# State of California

Department of
Community Services and Development

REQUEST FOR APPLICATION (RFA)
No. 2009-2010-RFA-10

Addendum No. 3: This document was changed on March 17, 2010
(corrects Phase 4 point values listed on pages 16 and 17)

# For Provider of Energy Services to the Low-Income Community in Los Angeles, Area D

March 2010

# TABLE OF CONTENTS

I. GENERAL INFORMATION
Contact Information ..... 1
Anticipated Project Timeline ..... 1
RFA Overview ..... 2

II. BACKGROUND
Statewide Program Summary ..... 4
Energy Services Program Summary ..... 5
Los Angeles, Area D Program Summary ..... 8

III. WHAT TO SUBMIT ..... 9
Item 1: Cover Letter
Item 2: Overall Approach
Item 3: Organizational Structure
Item 4: Experience with Low-Income Communities and Programs
Item 5: Experience Providing Customer Service
Item 6: Experience Marketing to Low-Income Communities
Item 7: Relationship Building
Item 8: Experience Administering Programs
Item 9: Weatherization Experience
Item 10: Ability to Mobilize
Item 11: Quality Control
Item 12: Staff and Duties
Item 13: Work Plan
Item 14: Letters of Support
Item 15: Required Documents
- Documentation of Current IRS Tax-Exempt Status
- Form 990
- Articles of Incorporation
- Agency Audit
- Conflict of Interest Statement
- Disclosures of Legal Proceedings

IV. EVALUATION CRITERIA ..... 14

V. WHAT, HOW AND WHEN TO SUBMIT ..... 18

ATTACHMENTS ..... 19

A. Los Angeles, Area D: ZIP Codes to be Served and Map
B. Work Plan Instructions
C. Boilerplate LIHEAP Contract
D. Boilerplate DOE Contract
E. Conflict of Interest Statements: Instructions

# I. GENERAL INFORMATION

## CONTACT INFORMATION

Send questions and comments regarding this RFA, via email, to: **LArfa@csd.ca.gov**

**CSD'S PHYSICAL ADDRESS:**

Department of Community Services and Development
Energy and Environmental Services Division
2389 Gateway Oaks Dr., Suite 100
Sacramento, CA 95833

**CSD'S MAILING ADDRESS:**

Department of Community Services and Development
Energy and Environmental Services Division
P.O. Box 1947
Sacramento, CA 95812-1947

## UPDATES, QUESTIONS AND ANSWERS

Throughout the bidding process, refer to CSD's website for any updates, amendments or the posting of questions and answers. Answers to all questions received by CSD regarding this bidding opportunity will be answered in writing and posted on the CSD website at: www.csd.ca.gov (look for an Area D link under "*News, Dates & Deadlines*")

## ANTICIPATED PROJECT TIMELINE

| | |
|---|---|
| RFA released and advertised | March 3, 2010 |
| CSD hosts pre-bid Webinar | March 16, 2010 |
| Proposals Due | March 25, 2010 |
| CSD reviews proposals | March 26 – April 8 |
| Interview Top 2 Candidates | April 21 - 22, 2010 |
| CSD posts Notice of Intent to Award | April 23, 2010 |
| Public Hearing | April 28, 2010 |
| CSD awards agreements | April 30, 2010 |
| Contract complete. Work begins | June 30, 2010 |

## RFA OVERVIEW

| | |
|---|---|
| **Announcement** | The State of California Department of Community Services and Development (CSD) announces the request for applications to select an eligible entity to serve low-income households in a portion of the Los Angeles area referred to as "Area D."<br><br>Because the Los Angeles area is so large and densely populated, CSD splits the area into several service territories, each assigned a separate letter designation and each served by a separate provider. Service territories are defined by ZIP codes. The ZIP codes making up Area D are listed in Attachment A of this document.<br><br>Assistance to be provided includes:<br><br>▪ Home Energy Assistance Program (HEAP)<br>▪ Weatherization<br>▪ Energy Crisis Intervention Program (ECIP)<br><br>This bidding opportunity does NOT include funding from ARRA (the American Recovery and Reinvestment Act of 2009).<br><br>Readers unfamiliar with these programs can learn more about them in this document and at CSD's website: www.csd.ca.gov. |
| **Clients to Be Served** | The provider is responsible for identifying and serving targeted low-income households (especially those with elderly, young children and disabled individuals) and households which have the lowest incomes and the highest energy costs in relation to their income. |
| **Area to Be Served** | The Los Angeles area is served by three separate energy providers. Service territories are divided by ZIP code. Please refer to Attachment A of this document for a list of ZIP codes to be served. |
| **Eligible Entities** | Private nonprofit or public agencies currently providing services to the general low-income population. In addition, California Code of Regulations [22 CCR, §100820] dictates a preference for organizations located in or near the service territory. In scoring proposals preference points will be given based on the organization's location: whether the organization is located in the service territory, in a zip code area contiguous to the service territory or in a zip code area in reasonable proximity to the service territory. |
| **Subcontracting** | Contractor may "sub" some or all of the services required by their contracts. |
| **Funding Source** | Funding for these programs comes from two sources: The U.S. Health and Human Services LIHEAP (Low-Income Home Energy Assistance Program) and the U.S. Department of Energy's Weatherization Assistance Program (DOE WAP). The selected providers will enter into two separate contracts with CSD: one for LIHEAP and one for DOE. |
| **Dollar Amount** | The funding amount varies from year to year, and in the past year, funding to all CSD energy services providers has jumped dramatically. Typically, the annual funding amount for this territory has been approximately $7 million total (approximately $6.6 million from LIHEAP and $375,000 from DOE). However, in 2008/2009 LIHEAP increased its funding amount significantly, raising the Area D grant to $16 million, and in 2009/2010, that grant remained higher at $15.2 million. |
| **Contract Period** | As long as the selected organization remains in good standing, the contract will be renewed annually. |

| | |
|---|---|
| **CSD's Right to Change** | CSD reserves the right to modify, amend, cancel, or terminate this RFA at any time by issuance of an addendum posted to its web site at www.csd.ca.gov and at www.bidsync.com.<br><br>CSD reserves the right to fund none of the proposals submitted in response to this RFA. |
| **Applications Become Public Records** | Upon execution of award, all documents submitted in response to the RFA will become the property of the State of California and will be regarded as public records under the California Public Records Act (Government Code Section 6250 et seq.) subject to review by the public. |

# II. BACKGROUND

## STATEWIDE PROGRAM SUMMARY

| | |
|---|---|
| **About CSD** | Community Services and Development (CSD) is a state department of the California Health and Human Services Agency.<br>CSD administers federal programs to help low-income families achieve and maintain self-sufficiency, meet their home energy needs, and reside in housing free from the dangers of lead hazards. |
| **Local Service Providers** | CSD fulfills its mission by contracting with a network of more than 100 agencies throughout California that provide services and programs directly in their communities. These Local Service Providers (LSPs) include both public and private nonprofit organizations.<br>Each year, CSD contracts with these providers and allocates their share of federal funds. In return, LSPs provide services, then report regularly to CSD on how they spent their money. |
| **CSD's Programs** | This is brief overview of the programs CSD manages. All programs are carried out by LSPs:<br><br>*CSBG* – the Community Services Block Grant program funds a range of services to help low-income people attain the skills, knowledge, and motivation necessary to achieve self-sufficiency. The program also provides low-income people with immediate life necessities such as food, shelter, and health care, among other things. In addition, services are provided locally for the revitalization of low-income communities, the reduction of poverty, and to help provider agencies improve and increase their capacity and develop community resources.<br>*Energy Assistance* –the federally funded Low-Income Home Energy Assistance Program (LIHEAP) assists eligible households with energy bills and in offsetting heating and cooling costs. LIHEAP dollars also fund some weatherization and assist in times of emergency. A second energy program—the Department of Energy's Weatherization Assistance Program (DOE WAP)—provides free weatherization and health and safety measures to qualified customers.<br>*Lead-Based Paint Hazard Control* – provides evaluation and remediation of lead-based paint hazards, developing lead-safe training resources, and building capacity for the CSD network of service providers to achieve self-sufficiency in delivering services in their communities. |

## ENERGY SERVICES PROGRAM SUMMARY

The information presented here provides a very general overview of some of the tasks an energy services provider may perform and some of the program requirements. For a complete understanding of the contractual obligations of this program, potential bidders are strongly encouraged to review the LIHEAP and DOE contracts listed in the Attachments section of this document.

**Energy Assistance Programs**

CSD receives funding for three energy-related programs. The funding for these programs comes from two federal agencies: DOE (the Department of Energy) and HHS (the Department of Health and Human Services). The programs are described, briefly, below.

(Items 1 and 2 are often referred to, collectively, as "Utility Bill Assistance")

1. HELP PAYING UTILITY BILLS – Under HEAP (the Home Energy Assistance Program), Contractors help eligible clients pay a utility bill. After performing intake and screening to ensure eligibility, contractors work directly with the utility company to ensure payment. The HEAP program is typically the client's first introduction to the energy services available to them, and once the bill is paid, contractors are responsible for providing energy education, weatherization, etc., to help clients reduce their monthly energy use and energy costs.

2. ENERGY CRISIS INTERVENTION/FAST TRACK – One component of the HEAP program described above is the Energy Crisis Intervention Program and Fast Track (ECIP/FT). ECIP/FT provides financial assistance to eligible households that are in a crisis situation. Examples include a household that has received a disconnect notice or one that has an energy-related crisis where the disruption could be life-threatening. As with HEAP, once the emergency is resolved, the Contractor is responsible for performing all contracted services to help households reduce energy use and cost.

There is an additional emergency program intended to address heating and cooling needs of eligible households during cases of declared natural disasters. The program is called SWEATS (Severe Weather Energy Assistance and Transportation Services). For example, the Contractor may provide transportation to and from heating and cooling centers or may provide blankets, portable heaters or fans.

3. WEATHERIZATION – Weatherization funding is provided by both DOE and HHS. The majority of funding traditionally comes from HHS via LIHEAP. Typical weatherization services provided under these contracts include: attic insulation, caulking, water heater blankets, heating/cooling system repair, and other conservation measures. And though the program is entitled "Weatherization," contractors are also required to perform a number of health and safety-related audits on energy-related equipment and appliances, checking for carbon monoxide or electrical hazards. Deficient equipment is repaired or replaced by the contractor, under the terms of the contract.

| | |
|---|---|
| **Energy Clients Served Statewide in 2008** | In 2008, Local Service Providers served nearly 180,000 households in California through these CSD-managed energy programs:<br>Home Energy Assistance: 103,420 households served<br>Energy Crisis Intervention: 55,572 households served<br>Weatherization: 20,623 households served |
| **Subcontracting** | Contractor may "sub" some or all of the services required by their contracts to subcontractors that meet DOE, LIHEAP and CSD requirements. |
| **Required Reporting** | Organizations receiving LIHEAP and DOE funds are required to submit regular reports to CSD.<br>Proposers should review the required reports, which can be located in the boilerplate contracts. For each contract, look in the Table of Contents under "Reporting Requirements."<br>In addition to these reports, CSD may require other reports from time to time or implement new reporting requirements. |
| **Transparency** | The State places great emphasis on "transparency," and all information and reports will be made available to the public, both at CSD's website and on the provider's website.<br>Providers may be required to post information and reports on its local website, including such information as: local plans, information on how to apply for and receive services, procurement and contracting policies and opportunities, and accomplishments (number of dwellings weatherized, etc.). |
| **Required Licenses** | Contractors that are nonprofit organizations and performing Weatherization services must have a class B General Building Contractor license. For certain Weatherization tasks, a C-10, Electrical, license may also be required. |
| **Client Outreach** | The contractor must ensure outreach to *all* eligible populations in the area it serves. This outreach often requires providing outreach information in multiple languages and/or traveling to remote locations in the service territory. |
| **Prioritizing Clients** | Because the demand for services is much higher than the available funding, the Contractor must prioritize which households receive services. The contractor's approach to this prioritization is specified annually in its required "Local Plan."<br>The Contractor ensures that the highest level of assistance is furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income.<br>Priority is given to households with vulnerable populations: Children under five, disabled and those with members 60 and older. |
| **Experience and Qualifications** | What does it take to be an effective energy services provider? CSD has listed some of necessary experience and qualifications below. During this RFA process, you will be asked to show evidence of your organization's experience and qualifications as they relate to the following items.<br><br>▪ Experience serving low-income populations<br>▪ Methods of data gathering and using data to set goals |

- Physical presence in the community being served
- Proximity to public transportation
- Ability to provide year-round services
- Ability to handle a high volume of telephone calls efficiently and courteously
- Ability to handle walk-in clients efficiently and courteously
- Ability to effectively market and outreach to low-income customers
- Ability to provide outreach and services in the written and spoken languages of eligible clients
- Ability to provide effective client education to assist clients in the reduction of energy use and energy costs
- Ability to provide budget counseling
- Ability to coordinate with local utility companies
- Existing relationships with other organizations that provide services to low-income individuals
- Additional sources of funding to leverage LIHEAP and DOE funds
- Experience managing grant funds
- Ability to establish and maintain a system of internal accounting and administrative control
- Ability to show documented fiscal responsibility
- Technology to support required Web-based reporting
- Evidence of submitting timely reports
- Ability to perform energy audits; knowledge of Low Income Energy Efficiency (LIEE) audits
- Significant weatherization experience
- Construction-related experience
- Existing capital: trucks, tools, etc.
- Ability to inspect work performed
- Appropriate insurance and licenses
- Knowledge of applicable building codes
- Knowledge of local building permitting
- Ability to mobilize quickly in case of energy-related emergencies
- If sub-contractors are used, documented experience ensuring quality of work performed by subs

**LOS ANGELES "AREA D" PROGRAM SUMMARY**

An overview of activity in Los Angeles Area D for the past three years. These numbers are intended to give the reader an idea of the type and number of services provided in the territory during the past few years.

| | **2007** | |
|---|---|---|
| Program | LIHEAP | DOE |
| Allocation | $6,289,391 | $371,000 |
| # Homes Weatherized | 1128 | 234 |
| # Households Receiving Cash Assistance (HEAP) | 4779 | n/a |
| # of Household Receiving Emergency Assistance (ECIP) | 4029 | n/a |

| | **2008** | |
|---|---|---|
| Program | LIHEAP | DOE |
| Allocation | $6,748,714 | $394,671* |
| # Homes Weatherized | 767 | 0 |
| # Households Receiving Cash Assistance (HEAP) | 8360 | n/a |
| # of Household Receiving Emergency Assistance (ECIP) | 2688 | n/a |

* Amount that would have been available to the agency. Not distributed.

| | **2009** | |
|---|---|---|
| Program | LIHEAP | DOE |
| Allocation | $16,071,237 | $1,265,022* |
| # Homes Weatherized | Detailed information not yet available because programs are tracked on the LIHEAP federal year, which runs 1/1/09 to 6/30/10. | |
| # Households Receiving Cash Assistance (HEAP) | | |
| # of Household Receiving Emergency Assistance (ECIP) | | |

* Amount that would have been available to the agency. Not distributed.

# III. WHAT TO SUBMIT

| | Minimum Required Content | Maximum Possible Points |
|---|---|---|
| *You must address each of the items listed in the "Minimum Required Content" column. If you do not have experience with a particular item, make a note of that in your application. You may add additional information that is not listed under the Minimum Required Content.* | | |
| **Item 1:**<br>**Cover Letter** | Submit a brief cover letter. The letter must have the original signature of a person authorized to sign for your organization, and reference the RFA No. 2009-2010-RFA-10. The letter must state that, if selected, the applicant organization will enter into contracts with CSD no later than June 30, 2010. | n/a |
| **Item 2:**<br>**Overall Approach** | Introduce your application to CSD. Let us know your history, your philosophy, your strengths and how and why you serve low income communities. Tell us how long your organization has been providing services to the low-income community.<br><br>Think of this as an introductory statement, a chance to tell us how your organization can help CSD fulfill its mission. | 5 |
| **Item 3:**<br>**Organizational Structure** | Explain your organizational structure and how you intend to carry out the duties required by this contract. Discuss:<br>▪ Your organization's internal resources and how they will contribute to contract fulfillment<br>▪ If you plan to use subcontractors and, if so, in what role<br>▪ How you will incorporate other community partners<br>▪ List the organizations (or types of organizations) who will participate in carrying out the duties required by this contract. Include the following:<br>o Organization name or type of organization (note that because this contract will be funded with federal money, you cannot commit to any private contractor before going through a competitive bid process in accordance with 10 CFR Part 600.236 (Subpart C) for State and Local Government entities or 10 CFR Part 600.140 et seq (Subpart B) for Non-profit organizations).<br>o Primary duties to be performed by the organization<br><br>▪ Provide an organizational chart that shows all the organizations listed above and the reporting relationships<br><br>▪ For those public or non-profit organizations with whom you have or plan to implement a working relationship and for those private contractors with whom you have an existing, competitively bid contract, provide written commitments. These commitments may take the form of a letter, an MOU, a contract, etc. The commitment document must:<br>o Be signed by an individual authorized to make such a commitment for that organization<br>o State explicitly that the partner intends to perform the | 15 |

| | | |
|---|---|---|
| | role and primary duties listed above<br>○ Contain enough detail to let CSD know that the partner is fully committed to participating to the level discussed in the proposal | |
| **Item 4: Experience with low-income communities and programs** | Describe your experience serving the low-income community. At a minimum, address the following:<br><br>▪ Your organization's mission (whether formal or informal) to serve the low-income. What is your approach and your desired outcome?<br>▪ For each program you currently offer, or have offered in the past three years, to assist low-income individuals, list the following:<br>○ program name<br>○ program origination date<br>○ program purpose<br>○ funding source<br>○ annual funding amount<br>○ target populations served<br>○ number of clients served annually<br>○ status of program or reason for program termination<br>○ summary of any findings or recommendations | 25 |
| **Item 5: Experience providing customer service** | ▪ Describe how you have provided effective customer service to the local, low-income community. At a minimum, address the following:<br>○ Do you have a physical presence in the local community? If so, state the address(es) and describe the facility(ies).<br>○ If you have a physical presence, how far is it from public transportation?<br>○ If/how you provide year-round services<br>○ The quantity of phone calls received annually<br>○ The number of walk-in clients you have annually<br>○ How you ensure customers are treated efficiently and courteously | 15 |
| **Item 6: Experience marketing to low-income communities** | Describe how you market to and serve low-income communities. At a minimum, address the following:<br>○ Your approach to marketing to the low-income community.<br>○ How do you perform marketing/outreach to individuals who do not speak English or who speak limited English?<br>○ How do you provide services and education to individuals who do not speak English or who speak limited English?<br>○ Describe if/how you have provided client education, especially education to help clients reduce energy use and energy costs<br>○ Describe if/how you have provided budget counseling or equivalent. | 15 |
| **Item 7: Relationship** | Describe your current relationships with other organizations that serve low-income communities, including the local community | 15 |

| | | |
|---|---|---|
| **Building** | action agency. At a minimum, address the following:<br>○ List organizations—including utility companies—that serve low-income communities and with whom you have a relationship. Include:<br>▪ Name of organization<br>▪ Organization contact person and phone number<br>▪ Nature of the relationship and how it benefits the low-income community | |
| **Item 8: Experience administering programs** | Describe your experience with accounting and administration. At a minimum, address the following:<br>▪ Experience managing federal grant funds<br>▪ Ability to establish and maintain a system of internal accounting and administrative control<br>▪ Any loss of public or private funding for failure to meet grant or contract requirements.<br><br>*Please note that under Item 15,* Required Documents*, you will be submitting a number of documents to support your financial strength and accountability.* | 15 |
| **Item 9: Weatherization Experience** | ▪ Describe your technical experience. At a minimum, address the following:<br>○ Number of energy audits performed annually, including a description of a typical audit.<br>○ Experience with the LIEE program<br>○ Weatherization experience<br>○ Construction-related experience<br><br>• Describe your existing resources relating to the performance of weatherization. List and quantify:<br>○ # trucks<br>○ # blower doors<br>○ # CO testers<br>○ # duct blasters<br>○ Miscellaneous equipment<br><br>▪ State whether or not you hold the following insurances and licenses. If so, state details, such as who holds a particular license, license numbers, insurance company names, etc. If not, state your plan to obtain that license or insurance.<br>○ CSLB (Contractor's State License Board) license, Category B<br>○ Other CSLB licenses<br>○ Fidelity bond<br>○ Worker's compensation insurance<br>○ General liability insurance<br>○ Vehicle insurance<br><br>▪ Describe your experience with and knowledge of the following codes and regulations. Be specific: give examples of projects where these codes and regulations were used and how they were used.<br>○ Title 24 | 20 |

| | | |
|---|---|---|
| | ○ EPA (Federal Environmental Protection Agency) and HUD (Federal Housing and Urban Development) regulations regarding lead<br>○ DHHS (Federal Dept. of Health and Human Services) regulations regarding Weatherization procurement.<br>○ Building codes<br>○ Local building codes and permitting<br><br>▪ Describe how your organization inspects weatherization or construction-related work. | |
| **Item 10:**<br>**Ability to Mobilize** | Describe your ability to mobilize quickly in case of an emergency, especially an energy-related one. Give a specific example(s) of how you have successfully mobilized to address an emergency. | 10 |
| **Item11:**<br>**Quality Control** | ▪ Describe how you ensure quality control for weatherization and/or other, construction-related projects:<br>○ How do you ensure internal quality control?<br>○ If you use subs, how do you ensure quality control of their work? | 10 |
| **Item 12:**<br>**Staff and Duties** | ▪ List all staff responsible for carrying out the duties required by this contract. Include appropriate staff from the organizations listed in Item 3.<br><br>For each staff member listed, provide the following: *(Note: if the individual will be a new hire, state "new hire" where "name" is requested, and complete the remaining information based on the individual's proposed job description).*<br>○ Name<br>○ Name of organization<br>○ Job Title<br>○ Key Duties as they relate to this contract<br>○ Percentage of time they will perform those duties for CSD.<br>○ Spoken or written language fluency, other than English<br><br>▪ For each key staff member listed above, include a resume—not to exceed one, double-sided page. | 20 |
| **Item 13:**<br>**Work Plan** | Refer to Attachment B: Work Plan Instructions | 30 |
| **Item 14:**<br>**Letters of Support** | Submit five letters of support and recommendation from individuals or organizations you feel can best speak to your qualifications as a provider of services to the low-income community. | 5 |
| **Item 15:**<br>**Required Documents** | The forms and documents listed below must be submitted with your proposal.<br><br>▪ *Documentation of current IRS tax-exempt status* (not required for public agencies)<br>▪ *Latest Form 990* (not required for public agencies) | n/a |

| | | |
|---|---|---|
| | ▪ *Articles of Incorporation* (not required for public agencies)<br>▪ An *Agency Audit*, conducted within the past two years, including management letter and agency response. The audit must have been conducted in compliance with standards adopted by the American Institute of Certified Public Accountants, including Government Auditing Standards (not required for public agencies).<br>▪ *Conflict of Interest Statement* - (See Attachment for specific instructions).<br>▪ *Disclosure of Legal Proceedings* –List any and all legal proceedings your organization is involved in and the current status of those legal proceedings. If the organization has no legal proceedings to disclose, submit a statement to that fact with a date, and the signature of an individual authorized to sign for the organization. | |

# IV. EVALUATION CRITERIA

Each application will be scored, as described below. Each proposal must be received by CSD by the stated due date and time. Proposals received after that date and time will not be accepted and will not be scored.

Applicants will be scored as explained below. Total possible points for Phases 1 – 4 will be weighted, by multiplying the final points by .25.

| | | Total Points Possible | Percent of Final Score |
|---|---|---|---|
| Phase 1: | Applicants must receive a score of "Pass" in Phase 1 to continue to Phase 2 scoring. | Pass/Fail | n/a |
| Phase 2: | All applicants receiving a score of "Pass" in Phase 1 will be scored in Phase 2. Phase 2 is weighted to be worth 50% of the final score. | 200 | 50% |
| Phase 3: | All applicants receiving a score of "Pass" in Phase 1 will be scored in Phase 3. Phase 3 is weighted to be worth 15% of the final score. | 60 | 15% |
| | **PHASES 1 – 3 SUBTOTAL:** THE TWO APPLICANTS WITH THE HIGHEST "TOTAL POSSIBLE POINTS" WILL PROCEED TO PHASE 4 SCORING. REMAINING APPLICANTS WILL NOT PROCEED AND WILL NOT RECEIVE A FINAL SCORE. | 260 | |
| Phase 4: | CSD will interview and assess the two applicants who had the highest Total Possible Points at the end of Phase 3. Upon completion of the on-site interviews and assessments, CSD will award scores for this category up to a total of 140 points. Phase 4 is weighted to be worth 35% of the final score. | 140 | 35% |
| | **PHASES 1 – 4 SUBTOTAL:** THE TOTAL POSSIBLE POINTS FOR EACH APPLICANT WILL BE MULTIPLIED BY .25 TO ARRIVE AT THE WEIGHTED SCORE.<br><br>FOR EXAMPLE, AN APPLICANT WITH TOTAL POSSIBLE POINTS OF 347, WILL RECEIVE A FINAL SCORE OF 86.75 (347 X .25 = 86.75).<br><br>FINAL SCORES WILL BE CALCULATED TO TWO DECIMAL PLACES. | 400 | 100% |
| TIEBREAKER | If the difference between the two applicants' final scores is three weighted points or more, the applicant with the highest score will be offered the award.<br><br>If the difference between the two applicants' final scores is less than three weighted points, both applicants will proceed to the Tiebreaker worth 5 additional points.<br><br>In the Tiebreaker, both candidates will be interviewed and assessed by the CSD Director. After assessment by the CSD Director, the applicant with the highest score, will be offered the award. | 5 | n/a |

The award decision made by CSD will be final.

**Phase 1**: **Basic Documents**

CSD will confirm receipt of the basic documents listed below. If applicant fails to submit these documents by the due date, the proposal will be considered non responsive and will not continue to Phase 2 scoring. Phase 1 is a "Pass" / "Fail" score and no numeric value is attached.

1) A cover letter with the signature of a person authorized to sign for the organization
2) All required documents listed in Item 15

**Phase 2: Proposal**

Each proposal will be scored by a group of CSD employees familiar with the goals and objectives of the federal programs they help administer.

Consensus scoring will be used: For each Item to be scored, the group will arrive at a single point value, ranging from zero to the number of "Maximum Points" allowed for that Item.

| **Phase 2: Total Possible Points** | | |
|---|---|---|
| **Item #** | **Item** | **Maximum Points** |
| 1 | Cover Letter with Original Signature | n/a |
| 2 | Overall Approach | 5 |
| 3 | Organizational Structure | 15 |
| 4 | Experience with Low-Income Communities and Programs | 25 |
| 5 | Experience Providing Customer Service | 15 |
| 6 | Experience Marketing to Low-Income Communities | 15 |
| 7 | Relationship Building and Maintenance | 15 |
| 8 | Experience Administering Programs | 15 |
| 9 | Weatherization Experience | 20 |
| 10 | Ability to Mobilize | 10 |
| 11 | Quality Control | 10 |
| 12 | Staff and Duties | 20 |
| 13 | Work Plan | 30 |
| 14 | Letters of Support | 5 |
| 15 | Required Documents | n/a |
| | **Total Phase 2 Points Possible** | 200 |
| | **Percent of Total Score** | 50% |

**Phase 3: Preference Points**

In Phase 3, preference points—if applicable—will be added as follows (based on the requirements of the California Code of Regulations [22 CCR, §100820]):

| | **Preference Points** |
|---|---|
| Any eligible entity **located in one of the ZIP codes served by Los Angeles, Area D** and receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on August 12, 1981; or any successor public or private nonprofit which is operated in substantially the same manner and for substantially the same purpose as the predecessor agency. | 60 |
| Any eligible entity **located in a ZIP code contiguous to one of the ZIP codes served by Los Angeles, Area D** and receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on August 12, 1981; or any successor public or private nonprofit which is operated in substantially the same manner and for substantially the same purpose as the predecessor agency. | 50 |
| Any eligible entity **located in a ZIP code within reasonable proximity to one of the ZIP codes served by Los Angeles, Area D** and receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on August 12, 1981; or any successor public or private nonprofit which is operated in substantially the same manner and for substantially the same purpose as the predecessor agency. | 40 |
| **Percent of Total Score** | 15% |

**Phase 4: Interview and Assessment**

Phase 4 will take place at the applicant's facility. Phase 4 will be scored and assigned a point value, based on the items described in the list below

During a period not to exceed 3 hours, applicants will be asked to:

| Item # | Item | Maximum Points |
|---|---|---|
| 1 | Present an overview of the organization's submitted proposal, highlighting the items they feel are most important for CSD to understand. | 28 |
| 2 | Discuss the organization's strengths in serving as a CSD Energy Services Provider and why the organization believes those strengths are important to the success of CSD's program | 28 |
| 3 | Discuss the organization's weaknesses in serving as a CSD Energy Services Provider and the plan to address those weaknesses | 28 |
| 4 | Present the organization's plan for ramping-up to serve as a CSD Energy Services Provider. The plan should address both the weatherization and Utility-Assistance aspects of serving as a provider (HEAP, ECIP and FastTrack). The organization may wish to address plans for training, organizational expansion, equipment purchases, partnership-building and anything else your organization feels is important. | 28 |
| 5 | Provide a tour of the facility, highlighting client services offered, the | 28 |

| | | |
|---|---|---|
| | intake process, their approach to customer service and any weatherization or energy-efficiency services currently offered. | |
| | Total Phase 4 Points Possible | 140 |
| | Percent of Total Score | 35% |

**Tiebreaker: CSD Director Interview**

Based on the cumulative scores of Phases 2, 3 and 4:

- If the difference between the two applicants' scores is three weighted points or more, the applicant with the highest score will be offered the award;
- If the difference between the two applicants' scores is less than three weighted points, both candidates will proceed to the Tiebreaker.

If a Tiebreaker is necessary, the applicant with the highest score, at completion of the Tiebreaker, will be offered the award.

Tiebreaker candidates will be interviewed and assessed by the CSD Director. Applicants should be prepared to address any or all of the following topics during the interview:

| Item # | Item | |
|---|---|---|
| 1 | **Leadership and Governance**<br><br>Items for consideration will include: the provision of clear and consistent leadership to the agency; how the agency's senior leaders address the mission, values, direction and performance expectations, while focusing on clients, constituents, stakeholders, as well as empowerment of staff; the flexibility and responsiveness of the leaders in regard to meeting the needs of the community; the leaders' ability to find new and innovative ways of getting the work done and making things happen within the agency. | |
| 2 | **Linkages/Capacity Building**<br>Items for consideration will include: the organization's history, plans and engagement in formalized capacity building, including the development of formalized partnerships, the expansion of existing programs and the development of new programs that assist the organization in achieving its mission; the ability of the agency to effectively utilize existing resources in the community; how the agency develops and sustains relationships that benefit the low-income population. | |
| | **Total Points Possible for the Tiebreaker:** | **5** |

# V. WHAT, HOW AND WHEN TO SUBMIT

| WHAT | HOW | NO LATER THAN… |
|---|---|---|
| **Final Application**<br><br>Submit an original and **seven** copies of the proposal (for a total of **eight** proposals)<br><br>The original should be marked "original" and contain an original signature on the cover letter of a person authorized to sign for your organization. | Proposals can be hand-delivered or mailed. If mailed, they must arrive in CSD's office by the due date and time.<br><br>Applications arriving in CSD's office after the due date and time will not be accepted.<br><br>*If mailed, mail to:*<br><br>Department of Community Services and Development<br>Energy and Environmental Services Division<br>P.O. Box 1947<br>Sacramento, CA 95812-1947<br><br>*If hand-delivered, deliver to:*<br>Department of Community Services and Development<br>Energy and Environmental Services Division<br>2389 Gateway Oaks Dr., Suite 100<br>Sacramento, CA 95833 | Completed proposals are due:<br><br>Thursday, March 25, 2010 no later than 5pm.<br><br>Applications must be *in CSD's office* no later than this time and date. |

This RFA requires the submission of 15 distinct items, described in Section III, "What to Submit." When submitting your proposal, please use tabs or dividers labeled 1 – 15 to separate the 15 required items.

# ATTACHMENTS

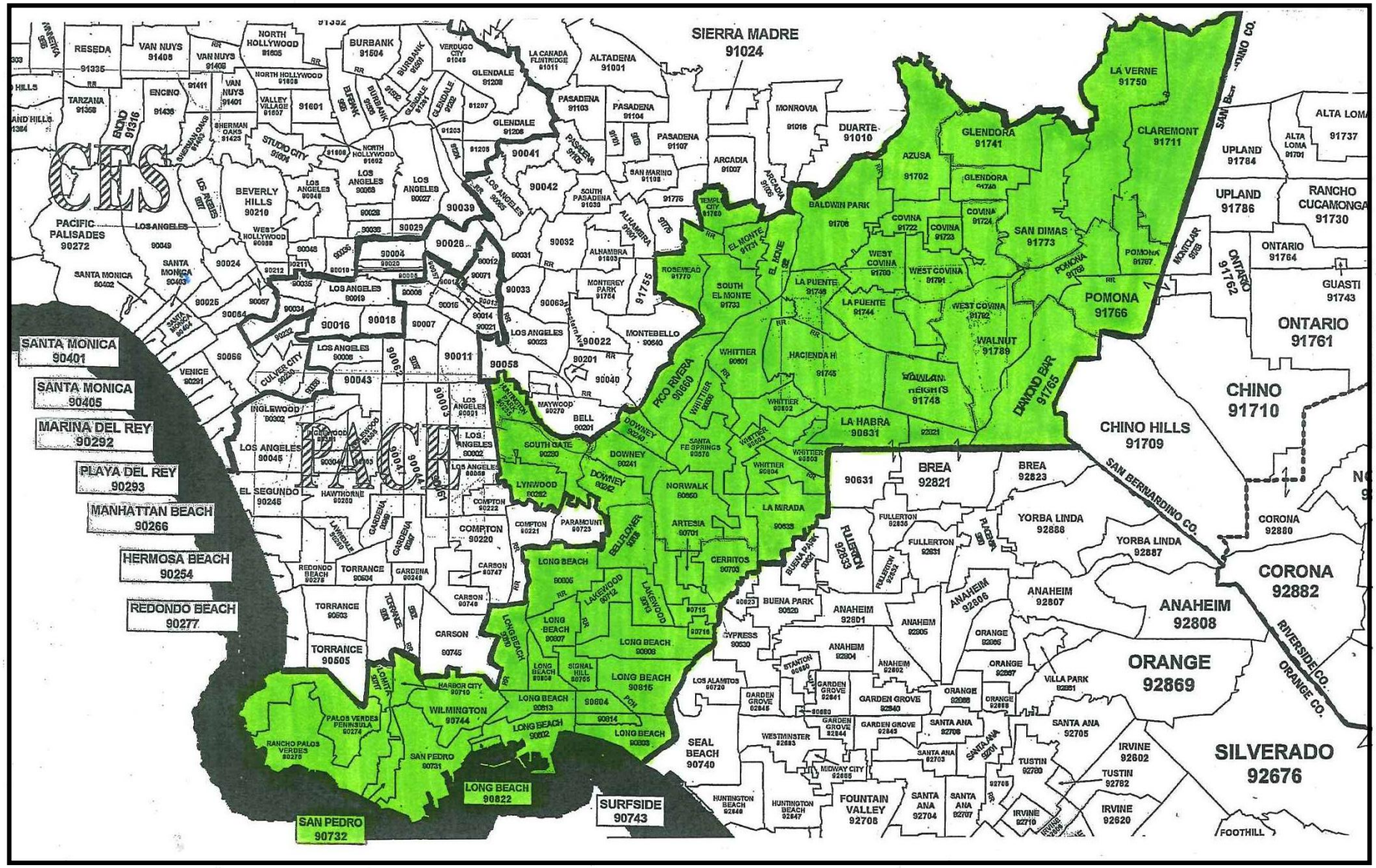
A. LA Area D: ZIP Codes to be Served and Map
B. Work Plan Instructions
C. Boilerplate LIHEAP Contract
D. Boilerplate DOE Contract
E. Conflict of Interest Statement Instructions

**Attachment A: ZIP Codes to be Served and Map**

90239, 90240, 90241, 90242, 90255, 90262, 90274, 90275, 90280, 90601, 90602, 90603, 90604, 90605, 90606, 90607, 90608, 90609, 90610, 90631, 90637, 90638, 90650, 90651, 90652, 90660, 90661, 90662, 90670, 90671, 90701, 90702, 90703, 90704, 90706, 90707, 90710, 90711, 90712, 90713, 90714, 90715, 90716, 90717, 90731, 90732, 90733, 90734, 90744, 90748, 90755, 90801, 90802, 90803, 90804, 90805, 90806, 90807, 90808, 90809, 90810, 90813, 90814, 90815, 90822, 90831, 90832, 90833, 90834, 90835, 90840, 90842, 90844, 90845, 90846, 90847, 90848, 90853, 91702, 91706, 91711, 91714, 91715, 91716, 91722, 91723, 91724, 91731, 91732, 91733, 91734, 91740, 91741, 91744, 91745, 91746, 91747, 91748, 91749, 91750, 91765, 91766, 91767, 91768, 91769, 91770, 91773, 91780, 91788, 91789, 91790, 91791, 91792, 91793

# Service Territory Map: Los Angeles, Area D

Map is intended to give the viewer a general idea of the geographic area to be served. Refer to ZIP code list in RFP for exact ZIP code areas to be served.



**Attachment B: Work Plan Instructions** (Item 13)

In 10 pages or less, prepare a work plan for Los Angeles "Area D" that specifically addresses the items listed below. The intent of this work plan is to show CSD how you will address and implement some important aspects of the program. Feel free to include any graphics, charts or graphs, or additional discussion that will help CSD understand your approach to meeting your contractual obligations.

## Start-Up

Describe the steps you will take to prepare your organization to implement the responsibilities of the LIHEAP and DOE contracts. Include the following:

- What are your organization's strengths in preparing to implement the program?
- What are your organization's weaknesses in preparing to implement the program?
- When will your organization be ready to begin to fulfill your obligations under the contracts?
- Describe a fully-staffed organization: what job classifications will you employ and how many?
- Describe how you will collect and use data to ensure your program services are reaching the most vulnerable populations in your county.

## Marketing and Outreach

The contractor must ensure outreach to all eligible populations in the area it serves. This outreach often requires providing outreach information in multiple languages and/or traveling to remote locations in the service territory. Discuss, at a minimum:

- The barriers you perceive to reaching eligible households in the defined territory.
- How your organization will overcome these barriers.
- Specific examples of how your agency will market services available under your LIHEAP and DOE contracts. For each example, explain why you recommend this marketing approach.

## Intake/Prioritization

Under the LIHEAP and DOE contracts, the Contractor must ensure that the highest level of assistance is furnished to those households that have the lowest incomes and the highest energy costs or needs in relation to income. Priority is given to households with vulnerable populations: Children under five, disabled and household members 60 and older. Discuss, at a minimum:

- How individuals will apply to your organization to receive services under your CSD contracts. Address such issues as whether applications will be accepted on a walk-in basis during regular business hours, by phone, etc.
- How you will prioritize applications to ensure you serve the most vulnerable populations.
- Agencies are required to service clients throughout the year, which means funding must last the entire year. How will you prioritize applications to ensure that funds are available throughout the year to serve clients, especially the vulnerable populations?

## Weatherization

Describe how you will implement a weatherization program. Discuss, at a minimum:

- Your start-up timeline and process for implementing a weatherization program, including equipment purchases, hiring, training, etc. Indicate when you will be fully staffed, trained and ready to begin weatherization.
- Whether you intend to perform weatherization with in-house staff or subcontractors and why.
- If you intend to perform weatherization in-house, a list of major equipment and vehicles you intend to purchase for that purpose.
- What you consider to be an effective energy audit, both in terms of cost and process.
- What things you would consider before deciding which energy efficiency measures to install.
- What approach you would use to educate clients about energy efficiency.

### Utility Bill Assistance

Describe how you will implement a Utility Bill Assistance program. Discuss, at a minimum:

- Your start-up timeline and process for implementing a utility bill assistance program.
- How you will coordinate crisis payments with the utility companies.

### Emergency Mobilizing

Assume a heat-related emergency is declared. Describe how your organization might mobilize to address such an emergency under the LIHEAP SWEATS program (Severe Weather Energy Assistance Transportation Services). Specifically, discuss how your organization might:

- Identify individuals who qualify for services.
- Let eligible individuals know that services are available to them.
- Respond to the emergency within 18 – 48 hours
- Provide transportation for allowable services
- Loan necessary cooling appliances

**Attachment C: Boilerplate LIHEAP Contract**

You can access this document on CSD's website.

Go to www.csd.ca.gov
Click on the green tab entitled "CSD Contractors'"
Click on the green tab entitled "Energy"
Refer to the 2010 LIHEAP Contract

**Attachment D: Boilerplate DOE Contract**

You can access this document on CSD's website.

Go to www.csd.ca.gov
Click on the green tab entitled "CSD Contractors'"
Click on the green tab entitled "Energy"
Refer to the 2008 DOE Contract

## Attachment E: Conflict of Interest Statement(s) Instructions

For the purpose of evaluation, all applicants are required to disclose any and all potential conflicts of interest. Certain conditions may render an applicant unable to give impartial, technically sound, objective assistance and advice, resulting in a biased work product or unfair advantage.

Applicant shall prohibit its officers, employees, partners or subcontractors from using their positions for a purpose that could result in private gain or that gives the appearance of being motivated for private gain for themselves or others, particularly those with whom they have family, business, or other ties.

In order to properly evaluate the applicant and avoid termination and/or controversy at a later stage, bidders must disclose any actual or potential conflicts of interest for any officer, employee, partner or subcontractor who may have any personal financial interest or benefit that either directly or indirectly arises from the agreement with CSD.

---

**How to Submit Conflict of Interest Statements:**

Provide a signed Conflict of Interest statement.

If the organization believes it has no actual or potential conflicts of interest, the statement should state that fact and be signed and dated by an individual authorized to sign for the organization.

If the organization believes that it does or may have an actual or potential conflict of interest, the statement should explain the conflict in as much detail as necessary and be signed and dated by an individual authorized to sign for the organization.

Completed Conflict of Interest Statements should be submitted with the “Required Documents” in Item 15.