant proposes feasible, effective amounts of program outputs and outcomes. Demonstrates applicant's ability to propose the proper instruments, measuring tools, and documentation that it will use to verify each of the program outputs and outcomes. Explains in sufficient detail how outputs/outcomes will be tracked and documented in client's files and/or agency records. (10 points)

5. **Financial (15 Points)** – OCS will evaluate the financial proposal as follows:

   a. Demonstrates that applicant's proposed costs are reasonable and necessary by providing adequate information and justification for all cost items, and explanation of applicant's method of allocation of indirect costs. Demonstrates that the applicant has a need for the amount requested for the proposed services. (10 points)

   b. Demonstrates the adequacy of applicant's accounting system and procedures to assure proper and sound fiscal administration of funding. Explains in sufficient detail applicant's ability to provide complete, accurate and timely fiscal reports. (5 points)

II. Phase 3 – Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

OCS reserves the right not to select and award the lowest price proposal application. In fact, OCS may decide at its discretion not to select and award any of the submitted applications.

Section 5
Attachments

Section 5

Attachments

A. Proposal Application Checklist

B. Sample Table of Contents

C. Output and Performance/Outcome Measurements Tables

Proposal Application Checklist

Applicant: ______________________________ RFP No.: __________________

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms ore on the SPO website. See Section 1, paragraph II Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Output and Performance/Outcome Measurements Table	Section 2, RFP	Section 5, RFP	X	

_______________________________ Authorized Signature

_______________ Date

Proposal Application
Table of Contents

OUTPUT AND PERFORMANCE/OUTCOME MEASUREMENTS TABLES

1. Dwelling Units

	FY 2012	FY 2013
Number of dwelling units and households assessed for program eligibility		
Number of dwelling units and households qualifying for installation		
Number of dwelling units reducing energy costs		
Number of households receiving energy conservation education		

2. Energy Saving Devices

FY 2012	Compact fluorescent lights	Solar water heater systems	Hybrid heat pump systems	Tank less heater systems	Gas water heater systems	Low flow showerheads & faucet aerators	Smart power strips	Replacement refrigerators	Replacement room air conditioners
April 2011									
May 2011									
June 2011									
July 2011									
Aug. 2011									
Sept. 2011									
Oct. 2011									
Nov. 2011									
Dec. 2011									
Jan 2012									
Feb. 2012									
Mar. 2012									

FY 2013	Compact fluorescent lights	Solar water heater systems	Hybrid heat pump systems	Tank less heater systems	Gas water heater systems	Low flow showerheads & faucet aerators	Smart power strips	Replacement refrigerators	Replacement room air conditioners
April 2012									
May 2012									
June 2012									
July 2012									
Aug. 2012									
Sept. 2012									
Oct. 2012									
Nov. 2012									
Dec. 2012									
Jan 2013									
Feb. 2013									
Mar. 2013									