

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

## **Request for Proposals**

**#LBR903-09-13**

# **Weatherization Assistance Program for Low-Income Persons, Department of Energy Formula Grant**

June 1, 2012

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.

NEIL ABERCROMBIE  
GOVERNOR



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AUDREY HIDANO  
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**OFFICE OF COMMUNITY SERVICES**  
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June 1, 2012

## REQUEST FOR PROPOSALS

**SUBJECT: Weatherization Assistance Program for Low-Income Persons  
#LBR903-09-13**

Dear Applicant:

The Department of Labor and Industrial Relations, Office of Community Services, is requesting proposals from qualified applicants to provide energy efficiency and conservation measure installation and client education for individuals whose income is at or below 200% of the Federal Poverty Guidelines for the State of Hawaii. Funding for this service is made available through the United States Department of Energy (DOE), Weatherization Assistance Program (WAP). This program assists low-income individuals by creating conditions that will lower their monthly utility costs, making them more self-sufficient.

Services may include, but are not limited to intake and eligibility determination, home energy audits according to DOE standards, purchase and procurement of efficiency measures, installation of efficiency measures or procurement of sub-contractors for installation, and client education regarding the use of installed measures and general energy-saving behaviors. The contract term will be from October 1, 2012 through September 30, 2013. Single or multiple contracts may be awarded under this request for proposals.

Proposals shall be mailed, postmarked by the United States Postal Service on or before July 2, 2012, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on July 2, 2012, at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

Applicant  
May 31, 2012  
Page 2

The Office of Community Services will conduct an orientation on June 12, 2012, from 1:00 p.m. to 2:00 p.m. HST, at 830 Punchbowl Street, Room 420, Honolulu, Hawaii. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on June 15, 2012. All written questions will receive a written response from the State on or about June 22, 2012.

Inquiries regarding this RFP should be directed to the RFP contact person, Mr. En Young at 830 Punchbowl Street, Suite 420, Honolulu, Hawaii 96813, by telephone: (808) 586-8680, fax: (808) 586-8685, or by e-mail at: [En.H.Young@hawaii.gov](mailto:En.H.Young@hawaii.gov).

Mahalo for your interest and participation in the solicitation process, we look forward to working with you.

Sincerely,

MILA KAAHANUI, MSW  
Executive Director

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED: 1 Original, 4 Copies**

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN JULY 2, 2012 **and received by the state purchasing agency no later than 10 days from the submittal deadline.**

### All Mail-ins

Office of Community Services  
830 Punchbowl St, Rm. 420  
Honolulu, HI 96813

### DLIR-OCS RFP COORDINATOR

En Young  
Tel: (808) 586-8680  
Fax: (808) 586-8685  
Email: [En.H.Young@hawaii.gov](mailto:En.H.Young@hawaii.gov)

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), JULY 2, 2012.** 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., **JULY 2, 2012.**

### Drop-off Sites

*Office of Community Services  
830 Punchbowl Street, Rm. 420  
Honolulu, HI 96813*

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# **Section 1**

## **Administrative Overview**

# Section 1

## Administrative Overview

**Applicants are encouraged to read each section of the RFP thoroughly. 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.**

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	June 1, 2012
Distribution of RFP	June 1, 2012
RFP orientation session	June 12, 2012
Closing date for submission of written questions for written responses	June 15, 2012
State purchasing agency's response to applicants' written questions	June 22, 2012
Discussions with applicant prior to proposal submittal deadline (optional)	June 1-15, 2012
Proposal submittal deadline	July 2, 2012
Discussions with applicant after proposal submittal deadline (optional)	July 2-15, 2012 (if necessary)
Final revised proposals (optional)	July 15, 2012 (if necessary)
Proposal evaluation period	July 2-August 1, 2012
Provider selection	On or around August 10, 2012
Notice of statement of findings and decision	August 15, 2012
Contract start date	October 1, 2012

## 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” under “Toolbox/Quick Links”
2	RFP website	“Health and Human Services RFPS” under “Information”
3	Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	“Procurement Statutes and Administrative Rules” under “Reference”
4	Forms	“SPO Forms” under “Toolbox/Quicklinks”
5	Cost Principles	“Health and Human Services” under “Toolbox” and “For Private Providers” and “Cost Principles”
6	Protest Forms/Procedures	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Protests and Requests for Reconsideration”

### 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
7	Tax Clearance Forms (Department of Taxation Website)	<a href="http://hawaii.gov/tax/">http://hawaii.gov/tax/</a> click “Forms”
8	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	<a href="http://capitol.hawaii.gov/">http://capitol.hawaii.gov/</a> click “Bill Status and Documents” and “Browse the HRS Sections.”
9	Department of Commerce and Consumer Affairs, Business Registration	<a href="http://hawaii.gov/dcca">http://hawaii.gov/dcca</a> click “Business Registration”
10	Campaign Spending Commission	<a href="http://hawaii.gov/campaign">http://hawaii.gov/campaign</a>
11	Standard Contract -General Conditions	<a href="http://hawaii.gov/forms/department-of-attorney-general">http://hawaii.gov/forms/department-of-attorney-general</a>

## 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:

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

## VI. Orientation

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

**Date:** June 12, 2012      **Time:** 1:00 p.m.  
**Location:** 830 Punchbowl Street, Room 420, Honolulu 96813

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:** June 15, 2012 **Time:** 1:00 p.m. HST

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

**Date:** June 22, 2012

## 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 Sections 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.)
- **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.** Providers 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:
- Postmarked after the designated date; or
  - Postmarked by the designated date but not received within 10 days from the submittal deadline; or
  - 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.

## **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:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR Section 3-141-201)
- (2) Rejection for inadequate accounting system. (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)
- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) 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:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) 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.

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Name: Mila Kaahanui	Name: En Young
Title: Executive Director	Title: Contract Administrator
Mailing Address: 830 Punchbowl Street, Room 420, Honolulu, HI, 96813	Mailing Address: 830 Punchbowl Street, Room 420, Honolulu, HI, 96813
Business Address: Same	Business Address: Same

## **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 34 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.

According to the U.S. Census Bureau most recent data, the state of Hawaii has a population of 1,360,301, with an estimated 10.4% (or 141,471 individuals) living below the poverty level. This is a 1.1% increase in poverty from the last documented levels in 2008 and coincides with the recent economic crisis. According to 2010 U.S. Census data, there were 519,508 housing units within the state, approximately 10,000 more than previously estimated.

This program will increase the self-sufficiency of low-income households by reducing their overall utility costs, and teaching energy conservation behaviors designed to empower citizens to minimize energy usage.

#### B. Planning Activities Conducted In Preparation for This RFP

To accurately design the service, the Office of Community Services has:

1. Conducted an RFI in accordance with HAR Section 3-142-202;
2. Analyzed socio-economic and health data for trends to determine demand factors;
3. Considered the views of service recipients and community advocacy organizations on conditions affecting the achievement of mandated goals;
4. Updated service specifications based upon Federal Guidance; and
5. Consulted with the local Weatherization Policy Council to gather implementation and operational advice.

#### C. Description of The Goals of The Service

The goal is to provide weatherization services to those low-income Hawaii residents who are most vulnerable to rising energy costs:

- Elderly persons;
- Persons with disabilities;
- Families with children under the age of six (6);
- High residential energy users; and
- Households with a high energy burden.

**D. Description of The Target Population to Be Served**

The target populations for these services are individual and family households, elderly, and handicapped, who are at or below 200 percent of the Federal Poverty Guidelines for Hawaii, as established by the Department of Health and Human Services, 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. 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 agencies that address the needs of areas of high unemployment, low-income, and economic depression. Please see <http://www.familiesusa.org/resources/tools-for-advocates/guides/federal-poverty-guidelines.html> for the 2012 200% Federal Poverty Guidelines for the State of Hawaii.

**E. Geographic Coverage of Service**

The geographic coverage of this service area will be the entire State of Hawaii. This includes the Counties of Hawaii, Maui, Honolulu, and Kauai.

Applicants may identify a specific geographic area they propose to serve if not applying for a statewide grant.

All applicants must clearly demonstrate the capacity and capability to serve the geographic areas identified in their response.

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

A total of \$168,366 of United States Department of Energy Weatherization Assistance Program Funds are expected to be available for Federal Fiscal Year 2013. Fund availability will end September 30, 2013.

The following budget, expenses and completions are anticipated:

<i>Awardee administration maximum:</i>	\$4,632
<i>Health and Safety budget maximum:</i>	\$6,369
<i>Total Operating budget:</i>	\$168,366
<i>Estimated completed units:</i>	33

The State shall reserve the right to reallocate WAP funds at any time during the program year among local awardees in the unforeseen event that a contractor is unable to meet WAP program requirements, cancels their weatherization contract, or excess funds become available after all weatherization obligations are fulfilled under the existing budget.

## **II. General Requirements**

### **A. Specific Qualifications or 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 are currently administering an effective WAP-ARRA 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. Department of Energy (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 in Hawaii is preferred.
4. The applicant shall have the WAP for low-income persons in operation and begin providing services beginning October 1, 2012 and, if feasible, complete all program activities by September 30, 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. Applicant shall protect whistleblowers and require prompt referral of evidence of a false claim to the State.
11. In keeping with the ARRA, "[n]one of the funds appropriated or otherwise made available in this Act may be used by any State or local government, or any private entity, for any casino or other gambling establishment, aquarium, zoo, golf course, or swimming pool."
12. 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 HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed. Planned secondary purchases

None

**C. Multiple or alternate proposals**

(Refer to HAR Section 3-143-605)

Allowed                       Unallowed

**D. Single or multiple contracts to be awarded**

(Refer to HAR Section 3-143-206)

Single                       Multiple                       Single & Multiple

Criteria for multiple awards:

If deemed advantageous and in the best interests of the State, multiple awards may be approved by the awarding agency. The “best interest” of the State is advanced when all geographic areas solicited for are served, and the overall combination of costs and responsibilities result in the most funding being used on program activities. For example, if no single applicant can provide the required services; multiple awards may be made to service gap areas. Similarly, if one single provider can cover the entire geographic area and this arrangement results in decreased State administrative costs, a single provider may be selected.

**E. Single or multi-term contracts to be awarded**

(Refer to HAR Section 3-149-302)

Single term (2 years or less)       Multi-term (more than 2 years)

Contract terms:

Upon award the contract is expected to run from October 1, 2012, to September 30, 2013. There will be no opportunity for awardees to extend the contract period. 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 successful provider(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

En Young  
 Contract Administrator  
 Phone: (808) 586-8680  
 Fax: (808) 586-8685  
 Email: [En.H.Young@hawaii.gov](mailto:En.H.Young@hawaii.gov)

Or by Mail:  
 830 Punchbowl Street, Rm. 420  
 Honolulu, Hawaii 96813

### 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 must describe the service area and the agency's capacity and experience to perform the following services:

1. **Intake** – The applicant must state their ability to outreach to the eligible population to generate program interest and traffic. A comprehensive intake system must determine each client's eligibility according to DOE guidance and any other additional restrictions mandated by the State. These criteria include all applicable poverty determinations and guidelines, and the sources of household support included or excluded as income.
2. **Dwelling Unit Assessment and Energy Audit** – Upon determining the eligibility of a client, 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. The Applicant should describe their 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 DOE.
3. **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, as applicable.
4. **Energy Conservation Education** – The applicant 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.

#### 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 and inappropriate for the service.

## **2. Administrative**

The applicant shall refer to the WAP State Plan as well as the DOE-approved priority list for the State of Hawaii, 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, 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 PY12 issued by Federal and State agencies such as USDOE, 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).

## **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 will conduct a comprehensive monitoring of each subgrantee at least during the contract period or shortly after closeout. Monitoring by DLIR-OCS may include on-site visits with comprehensive evaluation of several areas of performance. The comprehensive monitoring will include review of client files and subgrantee records, as well as actual inspection of at least 5% of the completed units. By contract close, the State will 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. Output and Performance/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.

##### **a. Dwelling Units**

- 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.

##### **b. Energy Saving Devices**

- Number of energy saving devices installed, by device.

The applicant may propose other measures of effectiveness.

Please use the Output and Measure Installation Proposal Table located at the end of this RFP in Section 5 and include it in the Service Delivery section of your proposal application

#### **5. Experience**

A minimum of one-year experience in providing Weatherization or similar services is preferred.

#### **6. Coordination of Services**

The applicant shall strive to develop meaningful dialogue and collaboration with other agencies performing similar or complimentary services. The

applicant should describe the agencies, if any, that it will coordinate its services with and indicate those which it already has established partnerships.

As applicable to the program, 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 sixty (60) 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.

### **C. Facilities**

The applicant shall provide facilities as necessary to effectuate the purposes of the program and provide adequate services. Facilities should comply with all applicable Federal, State, and local laws and regulations pertinent to the type of facility and clientele, such as ADA. If the applicant believes facilities are not necessary to carry out the program, they may suggest and explain in the proposal.

## **IV. COMPENSATION AND METHOD OF PAYMENT**

### **A. Pricing Structure and Methodology**

Pricing for services shall be on a Fee-for-Service, performance-based basis. For activities such as Outreach/Intake, Education, and Eligibility, the awardee will be compensated on a per-client basis. For installations, the awardee will be reimbursed for the actual cost of the measure plus the installation. In accordance with USDOE rules, the average cost of installations for each household may not exceed \$6,500. Additional restrictions on total percentages of administrative costs, health and safety costs, and training levied by the USDOE or the State may apply. Administrative and other non-program or indirect costs will be released commensurate with actual outcomes achieved.

**B. Compensation and Method of Payment**

Reimbursement shall be made, at a maximum of monthly and a minimum of quarterly, upon submission by the applicant of written request for payment. The State may retain some or all of each payment requested by the applicant. No advance payments will be allowed.

Payment of the retained amount shall be made based upon satisfactory 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. All proposed costs 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 applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, 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.*

### The Proposal Application comprises the following sections:

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

#### **I. Program Overview**

Applicant shall give a brief overview to orient evaluators as to the program/services being offered. This overview will offer general information as to the structure and methodology of services. This section will not be scored.

## II. Experience and Capability

### A. Necessary Skills

The applicant shall identify and demonstrate capability to perform the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. The applicant should also describe what specific staff, if any, have these skills.

### B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services that demonstrates a minimum of one year of experience.

The applicant shall provide a brief description and listing of past and current programs and/or contracts pertinent to providing weatherization assistance to low-income 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. In addition, the applicant shall provide a copy of relevant reports or information relating to contract/program performance.

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

The State reserves the right to contact references to verify experience.

### C. Quality Assurance and Evaluation

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

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.

Specifically, the applicant must 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. The applicant shall describe what evidence or documentation will be used to verify program accomplishments. These plans may be program specific or agency wide, but must be proved sufficient to adequately address the quality and evaluation needs of the program outcomes.

#### **D. Coordination of Services**

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community. The applicant will describe proposed partnerships or cooperative agreements with other public or private agencies that will assist the applicant in providing high quality WAP services.

If letters of support are submitted, include only letters that establish a specific commitment of time, money, personnel, space, or resources to the program by the agency supporting the program. Include only letters that are absolutely necessary to support your proposal or that will enhance the program.

#### **E. 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 applicable ADA requirements and special equipment that may be required for the services. As stated above, if the applicant believes facilities are not necessary to carry out the program, they may suggest and explain in the proposal.

### **III. Project Organization and Staffing**

#### **A. Staffing**

##### **1. Proposed Staffing**

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. The applicant shall demonstrate that applicant's assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services.

If the applicant proposes the use of subcontractors, the applicant shall fully explain, justify, and demonstrate any proposed use of a subcontractor to be as or more effective than agency 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.

If the applicant proposes to use volunteers, 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, are reliable, 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. As stated above, the applicant shall also provide resumes, employment history, responsibilities, program experience, and significant accomplishments for each staff member.

## **B. Project Organization**

### **1. Supervision and Training**

The applicant shall describe its ability to supervise, train and provide administrative direction to staff, volunteers, or subcontractors 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 requirements of this RFP.

The applicant shall propose a clear plan for reviewing the qualifications and effectiveness of existing qualified staff, and qualified sub-recipient agencies.

### **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)

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 the lines of communication between

program administration and staff. Written explanations of both organization charts shall be included.

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

#### **IV. Service Delivery**

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item III. – Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules. 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, namely:

##### **1. Intake**

For this service the applicant must state their ability to outreach to the eligible population to generate program interest and traffic. The applicant should describe a comprehensive intake system determining each client's eligibility according to DOE guidance and any other additional restrictions mandated by the State.

##### **2. Dwelling Unit Assessment and Energy Audit**

The applicant must demonstrate the ability 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. The Applicant should describe their capacity to carry out Health and Safety risk mitigation in the context of their budget request.

##### **3. Installation of Energy Devices and/or Health and Safety Devices**

The applicant must demonstrate internal capacity or be able to generate or procure capacity to install all devices appropriate to each home. The applicant should describe the licensure of the individuals performing the work, if applicable.

#### **4. Energy Conservation Education**

The applicant must demonstrate the ability 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 applicant may demonstrate this through use of evidence-based curricula or other means.

The proposal should address 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. This time line will clearly show the ability of the agency to complete the program requirements by September 30, 2013.

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.

The applicant shall state the amounts of the required outputs that it proposes to provide, outcomes that it expects to achieve or that will result from its services, and why these outputs and outcomes are feasible and demonstrate the effectiveness of services.

Projected outputs and outcomes shall be submitted on the performance output and outcome measurements tables provided at the end of each Section 5, Attachments for each RFP. 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**

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application. This cost proposal should account for the proposed compensation and method of payment.

#### **1. Pricing Structure Based on Fee-for-Service**

The fee-for-service pricing structure reflects a purchase arrangement in which the State pays the contractor upon documentation of delivering the agreed upon services specified in the contract, up to a stated maximum obligation. The proposal should reflect the primary budget expenditure categories mandated by

the Department of Energy, including any additional requirements imposed by Federal and State Cost Principles.

## 2. Budget Forms

As applicable, provide a budget with line-item detail and 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 2013-2014
- 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-206E Budget Justification – Contractual Services: Administrative
- e. SPO-H-206F Budget Justification – Contractual Services: Subcontracts
- f. SPO-H-206H Budget Justification – Program Activities

The applicant shall also utilize and refer to 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 of this RFP, 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. 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 provided, 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 budget narrative for *each delegate agency*, by agency title, along with the required supporting information.

**d. Program Activities**

*Description:* Costs of all services directly related to the program, such as Materials, Labor, and any other costs not related to personnel costs.

*Justification:* Demonstrate all Material and Labor costs are appropriate and reasonable for the amount of work being performed.

**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 any accompanying management letter, to demonstrate the adequacy of its accounting system. The requirements for an adequate accounting system may include, but not be limited to, keeping accurate procurement and financial records required by law, the state purchasing agency, or the State Procurement Office (SPO); providing required cost data in acceptable form and in a timely manner; and compliance with generally accepted accounting principles (GAAP). Other documents may be submitted if relevant.

**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.

# **Section 4**

## **Proposal Evaluation**

# Section 4

## Proposal Evaluation

### I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation. Guidance regarding State employees training on evaluation is available at: <http://www.spo.hawaii.gov/health-human-svcs/procurementmethodshhs/hhs-procurement-methods-state-county-personnel/proposalEvaluationHandbook.pdf>

### 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 committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing. 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. When possible and practicable, the purchasing agency will utilize trained employees from other Departments or divisions to prevent bias. Scores will be tabulated and averaged to provide an overall composite score.

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 Thresholds

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	
<i>Proposal Application</i>	
Program Overview	0 points
Experience and Capability	25 points
Project Organization and Staffing	10 points
Service Delivery	55 points
Financial	10 Points
<b>TOTAL POSSIBLE POINTS</b>	<b>100 Points</b>

### III. Evaluation Criteria

#### A. Phase 1 – Evaluation of Proposal Requirements

##### 1. Administrative Requirements

The applicant must consider the WAP State Plan as well as the DOE-approved priority list for the State of Hawaii, 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, the Energy Independence and Security Act of 2007, the Federal Fund Accountability and Transparency Act, and other guidance.

The applicant's proposal must account for grant guidance and management information provisions for the Low-Income WAP for PY12 issued by Federal and State agencies such as USDOE, the Office of Management and Budget (OMB) and the State Procurement Office (SPO). All guidance, including technical assistance and suggestions, are available on the Weatherization Technical Assistance Center website: [www.waptac.org](http://www.waptac.org).

Proposals which do not comport with applicable Federal, State, or local government regulations or guidance will be rejected.

##### 2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

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

**Program Overview:** No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

## 1. Experience and Capability (25 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

<b>a. <i>Necessary Skills</i></b>	<b><u>4</u></b>
<ul style="list-style-type: none"> <li>• Identifies skills, abilities, and knowledge relating to the delivery of the proposed services.</li> </ul>	<u>2</u>
<ul style="list-style-type: none"> <li>• Demonstrates skills, abilities, and knowledge relating to the delivery of the proposed services.</li> </ul>	<u>2</u>
<b>b. <i>Experience</i></b>	<b><u>6</u></b>
<ul style="list-style-type: none"> <li>• Demonstrates 1 year prior experience with Weatherization or other similar services</li> </ul>	<u>1</u>
<ul style="list-style-type: none"> <li>• Provides all of the following information with respect to previous experience: contracting agency, contact person, address, telephone number and/or e-mail address, contract/program title, contract period, funding amount, and performance outcomes. In addition, the applicant shall provide a copy of relevant reports or information relating to contract/program performance. (Refer to Section 3, Proposal Application, Subsection 2b).</li> </ul>	<u>5</u>
<b>c. <i>Quality Assurance and Evaluation</i></b>	<b><u>6</u></b>
<ul style="list-style-type: none"> <li>• Has a written quality assurance plan and a written evaluation plan timely and sufficient for all proposed services, with a reasonable and relevant methodology.</li> </ul>	<u>3</u>
<ul style="list-style-type: none"> <li>• Describes what evidence or documentation will be used to verify program accomplishments, as well as policies and procedures designed to produce quality.</li> </ul>	<u>3</u>
<b>d. <i>Coordination of Services</i></b>	<b><u>6</u></b>
<ul style="list-style-type: none"> <li>• Demonstrates capability to outreach to and coordinate services with other existing agencies and resources in the community.</li> </ul>	<u>3</u>
<ul style="list-style-type: none"> <li>• Describes proposed partnerships or cooperative agreements with other public or private agencies that will assist the applicant in providing high quality WAP services, and lists partners</li> </ul>	<u>3</u>

**e. Facilities**3

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

3**2. Project Organization and Staffing (12 Points)**

The State will evaluate the applicant's overall staffing approach to the service that shall include:

**a. Staffing**6

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. 2
- The applicant shall demonstrate that applicant's assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services 1
- Staff Qualifications: Minimum qualifications (including experience) for individual staff assigned to the program align with program goals. 2
- Provide resumes, employment history, responsibilities, program experience, or other documents to substantiate fulfillment of qualifications 1

**b. Project Organization**6

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. 2
- Applicant describes supervisory protocols for staff, subcontractors, and volunteers, as applicable. 1
- Organization Chart: Applicant includes agency and program specific organizational charts with adequate written description. 2
- The applicant shall reflect the position of each staff and line of responsibility/supervision as well as why supervision and direction are adequate for the services. 1

### 3. Service Delivery (53 Points)

*Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.*

- Clearly identifies and describes the geographic area(s) and the targeted population groups that it proposes to serve. Demonstrates, 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. 9
- Describes and justifies 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. 7
- Explain how applicant would provide all of the services required in Section 2, Item III – Scope of Work, namely: Intake, Dwelling Unit Assessment and Energy Audit, Installation of Energy Efficiency/Health and Safety Devices, and Energy Conservation Education. 10
- 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. 10
- The applicant shall state the amounts of the required outputs that it proposes to provide, outcomes that it expects to achieve or that will result from its services, and applicant's ability to propose the proper instruments and measuring tools to evaluate and confirm outcomes. Demonstrates that applicant proposes feasible, effective amounts of program outputs and outcomes. 8
- Describes documentation used to verify each of the program outputs and outcomes and explains in sufficient detail how outputs/outcomes will be tracked and documented in client's files and/or agency records. 9

**4. Financial (10 Points)**

The State will evaluate the proposal's financial merit, including Pricing Structure and Adequacy of Accounting System:

**a. Pricing Structure**5

- 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. Demonstrates pricing structure comports with that in the Compensation and Method of Payment section.

5**b. Accounting System**5

- Demonstrates, through narrative and appropriate documentation such as a recent independent audit, 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**C. 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.

Each award shall consider the responsiveness of the applicant to the specifications outlined in the request for proposals, as well as the responsibility of the applicant to perform the services. "Responsibility" in this context means the ability of an applicant to perform the required services based on experience, capacity, agency size and staffing, and other factors that may affect the service.

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**

- A. Proposal Application Checklist
- B. Sample Proposal Table of Contents
- C. Output and Measure Installation Proposal Table

## 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 are 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
<b>General:</b>				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	<b>X</b>	
Proposal Application Checklist	Section 1, RFP	Attachment A	<b>X</b>	
Table of Contents	Section 5, RFP	Section 5, RFP	<b>X</b>	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	<b>X</b>	
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*	<b>X</b>	
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*	<b>X</b>	
SPO-H-206B	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206F	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
<b>Certifications:</b>				
<b>Federal Certifications</b>		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		
<b>Program Specific Requirements:</b>				

\_\_\_\_\_

Authorized Signature

\_\_\_\_\_

Date

Sample

## Proposal Application Table of Contents

<b>I.</b>	<b>Program Overview</b> .....	<b>1</b>
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<b>VII.</b>	<b>Attachments</b>	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
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	Financial Audit for fiscal year ended June 30, 2011	
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