

State of Ohio  
 Ohio Development Services Agency  
 Office of Community Assistance  
 Electric Partnership Program

**PROPOSALS MUST BE SEALED AND ADDRESSED TO:**

Ohio Development Services Agency Office of Community Assistance c/o Electric Partnership Program RFP 77 South High Street, 25th Floor PO Box 1001 Columbus, Ohio 43216-1001	Proposal envelope must be plainly marked in lower corner with due date and Request for Proposal Number <b>OCA 002-2013</b> . Late proposals will be rejected. Proposals <b>MUST</b> be date and time stamped by the soliciting office on or before the date and time that the proposal is due. Proposals dated and time stamped in another office will be rejected. Receipt of a proposal by the mail system does not constitute receipt of a proposal by the purchasing office. Proposals must be submitted separately, i.e., not included with sample packages or other proposals. Records will be available for public inspection after issuance of the notice of intent to award or the award of the contract. The attached terms and conditions apply to any subsequent award.	
<b>REQUEST FOR PROPOSAL</b> COVER PAGE	Proposals <b>MUST</b> be in this office no later than <b>June 7, 2013 4 p.m. EDT</b>	
APPLICANT (Name and Address):	Name (Contact for further information): Olivia Dillehay, EPP Coordinator  Phone: 614-387-2731      Email: <a href="mailto:Olivia.Dillehay@development.ohio.gov">Olivia.Dillehay@development.ohio.gov</a>	
Description		
Request for Proposal for the <b>Low-Income Electric Partnership Program (EPP) State of Ohio</b> Issued on May 3, 2013  Please list all counties for which this application is being submitted, in alphabetical order:  <div style="border: 1px solid black; height: 150px; width: 100%;"></div>		
The undersigned certifies that to the best of our knowledge and belief, all information and representations are true, complete and accurate and we have read this Request for Proposal and agree to comply with all terms, conditions and specifications required in this RFP and all terms of our proposal, and that this signature reflects our compliance with all requirements of this RFP.		
Name of Authorized Representative (Type or Print)	Title	Phone (     ) Fax (     )
Signature of Above	Date	Email

**\*\*\*\* This form is attached in PDF FILLABLE format in Attachment H of this document. \*\*\*\***

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ATTACHMENT A: Grant Agreement (for reference). *Please note any anticipated exceptions in section 8.0.*

ATTACHMENT B: Financial Reimbursement Forms

ATTACHMENT C: Contact Information Form

ATTACHMENT D: Organizational Chart and (if applicable) List of Board Members and Affiliations

ATTACHMENT E: Certificates of Liability Insurance for Applicant

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## 1.0

## GENERAL INFORMATION

### 1.1 Introduction and background

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal for administering the Electric Partnership Program (EPP) in the state of Ohio. The state as represented by the Ohio Development Services Agency (Development), Office of Community Assistance (OCA) intends to use the results of this Request for Proposal (RFP) to select qualified providers for this program. Providers will be selected through the process set forth in this document. Development currently has under contract 10 EPP providers who deliver services statewide that meet the purpose of the program as follows:

EPP was developed to decrease electric consumption for Percentage of Income Payment Plan (PIPP) Plus participants or those citizens of Ohio so eligible in areas of the state of Ohio served by one of the four investor-owned utilities; Duke, First Energy, American Electric Power and Dayton Power and Light. Any usage decrease can help slow the arrearage growth of the PIPP Plus program and ultimately help control the level of the Universal Service Fund (USF) rider, which funds the PIPP Plus program. To achieve this goal, a portfolio of activities serving the needs of participants based on their fuel usage and arrearage characteristics has been created.

Each activity under EPP is based on installing Energy Conservation Measures (ECMs) that have a savings-to-investment ratio (SIR) greater than one using the most effective delivery mechanism for the group of customers it serves. It is critical that, taking into account the cost of measures and other costs, all of the jobs completed under the program, on average, also have an SIR equal to or greater than one. It is critical that overall, the program be cost-effective in order to achieve its goal of controlling and/or reducing the costs of administering the PIPP Plus program.

Each EPP activity, except as noted below, will require an audit using the OCEAN online/offline audit tool, the installation of measures, the development of an action plan through partnership with the customer and quality control. All ECMs will be installed to meet provisions of EPP Policies and Procedures. These can be found at [http://development.ohio.gov/is/is\\_epp.htm](http://development.ohio.gov/is/is_epp.htm). All weatherization work completed under EPP must be installed to meet the standards of the Ohio Weatherization Program Standards (WPS). WPS can be found at [http://development.ohio.gov/is/is\\_weath\\_standards.htm](http://development.ohio.gov/is/is_weath_standards.htm)

Funding under this program will be allocated to each provider based upon eligible population and availability of USF monies allocated to the program (current funds shown below). The following funding amount will be allocated to the new providers for program year 2013 and is funded by the following utilities through the USF rider.

AEP	\$6,092,733
Duke	\$415,130
DP&L	\$1,930,683
FE	\$3,184,709
Total	\$11,623,255

## 1.2 Scope of the project

Development is soliciting proposals from which to select providers of EPP services to low-income households located in the state of Ohio. Said services will be performed in accordance with the EPP audit/inspection procedures which are available online at [http://development.ohio.gov/is/is\\_epp.htm](http://development.ohio.gov/is/is_epp.htm) and/or weatherization inspection procedures which are outlined in OWPS section 201, available online at [http://development.ohio.gov/is/is\\_weath\\_standards.htm](http://development.ohio.gov/is/is_weath_standards.htm).

Development is seeking organizations/companies to deliver services between August 1, 2013 and June 30, 2014. Development reserves the right to extend the funding agreement for an additional two years. Development also reserves the right to terminate the funding agreement for some or all of the providers based upon the provider not meeting the performance goals as defined in the Grant Agreement (Attachment A).

Each activity under EPP is based on installing Energy Conservation Measures (ECMs) that have a savings-to-investment ratio (SIR) of one or greater using the most effective delivery mechanism for the group of customers it serves.

EPP will have two levels of service:

- High Use Baseload efficiency only (BL); and
- Baseload Plus Weatherization, for those with specific electric heat or cooling load (B+Wx).

## 1.3 Procuring and contracting agency

The grant agreements resulting from this RFP will be administered by Development. The contact person for the program is Olivia Dillehay, EPP Coordinator, Office of Community Assistance, Ohio Development Services Agency.

## 1.4 Definitions

The following definitions are used throughout the RFP.

**Applicant:** an organization submitting a proposal in response to this RFP.

**Baseload:** household electrical usage not associated with heating and cooling.

**Baseload (BL) Measures:** qualified items or actions which reduce electric usage. The measures can include an energy audit, lighting retrofits, appliances, energy conservation education and other qualified repairs/upgrades. See the EPP price list for more details.

**Baseload Plus Weatherization (B+Wx)** is targeted to those clients who have high heating or cooling loads. This program may include adding insulation, performing heating system inspections and addressing health and safety measures.

**Community Action Agency (CAA):** a private nonprofit or public organization in Ohio that was created by the federal government in 1964 to combat poverty in geographically designated areas, or has received designation as a CAA either from

the local government under the provisions of the Economic Opportunity Act of 1964, or from the state under the Community Services Block Grant Act of 1981, as amended. CAAs are the only entities eligible to receive Community Services Block Grant funding, according to statute, which is a defining feature of the program.

**Contractor:** a person or business which has a contract (as an "independent contractor" and not an employee) to provide some portion of the work or services on a project. Contractors are private, not public, entities and provide direct services to sub-grantees.

**Home Weatherization Assistance Program (WAP/HWAP):** a federally funded program which weatherizes homes of income eligible residents.

**Memorandum of Agreement (MOA):** a document that provides details of an agreement between two organizations to provide EPP services.

**Ohio Community & Energy Assistance Network (OCEAN):** the online network/software developed by Development to administer energy assistance programs in the state of Ohio. The EPP portion of OCEAN also includes an offline audit tool to be used in the field. All EPP functions, with the exception of weatherization audits, must be completed in OCEAN.

**Ohio Development Services Agency (ODSA):** The state agency that administers the Electric Partnership Program (EPP) in addition to Community Services Block Grant (CSBG), Home Energy Assistance Program (HEAP), Home Weatherization Assistance Program (HWAP) and the Percentage of Income Payment Plan Plus (PIPP Plus). It is referred in this document to as "Development."

**Ohio Weatherization Program Standards (OWPS/WPS):** the standards that detail the required methods of inspecting for energy saving measures within a home and installing measures as needed for Ohio's Home Weatherization Assistance Program (HWAP). These standards also apply to work completed under EPP.

**Savings-to-Investment Ratio (SIR):** a method for determining whether or not the benefits of a program are equal to or more than its costs. This method is used to test the cost-effectiveness of EPP.

**South Middlesex Opportunity Council Energy Reporting Software (SMOC-ERS):** the software developed by the SMOC that includes both the baseload and weatherization audits and allows for management of program data including printing reports. All EPP weatherization audits completed in SMOC-ERS will be invoiced in OCEAN. SMOC-ERS is being phased out by the new OCEAN software.

**State of Ohio:** referred to as the "state."

## 1.5 Clarification and/or revisions to the specifications and requirements

Any questions concerning this RFP must be submitted via email on or before 5 p.m. EDT May 20, 2013 to the following address:

[EPPADMIN@Development.ohio.gov](mailto:EPPADMIN@Development.ohio.gov)

Applicants are expected to raise any questions, exceptions or additions they have concerning the RFP document at this point in the RFP process. If an applicant discovers any significant ambiguity, error, conflict, discrepancy, omission or other

deficiency in this RFP, the applicant should immediately notify the above named individual of such error and request modification or clarification of the RFP. Questions and answers will be posted to the Development website.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and/or supplements will be posted to the Development website as well. Each proposal shall stipulate that it is predicated upon the requirements, terms and conditions of this RFP and any supplements or revisions thereof.

Any contact with state employees concerning this RFP is prohibited during the period from date of release of the RFP until the notice of intent to contract is released.

### **1.6 Bidders' meeting**

A bidders' conference will be held May 10, 2013 at 10:00 am. It will take place on the 31<sup>st</sup> Floor at the Vern Riffe Center for the Arts and Government, 77 S. High Street, Columbus, Ohio to respond to questions and to provide any needed additional instruction to applicants on the submission of proposals. All applicants who intend to respond to the RFP should attend the bidders' meeting.

### **1.7 Reasonable accommodations**

Development will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request. If you think you need accommodations at a proposal opening/applicant conference, contact [EPPADMIN@Development.ohio.gov](mailto:EPPADMIN@Development.ohio.gov).

### **1.8 Calendar of events**

Listed below are specific and estimated dates and times of actions related to this Request for Proposal (RFP). The actions with specific dates must be completed as indicated unless otherwise changed by the state. In the event that the state finds it necessary to change any of the specific dates and times in the calendar of events listed below, it will do so by issuing a supplement to this RFP.

<b>DATE</b>	<b>EVENT</b>
May 3, 2013	RFP available
May 10, 2013 10 a. m. EDT	Bidders' Meeting
May 20, 2013 5 p.m. EDT	Deadline to submit questions
May 24, 2013	Answers returned
June 7, 2013 4 p.m. EDT	Deadline to submit proposals
July 1, 2013	Announcement of successful applicants
July 8, 2013	Funding Agreement mailed for signature

### **1.9 Contract term**

The contract shall be effective from August 1, 2013 through June 30, 2014.

## **2.0 PREPARING AND SUBMITTING A PROPOSAL**

### **2.1 General instructions**

The evaluation and selection of a provider and the contract to provide services will be based on the information submitted in the applicant's proposal. Failure to respond to

each of the requirements in the RFP may be the basis for rejecting a response. In the event no viable proposals are submitted for a county(s), the area will be re-bid. Previous bidders will have the opportunity to re-submit during the subsequent open competition period.

## **2.2 Incurring costs**

The state of Ohio is not liable for any cost incurred by applicants in replying to this RFP.

Current providers may not charge time for preparation of this RFP to the current grant.

## **2.3 Submitting the proposal**

Applicants must submit a full proposal. Submissions are due by June 7, 2013 at 4 p.m. EDT and **must include** an original, so marked and three copies of all materials and be delivered to:

Ohio Development Services Agency  
Office of Community Assistance  
c/o Electric Partnership Program RFP  
77 South High Street, 25th Floor  
P.O. Box 1001  
Columbus, Ohio 43216-1001

Proposals must be received in the above office by the specified time stated above. **NO PROPOSALS WILL BE ACCEPTED ELECTRONICALLY**, including by email or fax or other electronic method. They may be hand-delivered to the receptionist of Community Services Division on the 24<sup>th</sup> floor at the address above, where one written receipt will be issued to the person delivering the proposal. All proposals must be time-stamped as delivered by the stated time. Proposals not so stamped will not be accepted.

All proposals must be packaged and show the following information on the outside of the package:

- Applicant's name and address
- Request for proposal title
- Request for proposal number
- Proposal due date

## **2.4 Proposal organization and format**

Proposals should be typed and submitted on 8.5 x 11 inch paper bound securely. Font must be 10 point or larger and at least 1.5 spaces between lines. Pages must be numbered. Proposals should be organized and presented in the order and by the number assigned in the RFP starting with Section 4.0. Proposals must be organized with headings and subheadings related to the grant outline as described in this RFP. Attachments or documentation requested should be provided in the proposal in the section where it was requested or as an attachment, if requested as such. Each heading and subheading should be separated by tabs or otherwise clearly marked. Failure to provide any requested information in the prescribed format may result in disqualification of the proposal.

## **2.5 Multiple proposals**

Multiple proposals from a single applicant are not permitted.

## 2.6 Withdrawal of proposals

Proposals shall be irrevocable until the contracts are award unless the proposal is withdrawn. Applicants may withdraw a proposal in writing at any time up to the proposal closing date. To accomplish this, the written request must be signed by an authorized representative of the applicant and submitted to [EPPADMIN@Development.ohio.gov](mailto:EPPADMIN@Development.ohio.gov). If a previously submitted proposal is withdrawn before the proposal due date and time, the applicant may submit another proposal at any time up to the proposal closing date and time.

## 3.0 PROPOSAL SELECTION AND AWARD PROCESS

### 3.1 Preliminary evaluation and key considerations

Full proposals will be reviewed initially to determine if mandatory requirements for documentation are met. If no qualified applications are received, the area will then be re-bid for 15 days in open competition. Previous applicants would be eligible to re-submit during this time and include missing documentation or correct deficiencies.

### 3.2 Proposal scoring

Accepted proposals will be reviewed by an evaluation committee and scored against the evaluation criteria. An applicant may not contact any member of the evaluation committee except at the direction of the state. The evaluation committee's scoring will be tabulated and averaged and the proposals ranked based on the averaged numerical scores received.

Current providers in each county will receive 50 points preference in the application.

### 3.3 Evaluation criteria

The following criteria will be used to score each proposal:

	Description	Points
1.	<b>4.0 General proposal requirements (POSSIBLE TOTAL 300 POINTS)</b>	
	4.1.1 Past Performance and Agency Standing	50
	4.1.2 Accounting System and Description	25
	4.1.3 Organization Chart and Description	25
	4.1.4 Personnel/staffing	75
	4.1.5 Audit and Financial Reports	25
	4.1.6 Procurement	25
	4.1.7 Experience with low income households	75
2.	<b>5.0 Technical requirements (POSSIBLE TOTAL 300 POINTS)</b>	
	5.1 Experience in installing Energy Conservation Measures	75
	5.2 Work Flow	50
	5.3 Start-up Plan (not required for current providers )	75
	5.4 Operational Plan	50
	5.5 Staff duties/qualifications	50
3.	<b>6.0 Preference Points (POSSIBLE TOTAL 50 POINTS)</b>	
	6.1 Current provider of EPP services in county	50
	<b>Total:</b>	<b>650</b>

The evaluation committee must award at least 350 points for the General and Technical requirements (including the preference points, if applicable). A proposal that receives fewer than 350 points will be ineligible for further consideration and the requested territory will be re-bid as detailed in section 3.1 if there are no qualified bidders for that territory.

### **3.4 Right to reject proposals and negotiate contract terms**

All proposals are expected to meet the guidelines of this RFP. Proposals not submitted in the format requested will not be scored. Late proposals will not be scored. No supplemental or revised materials will be accepted after the scheduled date for submission except when specifically requested by Development.

Development reserves the right to:

- Accept or reject any and all proposals that fail to meet the provisions of the RFP and rebid the county or counties requesting new proposals from qualified parties;
- Waive or modify minor irregularities in proposals received;
- Negotiate with applicants, within the requirements of the RFP, to best serve the interests of the state of Ohio;
- Require the submission of modifications or additions to proposals as a condition of further participation in the selection process;
- Fund any proposal in full or in part; and/or,
- Adjust the dates for whatever reason it deems appropriate.

In accordance with federal and state statutes and Development policy, no person shall be excluded from participation or subject to discrimination in the RFP process on the basis of race, color, age, sex, national origin, military status, religion or disability.

### **3.5 Award and Tiebreakers**

The state will compile the final scores for each proposal. The award will be granted to the highest scoring responsive and responsible applicant(s) by county. In the event of a tie, the Deputy Chief of the Office of Community Assistance will read and score all proposals for the county(s) and choose the provider.

### **3.6 Notification of intent to award**

All applicants who respond to this RFP will be notified in writing of the intent of the state to award the contract(s) as a result of this RFP.

### **3.7 Appeals process**

Notices of intent to protest and protests must be made in writing to the procuring agency. Protestors should make their protests as specific as possible and should identify statutes and Ohio Administrative Code provisions that are alleged to have been violated.

Any written notice of intent to protest the intent to award a contract must be emailed to the following and received in his/her office no later than five (5) working days after the notices of intent to award are issued:

Randall Hunt, Deputy Chief, OCA  
[Randall.Hunt@development.ohio.gov](mailto:Randall.Hunt@development.ohio.gov)

Any written protest must be received within ten (10) working days after the notice of intent to award is issued and must be mailed or hand-delivered to the following address with a copy to Chief Legal Counsel at the same address, 29th floor:

Ohio Development Services Agency  
Office of Community Assistance  
c/o Electric Partnership Program RFP  
77 South High Street, 25th Floor  
PO Box 1001  
Columbus, Ohio 43216-1001

The decision of the Deputy Chief may be appealed to the Office of Legal Services at the Ohio Development Services Agency within five (5) working days of issuance, with a copy of such appeal filed with the procuring agency. The appeal must allege a violation of Ohio or federal statute or a section of the Ohio Administrative Code.

#### **4.0 GENERAL PROPOSAL REQUIREMENTS**

**Include all requested documentation as described in this section in the proposal.**

##### **4.1 PAST PERFORMANCE AND AGENCY STANDING**

Provide a general statement of the organization's history, business climate and philosophy.

**4.1.1** Describe any civil or criminal action brought against your organization or its individual staff members and any sanctions or special contract conditions that have been imposed by any funding source in the past three years. Fully explain how such sanctions or conditions were satisfied, if applicable, and any outstanding sanctions or conditions. Additionally, disclose any open investigations by federal or state oversight agencies and any grants willingly or forcefully revoked in the past 10 years. Please describe any material litigation to which your company is currently a party. In addition, please describe any material litigation that your company has been involved in during the last three years. Please provide a list and describe litigation brought or threatened against your company by existing or former clients during the past five years.

**4.1.2** Describe and explain the accounting system that will be used to track funding and expenditures related to this award.

**4.1.3** Provide an organizational chart for your entire organization (Attachment D). Identify all programs operated by your organization. Describe how the organization operations are reflected through the organization chart. Discuss how the EPP would fit within the structure, or explain what changes will be made to accommodate the program. Describe the organization's management philosophy. Also, please answer the following questions:

- Yes/No: Has Provider undergone any changes in its organization structure within the last 18 months? If yes, please describe.
- Yes/No: Is any change in ownership or organizational structure currently under review or being contemplated? If yes, please describe.

**4.1.4** Key staff – Provide resumes describing the educational and work experiences for each of the key administrative staff members who will be assigned to or paid from the project, including all administrative staff. **Include this documentation in this section of the proposal.**

**4.1.5** **Submit all single-agency (and Development Audit Reports, if a current provider) and accompanying management letters concerning your most recent audit for your organization.** The single-agency independent audit must have been performed utilizing Generally Accepted Accounting Principles and Generally Accepted Auditing Standards. The audits will be used to evaluate the applicant's Financial Management record. In addition, submit the most recent financial statements approved by the entity's governing body, including but not limited to the following:

For Profit and Not-for-Profit Organizations:

Statement of Financial Position

Statement of Activities

Statement of Functional Expenses

Statement of Cash Flows

Governmental Entities:

Statement of Assets

Statement of Activities

Balance Sheet

Statement of Revenues, Expenses and Changes in Fund Balances

Statement of Cash Flows

**4.1.6** In this section, please describe your agencies procurement policies for EPP. Agencies must own EPP inventory. Please describe the providers plan to comply with this standard.

Development approval of all contracts for EPP services (i.e. heating unit work, installation of materials) is required. Copies of all contractor certifications, training, and other necessary documentation will be required for all awarded providers.

**4.1.7** Experience in assisting low-to-moderate income households.

Provide information about the organization's experience in working with, providing services to, low-income and low-to-moderate income households or groups. Distinguish between services provided to very low-income (100 percent of poverty or less), low-income (100 percent to 200 percent of poverty) and moderate income households/groups (more than 200 percent of poverty). In addition, state the number of years the organization has held each contract for service. Discuss any accommodations or adaptations made to effectively serve these population segments.

## **4.2 Memorandums of Agreement (MOAs)**

Applicants must include a list of all entities (nonprofit, for profit, governmental, etc.) with whom the applicant has an agreement in place to provide services. **Completed MOAs must be included in this section** and marked as such as part of this application. MOAs should clearly define the relationship and responsibilities of each entity and must state, at the minimum, the name and contact person for each entity, contact information, terms of the agreement, procurement and equipment/tools

agreements in place and terms for reimbursement from the provider awarded these funds.

All MOAs must be attached and signed by the Executive Director and Board of Directors of each organization. Development awards funds to one eligible applicant as the “provider,” even if other eligible applicants are named as “partners,” “co-applicants,” or members of a “coalition” or “consortium.” The provider is accountable to Development for the proper expenditure of funds.

#### **4.3 Contracted Services and Supplier Diversity – Minority Business Program**

The state of Ohio is committed to the promotion of Minority Business Enterprise (MBE)/Encouraging Diversity, Growth and Equity (EDGE) in the purchasing program of the state. **In this section, provide a list and contact information for all proposed private contractors expected to carry out administrative or support functions for EPP. Please state if any contractors or vendors intended to be used by the applicant are certified MBE or EDGE businesses.** A listing of certified businesses, as well as the services and commodities they provide, is available from the Department of Administrative Services. This listing and more information is available at <http://das.ohio.gov/Divisions/EqualOpportunity/MBEEDGECertification/tabid/134/Default.aspx>.

### **5.0 TECHNICAL REQUIREMENTS**

#### **5.1 Technical requirement 1 – Applicant’s recent experience and performance in installing Energy Conservation Measures, weatherization or housing rehabilitation/renovation or other similar activities.**

Provide information describing the applicant’s experience in conducting energy conservation measures, housing rehabilitation/renovation, weatherization or similar activities in the last five years. This may include a description of the programs operated, time period operated, sources of funding and amounts, number of households served, performance measures and performance. Be sure to describe the approach to dealing with site work, whether subcontracted or performed by the applicant’s employees. Explain if this work continues to be conducted or if the program is not currently operated. If the program is not currently operated, explain why it was terminated.

Provide specific information on how jobs were/are tracked to manage the flow of work, scheduling of subcontractors and inspections. Identify how this information is used to plan for and manage production. Provide information that demonstrates how you assure quality control of staff and subcontractor work. Current providers may include the following for the past five years as a demonstration of program quality and effectiveness: actual units completed with EPP funding; information on KWH reduction; aggregate data from customer surveys; results of quality assurance plans; and any other pertinent data regarding quality of services provided. New applicants may provide letters of support from community partners and other pertinent data that demonstrates the requirements for this section.

#### **5.2 Technical requirement 2a – Workflow process for an individual Baseload Job**

Provide a detailed plan that identifies the flow of work for a typical residential unit, beginning with customer contact and ending with follow up customer contact and customer sign-off. Be sure to note each step of the process and how this will be managed for the different geographic regions of your county or counties. Describe your

experience with OCEAN, Development's online database for gathering information for EPP, and how it will be used to manage the program or other data collection programs.

**Technical requirement 2b – Workflow process for an individual Baseload plus Weatherization job.**

Provide a detailed plan that identifies the flow of work for a typical residential unit, beginning with customer contact and ending with final inspection and customer sign-off. Be sure to note each step of the process and how this will be managed for the different geographic regions of your county or counties. Describe your experience with OCEAN, Development's online database for gathering information for EPP and how it will be used to manage the program, or other data collection programs.

**5.3 Technical requirement 3 – Start-up plan.**

Provide a start-up plan identifying the stages to implement the program, including but not limited to the resources to be acquired (staff, equipment, subcontractors, etc.) and the timetable proposed for start-up.

**5.4 Technical requirement 4 – Operational plan.**

Provide a work plan, which includes as a minimum the following information for the county(s) in this application:

- i. How work will be done – crews, subcontractors or a combination
- ii. How work will be coordinated
- iii. How initial customer contact will be done
- iv. What tasks will be included during the energy audit/home assessment
- v. How the work order will be generated and work assigned
- vi. How the progress of work will be monitored
- vii. How completion of work/delivery of appliances will be determined
- viii. How follow-ups will be done
- ix. How will call-backs be handled

**5.5 Technical requirement 5 – Staff duties and qualifications.**

Provide resumes describing the educational and work experiences for each of the key program delivery staff who will be assigned to the program, including the Energy Coordinator and all auditors/inspectors. Include any staff trained to provide consumer education and the educational attainment level for all auditor/inspectors. For B+Wx jobs, agencies will be required to have a different initial inspector/auditor from final inspector and all inspectors will be required to meet requirements for Quality Control Inspectors. More information can be found at: <http://www1.eere.energy.gov/wip/certifications.html>. If positions are vacant, provide the job description and hiring criteria. In addition, provide job descriptions for all jobs related to program delivery. Provide an organization chart for the EPP.

**6.0 PREFERENCE**

**6.1 Preference for current providers**

50 points will be added to applications from current providers of EPP funded by Development. Please state in this section the counties currently served by the applicant and the number of EPP (baseload and B+Wx) jobs done under the current grant for each county by utility. Also clearly state any new counties requested as

service territories. Applicants with no previous experience in EPP may mark this section “not applicable.”

## **7.0 PAYMENT REQUIREMENTS**

### **7.1 Payment requirements**

Agencies awarded contracts must enter the budget and all financial information electronically using OCEAN, an online database developed by Development.

All requests for reimbursement must be for expenditures identified as allowable by program standards (the price list). Requests for payments are submitted monthly through the on-line OCEAN reporting system.

## **8.0 REQUIRED FORMS/ATTACHMENTS**

The following forms must be completed and submitted with the proposal in accordance with the instructions given in Section 2.4. Blank forms are provided. Required forms for this section:

**ATTACHMENT A:** Grant Agreement (for reference). Please note any anticipated exceptions in section 8.0.

**ATTACHMENT B:** Financial Reimbursement Forms

**ATTACHMENT C:** Contact Information Form

**ATTACHMENT D:** Organizational Chart and (if applicable) List of Board Members and Affiliations

**ATTACHMENT E:** Certificates of Liability Insurance for applicant

**ATTACHMENT F:** Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion

**ATTACHMENT G:** Certification of Compliance with Government-Wide Guidance of Lobbying Restrictions and a Standard Form LLL, Disclosure of Lobbying Activities

**ATTACHMENT H:** Cover Page in PDF-fillable format

**ATTACHMENT I:** EPP Price List

**ATTACHMENT J:** OCEAN Appliance Spreadsheet