

ADDENDUM 01

FFY 2019

Low Income Home Energy Assistance Program (LIHEAP)

Notice of Funding Opportunity (NFO) Proposal



**Missouri Department of Social Services
Family Support Division
615 Howerton Ct.
P.O. Box 2320
Jefferson City, MO 65102-2320
(573) 751-6789**

FFY 2019 LIHEAP NOTICE OF FUNDING OPPORTUNITY PROPOSAL

ADDENDUM # 01 to FFY 2019 NOTICE OF FUNDING OPPORTUNITY

TITLE:

FFY 2019 LOW INCOME HOME ENERGY ASSISTANCE PROGRAM NOTICE OF FUNDING OPPORTUNITY (NFO) PROPOSAL

ISSUED: AUGUST 23, 2018 – NO CHANGE TO THE CLOSING DATE

PROSPECTIVE VENDORS ARE HEREBY NOTIFIED OF THE FOLLOWING REVISIONS, ADDITIONS AND/OR DELETIONS TO THE NFO VIA ADDENDUM 01:

Section 3.2.1 – Vendor Information and Past Performance Elements is revised

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FFY 2019 LIHEAP NOTICE OF FUNDING OPPORTUNITY PROPOSAL

1. Introduction and Background Information

- 1.1 The Missouri Department of Social Services (Department) is requesting proposals from community based organizations, local governments or non-profit agencies for the Low Income Home Energy Assistance Program (LIHEAP) for Clay, Jackson and Platte counties in Missouri.
- 1.2 The Department provides funding as authorized under the LIHEAP statute which was amended in 2005 by Subtitle B of the Energy Policy Act of 2005 (Public Law 109-58) which reauthorized LIHEAP through FY 2007 <https://www.acf.hhs.gov/ocs/resource/liheap-statute-and-regulations>. The LIHEAP statute is codified in the United States Code at: 42 U.S.C. § 8621-8630 (2008). The federal Health and Human Services (HHS) regulations for the LIHEAP block grant are found in Title 45 (Public Welfare) of the Code of Federal Regulations, Part 96 (Block Grants), Subpart H Visit disclaimer page (LIHEAP), cited as 45 C.F.R. § 96. Subparts A-F Visit disclaimer page of the HHS block grant regulations also pertain to LIHEAP. Reauthorization of LIHEAP is currently pending.
- 1.3 LIHEAP is a block grant program. It is designed to assist low income individuals, particularly those with the lowest income who pay a high proportion of household income for home energy, in meeting their immediate energy needs. LIHEAP was designed to provide help to low income households targeting the elderly, disabled and households with young children as insufficient heating and cooling can cause health and safety issues for these homes.
- 1.4 The LIHEAP funding cycle is based on the Federal Fiscal Year (FFY) that covers the period October 1st to September 30th, of each year. LIHEAP is an annual eligibility determination program. Eligibility will be determined for program participation in accordance with applicable state statutes, federal regulations and the Department's current FFY LIHEAP Policy and Procedures Manual found at the following web site: <https://dss.mo.gov/fsd/energy-assistance/index.htm>
- 1.5 LIHEAP has two components: Energy Assistance (EA) and Energy Crisis Intervention Program (ECIP). Eligibility requirements for LIHEAP are based on income, household size, available resources and responsibility for payment of home energy cost. The LIHEAP system automatically verifies income for households that receive Supplemental Nutritional Assistance Program (SNAP) assistance; therefore, these households do not require additional income documentation or verification.
- 1.6 LIHEAP applications processed in the past three (3) Federal Fiscal Years (FFY) for Clay, Jackson and Platte Counties were as follows:

FFY	EA	Winter ECIP	Summer ECIP	Total
2015	17,218	240	2,529	19,987
2016	14,833	963	2,652	18,448
2017	14,134	1,512	3,567	19,213

- 1.7 Projected funding is approximately \$807,567 in LIHEAP Administrative funds and \$4,356,160 in ECIP Direct Services funds for this area.

2. Requirements

2.1 General Requirements:

- 2.1.1 The vendor shall provide services in accordance with Department's approved Model State Plan.

- 2.1.2 The vendor shall provide services in a manner consistent with the provisions of the FFY LIHEAP Detailed Model State Plan. These documents can be found at the following website:
<http://dss.mo.gov/fsd/liheap.htm>.
- 2.1.3 The vendor shall notify the Department in writing in advance of any proposed changes in the program which will affect the program scope, objectives, method, activities, services, or frequency of service delivery. The vendor shall not implement proposed changes without the prior, written consent of the Department.
- 2.1.4 The vendor shall notify the Department in writing of any changes in the executive staff and LIHEAP staff and include the reason for the change.
- 2.1.5 The vendor shall keep an accurate inventory and depreciation schedule for all assets, equipment, computer equipment, software and other real and personal property purchased that costs \$5,000 or more that is purchased with any portion of LIHEAP administrative funds. The inventory shall also include specific information as to the disposition of all assets that have been transferred, sold or otherwise disposed of, the manner of the disposition, the consideration received for the disposal of the assets and the reason therefore.
- 2.1.6 All LIHEAP purchased assets shall only be utilized for carrying out the business of LIHEAP.
- 2.2 **Program Services: Eligibility Requirements**
- 2.2.1 The vendor shall provide eligibility determination for program participation in accordance with applicable state statutes, federal regulations and the Department's current FFY LIHEAP Policy and Procedures Manual found at the following website: <https://dss.mo.gov/fsd/energy-assistance/index.htm>.
- 2.2.2 The vendor shall provide LIHEAP training at their agency by October 1st for current staff and within two (2) weeks for new hires, in accordance with the current FFY LIHEAP Policy and Procedures Manual, and provide the Family Support Division (FSD) with documentation that staff attended this training.
- 2.2.3 The vendor shall require each of the vendor's personnel who will be determining eligibility to complete and submit the following to the Department prior to providing services:
- a. Security Access form;
 - b. Forms FA701, and FA702 to request access to FAMIS information; and
 - c. Confidentiality agreement.
- 2.2.4 The vendor shall maintain client records for the determination of eligibility of LIHEAP recipients.
- a. Client records for ECIP must also contain documentation to support that the applicant household is experiencing an energy crisis that can be ameliorated by delivery of the services contained in the current FFY LIHEAP Policy and Procedures Manual.
 - b. The vendor may maintain its client records in an electronic format or files. In the event the vendor desires to maintain electronic records, the vendor shall submit a detailed plan to the Department outlining the equipment, processes, tagging, security and encryption that will be utilized. The plan shall be subject to written Department approval prior to the use of any electronic storage by the vendor. The vendor shall not shred/destroy any original documentation that is electronically stored until an onsite review is conducted by the Department and written approval is received.
- 2.2.5 The vendor shall conduct a self-monitoring review for a minimum of thirty (30) LIHEAP customer cases selected by FSD during the FFY program year utilizing the Missouri Department of Social Services, Family Support Division LIHEAP Review form included in Appendix J of the current FFY LIHEAP Policy and Procedures Manual.
- 2.3 **Reporting Requirements:**
- 2.3.1 The vendor shall submit an expenditure report to the Department no later than fifteen (15) calendar days following the end of each calendar month. The vendor shall submit the expenditure report in the form and format specified by the Department.

- 2.3.2 The vendor shall submit with the monthly expenditure report, the Direct Services form from the Missouri Community Action Network (Missouri CAN) managed and Department funded Management Information System (MIS), for the period, and year-to-date.
- 2.3.3 The vendor shall submit an unduplicated alpha listing of households served, the MIS report, no later than forty-five (45) calendar days following the end of the program year.
- 2.3.4 The vendor shall submit a revised expenditure report to the Department within forty-five (45) calendar day indicating the unexpended ECIP Administrative and Direct Services funds.

2.4 Fraud and/or Abuse Requirements:

- 2.4.1 The vendor is required to conduct a background check on all potential and current employees (if not previously conducted) prior to beginning employment.
- 2.4.2 The vendor shall not allow individuals to perform the duties described herein when the Family Care Safety Registry (FCSR) or other background investigation reveals that the individual has been found guilty, pled guilty, or has been convicted of a civil judgment, felony or misdemeanor conviction for:
- a. Child abuse or neglect, or domestic abuse;
 - b. Any crime in which a child was a victim or a crime against children, to include, but not limited to, any offense involving child pornography or human trafficking.
- 2.4.3 The vendor shall not allow individuals to perform the duties described herein when background investigation reveals that the individual has been found guilty, pled guilty, or has been convicted of a civil judgment or felony conviction for:
- a. Perjury, false statements or any type of fraudulent activity.

3 Notice of Funding Opportunity (NFO) Submission and Evaluation

3.1 NFO Proposal Submission:

- 3.1.1 Questions regarding this NFO must be directed to Kathy McCandless the Procurement Officer via email to Kathy.McCandless@dss.mo.gov or by phone at 573-751-7555.
- 3.1.2 Proposed NFO proposals must be completed, signed, and returned via email to Kathy McCandless at Kathy.McCandless@dss.mo.gov no later than 2:00 p.m. on September 7, 2018.
- 3.1.3 DSS will evaluate each NFO proposal submitted and determine which vendor, if any, will be the most advantageous to the State of Missouri to provide LIHEAP services. A comparative evaluation of the proposals shall be conducted in accordance with the evaluation criteria stated below.

3.2 Evaluation Criteria/Scoring:

- 3.2.1 After determining that a proposal satisfies the mandatory requirements stated in the NFO, the evaluator(s) shall determine the best vendor by conducting a comparative assessment of the proposals in accordance with the evaluation criteria stated below and the scoring details delineated in Attachment A.

TECHNICAL PROPOSAL

CATEGORY

ELEMENTS

POINTS

**Proposed Methodology,
Approach, and Plan**

50 Points

Description of agency procedures for processing applications.

20 points (maximum)

Agency capacity to deliver program including internal controls and fiscal management.

10 points (maximum)

Agency experience processing applications and determining eligibility.

5 points (maximum)

Agency outreach

5 points (maximum)

Expertise of Personnel	Agency training plan.	5 points (maximum)
	Agency identification of barriers and potential solutions.	5 points (maximum)
		10 Points
	Executive and Support Staff	5 points (maximum)
	Direct Services Staff	5 points (maximum)

Addendum 01 revises the information below.

Vendor Information and Past Performance		40 Points
	<i>Agency case studies, outcomes, monitoring reports, audit findings and references.</i>	20 points (maximum)
	Past experience in processing applications and determining eligibility.	10 points (maximum)
	Infrastructure and capacity to process applications.	10 points (maximum)
TOTAL		100 points

- 3.2.2 DSS reserves the right to clarify any statement made in a proposal.
- 3.2.3 DSS reserves the right to reject any proposal which is determined unacceptable for reasons which may include but are not necessarily limited to: (1) failure of the respondent to meet mandatory general performance specifications; (2) failure of the respondent to meet mandatory technical specifications; and (3) receipt of any information, from any source, regarding delivery of unsatisfactory service(s) by the respondent within the past three (3) years.
- 3.2.4 The vendor is advised that an evaluation committee and other subject-matter experts may be used to review and assess the NFO proposals for responsiveness to mandatory requirements of the NFO and in accordance with the subjective evaluation criteria stated in the NFO.
- 3.2.5 Upon completion of the evaluation of the NRO proposals, the Department intends to issue a contract for providing the LIHEAP Services in the Kansas City region. However, the Department reserves the right to not issue a contract.

ATTACHMENT A
EVALUATION CRITERIA

As explained in Section 6.2, proposals will be evaluated using the following weighting of factors:

TECHNICAL PROPOSAL		
Category	Elements	Points
Proposed methodology, approach, and plan		50 points
	Description of agency procedures for processing applications.	20 points (Maximum)
	Agency capacity to deliver program including internal controls and fiscal management.	10 points (Maximum)
	Agency experience processing applications and determining eligibility.	5 points (Maximum)
	Agency outreach efforts including targeting elderly, disabled and children under six.	5 points (Maximum)
	Agency training plan.	5 points (Maximum)
	Agency identification of barriers and potential solutions.	5 points (Maximum)
Expertise of personnel		10 points
	Executive and Support Staff	5 points (Maximum)
	Direct Services Staff	5 points (Maximum)
Vendor information and past performance		40 points
	Agency case studies and outcomes, monitoring reports, audit findings and references.	20 points (Maximum)
	Past Experience Providing Eligibility Determination Services.	10 points (Maximum)
	Infrastructure and Capacity to process applications.	10 points (Maximum)
Total points		100 points

Scoring of Proposed Methodology, Approach, and Plan

The evaluation of the vendor's proposed Methodology, Approach, and Plan has a maximum of 50 points possible. Each proposal will be evaluated based upon the proposed Methodology, Approach, and Plan per Exhibit 1.

The state shall assess each element of the proposed Methodology, Approach, and Plan based upon the following adjectival categories:

Rating	Definition
Distinctive	Proposal exceeds the requirements of the NFO; the explanation in regards to working with eligibility program(s) goes above and beyond; high confidence the proposal will exceed most or all requirements.
Superior	Proposal meets all requirements of the NFO; proposal goes above some of the basic requirements in working with eligibility program(s); high confidence that the proposal will meet the requirements.
Satisfactory	Proposal meets the basic requirements of the NFO; the proposal doesn't offer benefits above the basic stated requirements; reasonable confidence the proposal will meet the requirements.
Marginal	Proposal meets some of the basic requirements of the NFO; proposal seems to lack in one or more areas; moderate confidence the proposal will meet the requirements.
Unsatisfactory	Proposal does not meet requirements of the NFO; proposal has significant deficiencies in providing eligibility program; has numerous findings; little to no confidence that the proposal will meet the requirements.

ATTACHMENT A

EVALUATION CRITERIA (Continued)

The adjectival rating for the specific elements of the proposed methodology, approach, and plan will have the point values as shown in the table below:

	Distinctive	Superior	Satisfactory	Marginal	Unsatisfactory
Description of agency's procedures for processing LIHEAP applications.	20	10	5	2	0
Agency capacity to deliver program including internal controls and fiscal management.	10	8	5	1	0
Agency experience processing applications and determining eligibility.	5	4	3	2	0
Agency outreach efforts including targeting elderly, disabled and children under six.	5	3	2	1	0
Agency training plan.	5	3	2	1	0
Agency identification of barriers and potential solutions.	5	3	2	1	0

Scoring of Expertise of Personnel

The evaluation of the vendor's proposed Expertise of Personnel has a maximum of 10 points possible. Each proposal will be evaluated based upon the proposed expertise of personnel as described in Exhibits 2-4.

The State shall assess the expertise of personnel based upon the following adjectival categories:

Rating	Definition
Distinctive	All proposed staff has multiple years of working with eligibility or social service programs; staff's experience, qualifications, and/or expertise promises significant benefits to the LIHEAP households; high confidence that the staff has qualifications to exceed the requirements.
Superior	Most of the proposed staff has experience working with eligibility or social service programs; staff's demonstrated expertise goes beyond stated requirements; high confidence that the staff has qualifications to meet the requirements.
Satisfactory	Some of the proposed staff has experience working with eligibility or social service programs; staff's expertise doesn't offer benefits above the stated requirements; reasonable confidence staff will meet the requirements.
Marginal	Very few of the staff has experience working with eligibility or social service programs; staff would require additional training and state support to meet the requirements; moderate confidence that staff will meet the requirements.
Unsatisfactory	Proposed staff have no experience working with eligibility or social service programs; proposal has significant deficiencies in staff expertise; little to no confidence that the staff will meet requirements.

The adjectival rating for Expertise of Personnel will have a point value as shown in the table below:

	Distinctive	Superior	Satisfactory	Marginal	Unsatisfactory
Executive and Support Staff	5	3	2	1	0
Direct Services Staff	5	3	2	1	0

ATTACHMENT A
EVALUATION CRITERIA (Continued)

Scoring of Vendor Information and Past Performance

The evaluation of the Vendor Information and Past Performance has a maximum of 40 points possible. Each proposal will be evaluated based upon the information provided in Exhibit 5.

The State shall assess the Vendor Information and Past Performance based upon the following adjectival categories:

Rating	Definition
Distinctive	The documents provided demonstrate that the vendor has a good understanding of working with eligibility programs; and internal control and fiscal management. The case studies, monitoring reports, audits or references do not reflect any findings or concerns.
Superior	The documents provided display a good understanding of working with eligibility programs. The case studies, monitoring reports, audits or references do not reflect any findings or concerns.
Satisfactory	The documents provided show the basic requirements of working with eligibility programs. The latest case studies, monitoring reports, audits findings or references may have concerns; however the vendor was able to explain the situation and provide the documents necessary to correct the concern/finding.
Marginal	The latest case studies, monitoring reports, audits findings or references may have concerns; however the vendor is working on a plan to correct the issue.
Unsatisfactory	Case studies, monitoring reports, audits findings or references have concerns; agency has been working under multiple corrective action plans.

The adjectival rating for Vendor Information and Past Performance will have a point value as shown in the table below:

	Distinctive	Superior	Satisfactory	Marginal	Unsatisfactory
Agency case studies and outcomes, monitoring reports, audit findings and references.	20	10	5	3	0
Past Experience Providing Eligibility determination Services	10	4	2	1	0
Infrastructure and Capacity to process LIHEAP applications	10	4	2	1	0

EXHIBIT 1 – TECHNICAL PROPOSAL – PROPOSED METHODOLOGY, APPROACH, AND PLAN

Directions for Vendor: The Vendor should present a written plan for performing the requirements specified in Section 2, Requirements. The Proposed Methodology, Approach, and Plan should be no longer than twenty (20) pages, including any exhibits related to the proposal. Standard fonts, 11 point or above, should be used.

1. Provide a detailed plan of the agency's procedures for processing LIHEAP applications.
2. Describe your agency outreach efforts including how you will target the elderly, disabled and households with children under six.
3. Describe your agency's capacity to deliver this program with special emphasis on fiscal operations and internal controls.
4. Describe the training that will be provided to full-time permanent, part-time, and temporary staff. Describe how the training will be provided.
4. Describe anticipated barriers and possible solutions to processing LIHEAP applications.

Anticipated Barriers	Potential Solutions

EXHIBIT 2 – TECHNICAL PROPOSAL – EXPERTISE OF KEY PERSONNEL

Directions for Vendor: The Vendor should provide information on Expertise of Key Personnel as described below.

1. Provide a copy of your agency's organizational chart. Include total staffing (total number of office staff, names and job titles) at the office.
2. Using the attached Exhibit 3 "*Expertise of Key Personnel*" form, describe the experience of key staff (e.g. Executive Director, Fiscal Manager, Human Resource Manager, Program Manager (s) including staff that will manage LIHEAP).
3. Identify the name(s) of full-time permanent, part-time and temporary staff that will be processing LIHEAP applications. Complete Exhibit 4 "*Personnel Summary*" form for each staff member. If not yet hired, indicate, "To be hired" and expected date of hire. Describe their job duties.

EXHIBIT 3 – TECHNICAL PROPOSAL – EXPERTISE OF KEY PERSONNEL

Directions for Vendor: Describe the experience of key staff (e.g. Executive Director, Fiscal Manager, Human Resource Manager, Program Manager (s) including staff that will manage LIHEAP).

Name:	
Title:	
Proposed project role:	
% of time committed to project:	

Education:

Degree, Certification, or other distinctions	Institution	Date
<i>Example: BA, Business Administration</i>	<i>Washington University in Saint Louis</i>	<i>2010</i>

Employment History:

Organization	Role	Dates
<i>Example: Current Co.</i>	<i>Partner and leader of organization design practice</i>	<i>2014-present</i>

Specific experience relevant to this LIHEAP Notice of Funding Opportunity:

Topic	Years of experience	Brief description of relevant experience (e.g., specific projects; previous employment)
Management Experience		
Experience in working in Non-Profit organizations.		
Fiscal Experience		
Human Resource Experience		
Other		

Other experience or background information:

EXHIBIT 4 – TECHNICAL PROPOSAL – PERSONNEL SUMMARY

Directions for Vendor: Identify the name(s) of full-time permanent, part-time and temporary staff that will be processing LIHEAP applications including clerical staff. If not yet hired, indicate, "To be hired" and expected date of hire. Describe their job duties.

Name:	
Title:	
Proposed project role:	
% of time committed to project:	

Education:

Degree, Certification, or other distinctions	Institution	Date
<i>Example: BA, Business Administration</i>	<i>Washington University in Saint Louis</i>	<i>2010</i>

Employment History:

Organization	Role	Dates
<i>Example: Current Co.</i>	<i>Consultant</i>	<i>2014-present</i>

To be hired staff:

Position/Title	Number to be hired	Education Level	Experience

****Include copies of job postings or/potential job postings.**

Specific experience relevant to this LIHEAP Notice of Funding Opportunity:

Other experience or background information:

EXHIBIT 5 – TECHNICAL PROPOSAL – VENDOR INFORMATION AND PAST PERFORMANCE

Directions for Vendor: The vendor should provide the following information about the vendor's organization.

1. Describe your agency's experience with processing applications and determining eligibility. List all grant programs your agency provides.
2. Identify location of field office(s) currently operating to provide services to low-income clients and describe the services provided at each of these locations. Indicate the hours of operation.
3. Include copies of case studies and outcomes, monitoring reports, audits findings, and references for the past three (3) years from your agency funders (i.e. grants including Community Services Block Grant, Head Start, Housing and Urban Development, Missouri Works Assistance, Women, Infants and Children, Weatherization).