

# Waupaca County Department of Health and Human Services

## Request for Proposal (RFP) Wisconsin Home Energy Assistance Program (WHEAP) Subcontractor RFP19-012-22

**Deadline for RFP Submissions:**  
**Friday August 2, 2019 at 12:00pm (Noon)**  
Late Proposals Will Be Rejected

**Submit Sealed RFP to This Exact Address:**  
Waupaca County Department of Health and Human Services  
Attn: Erica Becker  
811 Harding Street  
Waupaca WI, 54981

### Important Dates and Times (all times are CST)

Proposal Release Date:	July 1, 2019
Questions Due:	July 24, 2019 @ 12:00 p.m.
Responses to Questions Posted:	July 26, 2019
Proposals Due:	August 2, 2019 @ 12:00 p.m.
Public Opening of Proposals:	August 2, 2019 @ 3:00 p.m.
Selection and Notification:	August 7, 2019 @ 5:00 p.m.



## Wisconsin Home Energy Assistance Program (WHEAP) Subcontractor

### 1.0 INTRODUCTION

Waupaca County Department of Health and Human Services (Agency) is requesting proposals from service providers for the administration and delivery of the Wisconsin Home Energy Assistance Program (WHEAP).

WHEAP is funded by the U.S. Department of Health and Human Services' (HHS) Low Income Home Energy Assistance Program (LIHEAP) and Wisconsin's Public Benefit (PB) program. WHEAP aims to reduce a household's energy burden by providing a one-time payment to assist with a portion of the heating cost to low-income households that are at or below the 60 percent State Median Income limit. A household may also be eligible to receive a payment for non-heating electric costs through funding provided by the PB program.

Eligibility criteria determination and authorization of WHEAP is according to the policies of the Division of Energy, Housing & Community Resources (DEHCR) as contained in the WHEAP Operations Manual.

The WHEAP Operations Manual is available at the Home Energy Plus (HE+) Website:

<http://www.homeenergyplus.wi.gov/>

Waupaca County is a local administrative and executive Wisconsin Home Energy Assistance Program service agency. The Division of Energy, Housing and Community Resources (DEHCR) contracts with counties and tribes within the State of Wisconsin for local administration and delivery of WHEAP services.

The provider's compensation will be paid based on the federal guidelines for this service for the contract year (October 1 – September 30). The rate for fiscal year 2020 (to take effect October 1, 2019) has not been set.

The following 2019 allocation can be utilized to estimate federal funding amounts for budget/program and planning purposes for Federal Fiscal Year 2020. Allocations are dependent upon approval from the Department of Administration (DOA) Secretary and federal funding allocations.

LIHEAP General Operations:	\$20,821
Public Benefits – Operations:	\$13,013
Weatherization Operations:	\$20,821
LIHEAP Crisis Services:	\$31,562
Public Benefits – Outreach:	<u>\$14,574</u>
<b>Total Allocation</b>	<b>\$110,312</b>

NOTE: Any of the operations accounts can be used for administrative and staff cost. Staff salary can also be from Crisis Services if costs are associated with providing crisis services. Section 8.3.5 in the WHEAP Operations Manual outlines allowable costs.

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Complete the Cost Proposal using this amount as your annual contract sum. This annual contract sum is just for the provider's operational expenses. Client payouts are not part of this contract sum and the provider does not have to fund the payouts.

### 2.0 SCOPE OF SERVICES

The Agency intends to use the results of this process to award a contract to provide services as described in this RFP.

The awarded Contractor shall be responsible for conducting the daily operations of WHEAP at an approved facility. The awarded Contractor shall be responsible for the orderly safekeeping, maintenance, and operation of all equipment and facilities in use for the operation of the program. The awarded Contractor shall follow industry standards, best practices, and applicable Federal, State and local regulations and standards to ensure safe operations for employees, customers and the general public.

Through the selection process, the awarded Contractor should meet the following objectives:

- Fully administer the WHEAP in accordance with the WHEAP Operations Manual and Home Energy Plus (HE+) Furnace Manual
- To efficiently and accurately determine eligibility for applicants and process benefit/service requests in a policy compliant and timely manner
- Provide case management for all customers
- To operate various site(s) through Waupaca County in order to provide sufficient access to County residents
- Provide a local or toll-free telephone number that people can call, year-round, to inquire about the Home Energy Plus programs
- Maintain a 24/7 crisis contact number for evenings and weekend emergencies
- Provide a public site with information regarding WHEAP. It shall include, but is not limited to, application requirements, application site(s) and hours of operations and emergency/after-hours procedures
- Authorize payments, fuel delivery, and/or disconnection prevention to eligible individuals to meet emergency energy needs
- Provide eligibility for and administration of the HE+ Furnace Program
- Annually complete the DEHCR required Crisis Plan and Program Operations and Community Services Plan
- Implement and maintain an HE+ compliant General Quality Assurance Plan and Furnace Quality Assurance Plan
- Participate in Administrative Reviews and Desktop Monitoring (DTM) conducted by the Division of Energy, Housing & Community Resources
- Provide outreach services to maximize participation of WHEAP
- Ensure that persons with limited English proficiency (LEP) or are disabled/impaired have equal access to benefits and services

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- Complete HE+ policy compliant internal General Quality Assurance and Furnace Quality Assurance activities
- Establish a disaster plan according to the WHEAP Operations Manual
- Annually attend the Home Energy Plus Training Event
- Provide accurate monthly billing of all activity by funding source in accordance with the approved annual budget and the WHEAP Operations Manual

### 2.1.1 Program Requirements

The Provider shall administer the following programs throughout the program year, in accordance with the WHEAP Operations Manual:

#### **WHEAP – Regular Benefits**

Regular Benefits provide assistance with current season heating (LIHEAP) and/or non-heating electric (PB) expenses. Regular Benefits are provided on behalf of eligible households to the energy vendor (utility or bulk fuel vendor) or, in a limited number of situations, directly to the applicant. Households may be eligible for one or both of the benefits. Households may receive only one regular heat and/or one regular electric (non-heating) benefit during each heating season (October 1 to May 15). Regular Benefits provide assistance with the home energy bills and are not intended to cover the total costs of heat or electricity.

#### **WHEAP – Crisis Assistance Benefits**

Crisis Assistance, whether LIHEAP or PB, is intended to allow the local WHEAP administering agency to respond to special situations; dealing with emergency situations or acting proactively to avoid energy loss. Crisis Assistance is a discretionary benefit to households; even if a household is eligible, they may not receive crisis assistance. The eligibility requirements are determined by Waupaca County.

Crisis Services funds are also allocated to local WHEAP agencies to provide a mechanism for purchase of services (such as education—energy or financial) and goods (such as Weatherization kits) for customers. These funds may also be used to cover local agency costs of processing applications for Crisis Assistance.

#### **WHEAP – Furnace Service**

Eligible households, whose furnace (heating system) ceases to operate or presents a safety threat to the household, may be eligible to receive furnace services. Eligibility for furnace services shall be determined by the local WHEAP agency before any service is provided. Furnace services are a discretionary benefit to households; even if a household is eligible, they may not receive services.

The HE+ Furnace Program eligibility criteria and service requirements are outlined in the HE+ Furnace Program Manual.

### 2.1.2 Service Statistics

In Federal Fiscal Year (FFY) 2018, the agency processed over 2,900 applications and issued almost \$1M dollars in regular and crisis benefits to Waupaca County residents. Additional information on

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FFY 2018 and prior years for Waupaca County, the State of Wisconsin, and other counties can be found on the Detailed Reports page of the Wisconsin Home Energy Plus webpage via <http://homeenergyplus.wi.gov/category.asp?linkcatid=273&linkid=120&locid=25>

Customer Data	Count	Expenditures
Total Number of Households Applied for Regular Benefits	2,385	
Number of Households Paid Regular Benefit	2,258	1,231,299
Average Heat Benefit	2,170	830,266
Average PB Benefit	2,148	401,033
Total Number Households Paid Crisis Assistance	707	168,231
Average Heat Benefit	445	103,221
Average PB Benefit	299	65,010
Total Heating Unit Repairs Paid	38	10,709
Total Heating Unit Replacement Paid	29	112,948

### 3.0 CONTRACT TERM

The estimated effective date will be October 1, 2019. The contract period shall be an initial one (1) year from the effective date. There is the option for four one-year extensions with mutually agreed upon terms. To ensure the delivery of improved services and competitive pricing, to address potential performance issues, changes in technology or industry consolidation, the county reserves the right to negotiate the pricing and terms at the time of contract renewal.

A provider may not issue news releases or make any statements to the news media pertaining to the subject of this contract without the prior written approval of the County.

### 4.0 VENDOR QUESTIONS

The deadline for vendor questions is 12:00 pm on July 24, 2019. Email all questions to [renae.conery@co.waupaca.wi.us](mailto:renae.conery@co.waupaca.wi.us). All questions will be answered online at [http://www.co.waupaca.wi.us/businesses/bids\\_and\\_proposals.php](http://www.co.waupaca.wi.us/businesses/bids_and_proposals.php) on July 26, 2019.

### 5.0 ON-SITE INTERVIEW

Provider(s) may be required to come onsite to Waupaca County for an interview. The County would notify the selected finalists if interviews would be needed and the County would give the provider(s) at least 7 business days to prepare for the meeting. The County shall not be liable for any costs incurred by the Provider in preparing for or attending the interview.

### 6.0 CONFIDENTIAL INFORMATION

It is the intention to maintain an open and public process in the solicitation, submission, review, and approval of procurement activities. Proposals will not be released or available for public inspection prior to the award and full execution of the final Agreement.

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Proposals submitted in conjunction with this RFP may become public record and consequently, open for public inspection. If there are confidential or proprietary sections of Proposals which a Provider requests be exempted from this requirement, Provider(s) must complete Attachment D.

Only items specifically referenced within Attachment D will be considered as confidential. If nothing is listed with your Proposal, it will be assumed nothing is requested to be confidential. Providers must include a justification for why the proposed confidential sections identified in Attachment D should be exempted from public disclosure.

Notification of the County's determination on such requests will be made prior to release of any of the information in the Proposal.

Information cannot be kept confidential unless it is a trade secret. Trade secret is defined in §134.90(1)(c), Wis Stats. as follows: "Trade secret" means information, including formula, pattern, compilation, program, device, method, technique or process to which all of the following apply:

1. The information derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.
2. The information is the subject of efforts to maintain its secrecy that are reasonable under the circumstances.

### 7.0 CONTRACT

Reference Attachment F for the County's contract for this service. This is the only contract that will be used and it will not be modified.

### 8.0 PROPOSAL SUBMITTAL

In order for the evaluation team to adequately compare proposals and evaluate them uniformly and objectively, the Provider must submit your response to this RFP in the following format:

The proposal should address all the points outlined below in the order the points are presented. The proposal should be prepared simply and economically, providing a straightforward, concise description of the provider's capabilities to satisfy the requirements of the request for proposals.

- Cover Letter - Identify the RFP subject and RFP number: RFP19-012-22. Provide information on the two points of contract regarding the years of experience with WHEAP service; not to exceed one page.
- Qualifications of the Provider – Explain your organizations structure and qualifications and experience as they relate to delivering WHEAP services. Provide any data/information to demonstrate your ability to achieve the County's desired outcome with this program. Provide your locations and hours.

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- Staff Qualifications – Describe your staffing patterns including the number of FTE positions necessary to provide the service. Include an organization chart which indicates the individuals who would be assigned to this project including their job descriptions. Provide resumes of the individuals, including any certifications held. Describe how the staff would meet the needs of the culturally diverse population that is served.
- Service Plan– Describe in detail your ability to meet all our requirements as set forth in Attachment B: Service Plan Minimum Requirements.
- Implementation – Describe your implementation plan to include timeframe, hiring of staff, etc.
- References – Provide references of a minimum of two and maximum of four similar projects. Include the project description, location, contact name and title, telephone number and email.
- Attachments: Include
  1. Attachment A Bidder Information,
  2. Attachment C Cost Proposal
  3. Attachment D Confidential Information
  4. Attachment E Submittal Checklist

### 9.0 EVALUATION

At a high level, your proposal will be evaluated on the following –

- Qualification and Experience of Provider
- Qualifications and Experience of Personnel
- Scope of Service
- References and Similar Projects
- Cost

### 10.0 PURCHASING POLICY & PROCEDURE INFORMATION

Renae Conery  
Purchasing Asset Manager  
renae.conery@co.waupaca.wi.us

### 11.0 CLARIFICATION AND/OR REVISIONS TO THE SPECIFICATIONS AND REQUIREMENTS

Providers must examine the RFP documents carefully. Before submitting a Proposal the Provider may request from the County's contact person additional information or clarification by 12:00 pm on July 24, 2019. A Provider's failure to request additional information or clarification shall preclude the Provider from subsequently claiming any ambiguity, inconsistency, or error.

The County will issue responses to inquiries and any other corrections or amendments it deems necessary in an addendum on July 26, 2019. Providers should rely only on the representations,

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statements or explanations that are contained in this RFP and the addendum to this RFP. Where there appears to be a conflict between the RFP and any addendum issued, the last addendum issued will prevail.

It is the Provider's responsibility to assure receipt of all addenda, which will be posted online at [http://www.co.waupaca.wi.us/businesses/bids\\_and\\_proposals.php](http://www.co.waupaca.wi.us/businesses/bids_and_proposals.php). Upon posting, such addenda shall become part of the RFP and binding on Provider(s).

### 12.0 COUNTY RESERVATION

- a. This proposal request does not commit Waupaca County to make an award or to pay any costs incurred in the preparation of a proposal in response to this request.
- b. The proposals will become part of Waupaca County's files without any obligation on Waupaca County's part.
- c. The provider shall not offer any gratuities, favors, or anything of monetary value to any official or employee of Waupaca County for any purpose.
- d. Waupaca County has the sole discretion and reserves the right to cancel this proposal and to reject any and all proposals received prior to award, to waive any or all informalities and or irregularities, or to re-advertise with either an identical or revised specification.
- e. Waupaca County reserves the right to request clarifications for any proposal.
- f. Waupaca County reserves the right to select elements from different individual proposals and combine and consolidate them in any way deemed to be in the best interest of Waupaca County.

### 13.0 CLOSING DATE AND PROPOSAL SUBMITTAL

Proposals will be received until 12:00 p.m. CT on August 2, 2019. The Provider must submit six (6) copies of complete proposal, including all required materials for acceptance of their proposal by the due date. All proposals received after that date and time will be rejected.

Send or deliver your proposals to:

Waupaca County Courthouse  
Department of Health and Human Services (2<sup>nd</sup> floor)  
Attn: Erica Becker, Fiscal Services Administrator  
811 Harding St  
Waupaca, WI 54981

All proposals are to be sealed and marked "RFP19-012-22 – Wisconsin Home Energy Assistance Program", in the lower left corner on the **outside** of the envelope. The envelope should also include the vendor name, contact name, and telephone number/email. Neither fax nor email proposals will be accepted.



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The proposals will be opened on August 2, 2019 at 3:00 pm in Waupaca County Courthouse Lower Level Room LL43; this is open to public observation. They will be reviewed by the Waupaca County Department of Health and Human Services to determine if all requirements are met and summarized for the decision process. Final selection of proposal will be the decision of the Waupaca County Department of Health and Human Services Board on August 7, 2019. Failure to meet mandatory requirements will result in the proposal being rejected. In the event that all vendors do not meet one or more of the mandatory requirements, the Department reserves the right to continue the evaluation of the proposals and to select the proposal which most closely meets the requirements specified in this RFP.

The Department reserves the right to reject any and all proposals and to negotiate the terms of the contract, including the award amount, with the selected applicant prior to entering into a contract. If contract negotiations cannot be concluded successfully with the selected applicant, the Department may negotiate a contract with the next choice applicant.

### 14.0 TAXES

Waupaca County is exempt from Federal Excise Tax (39-6005758) and Wisconsin Sales Tax (ES 43488).

### 15.0 METHOD OF PROCUREMENT

The method for this procurement is competitive proposal, pursuant to Chapter 16 of the Waupaca County Code of Ordinances.

### 16.0 VENUE

This agreement will be governed and construed according to the laws of the State of Wisconsin. This agreement is performable in Waupaca County.

### 17.0 STATUS OF PROPOSAL

Upon award, proposals will be considered public record and details could be posted online. Information on status could be obtained from Waupaca County's web site [http://www.co.waupaca.wi.us/businesses/bids\\_and\\_proposals.php](http://www.co.waupaca.wi.us/businesses/bids_and_proposals.php) under this project.