Ottawa County Community Action Agency
Full-Time Michigan Energy Assistance Program (MEAP) Processor
(Low Income Crisis Assistance-Deliverable Fuels)

Contract Period

March 1, 2015 through September 30, 2015

REQUEST FOR PROPOSALS #2015-2.2

Published on February 10, 2015
By the Ottawa County Community Action Agency
PURPOSE AND SCOPE OF THIS PROPOSAL

The Ottawa County Community Action Agency (OCCAA) is requesting proposals for an independent contractor to serve as the Full-Time Michigan Energy Assistance Program (MEAP) Processor for Michigan Energy Assistance Programs (MEAP) located in Muskegon and/or Oceana Counties.

The Michigan Energy Assistance Program (MEAP) Processor will be responsible for performing a variety of client intake and eligibility screening functions for the Michigan Energy Assistance Program (MEAP). Designated office space will be available for this position. Travel between locations may be required. A Statement of Work (SOW), Exhibit A, describing the services provided by this position is attached and incorporated as part of this request for proposals.

Interested parties are invited to submit demonstrated competence and qualifications for providing these services. The information contained within this document is intended to provide interested firms/individuals with the requirements and criteria that will be used to make the selection.

OCCAA reserves the right to accept or reject any or all proposals received as a result of this request and to negotiate with any sources OCCAA deems qualified, to fund qualified Respondents through alternative funding sources if the OCCAA deems such alternative funding to be available and appropriate, or to cancel, in part or in its entirety, the request if it is in the best interest of OCCAA or Ottawa County to do so. OCCAA may require the Respondent to participate in negotiations and to submit any price, technical, or other revisions to their proposals as may result from negotiations.

1. PROPOSAL OWNERSHIP AND CONFIDENTIALITY

All responses, inquiries, and correspondence relating to this RFP and all other documentation produced by the Respondent that is submitted to the OCCAA, as part of the RFP process or otherwise, shall become the property of the OCCAA when received by the OCCAA and may be considered public information under applicable law.

2. EQUAL OPPORTUNITY

The OCCAA will make every effort to ensure that all Respondents are treated fairly and equally throughout the entire review, and selection process. The procedures established herein are designed to give all parties reasonable access to the same basic information.

3. CONTRACT

OCCAA may award a contract or contracts, based on information received, without discussion of such offers. Accordingly, each proposal should be submitted on the most favorable terms from a price and technical standpoint. However, OCCAA reserves the right to request additional data, oral discussion or presentation, in support of written proposals. Requests for additional information regarding the proposal have a three (3) working day limit on the time allowed to respond. All responses must be in writing. Failure to comply with this stipulation may result in an adverse consideration of the proposal.

The terms and conditions of the final contract awarded supersede and control those of the RFP.
and of any proposal or of any of the exhibits or attachments submitted by the Respondent.

4. EXTENSION

OCCAA may offer extensions of this contract of up to two twelve (12) month terms based on performance, continued need, adequate funding, and subsequent approval by the Ottawa County Community Action Advisory Board. However, in the event that changes in Federal and/or State legislation or administrative directives should require significant changes in program operation, the Ottawa County Community Action Advisory Board may decide that a new competitive procurement is warranted.

5. INDEMNIFICATION/ASSURANCES AND CERTIFICATIONS

Individuals, organizations or agencies submitting information must be willing to sign a contract, which will provide a full indemnification and hold harmless of any liability of Ottawa County Community Action Agency, Ottawa County or its governing bodies for any services provided by the Respondent. The contract will include a full statement of responsibility for reimbursing OCCAA for any costs or expenditures which are disallowed in an audit, or for any other claims which might be made against the program operator by a customer or other interested party.

6. NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITIES

Respondents who are awarded a contract shall not discriminate against an employee or applicant with respect to hire, tenure, terms, conditions or privileges of employment, or a matter directly or indirectly related to employment or participation because of race, color, religion, national origin, age, sex, disability, height, weight, marital status, political affiliation, beliefs, or citizenship.

7. MONITORING

Ottawa County Community Action Agency will be monitoring, auditing, and evaluating all services throughout the contract period.

8. PROPOSAL SUBMISSION

To be considered, the proposal must be received by Ottawa County Community Action Agency by email to braymond@ocmwa.org, by 4:00 p.m. on Thursday, February 26, 2015 at 4:00 p.m.

9. PROPOSAL CONTENT

Each proposal must include

- The Respondent/s’ Resume’
- A Proposal Narrative, not to exceed three (3) pages, explaining the Respondent’s qualifications and experience for providing each required elements of the Statement of Work
- A budget stating the Respondent’s hourly rate and proposed mileage allowance. (Reimbursement for travel-related expenses (meals, lodging, etc.) directly related to the provision of program services will be evaluated and reimbursed in compliance with Ottawa County Policy).

10. PROPOSAL EVALUATION / REVIEW CRITERIA
All proposals will be rated by a review team that may include OCCAA Administrative Staff and Advisory Board. If the OCCAA Advisory Board approves the committee proposal, OCCAA staff will then complete contract negotiations with the selected provider.

The selection of a proposal or proposals for contract award shall be made after a careful evaluation of the proposals received by members of the Review Team. Each proposal will be evaluated for acceptability on the following factors:

- 20 points for General Professional Experience & History
- 50 points for specific experience related to the Statement of Work (SOW)
- 30 points for budget stating Respondent’s hourly rate & proposed mileage allowance

These proposal ratings will be used to formulate the committee’s funding and bidder recommendations.

NOTE: All proposals will be subject to a cost/price analysis.

11. TECHNICAL ASSISTANCE
Assistance will be available via email as required to develop responses to this RFP. Organizations are, however, responsible for the content and for the development of their own proposals. Questions may be emailed to phuyser@miottawa.org until noon on Tuesday, February 17th, 2015. Responses to questions will be posted to OCCAA’s website.

12. REVIEW AND APPEAL PROCESS
All protests or appeals of funding decisions rendered by the OCCAA and all complaints arising out of the administration of any contract shall be resolved in accordance with Ottawa County Community Action Agency Complaint Policy applicable to MDHS funded programs and available upon request.

13. TERMINATION FOR CONVENIENCE (TFC)
The OCCAA may terminate any contracts awarded pursuant to this RFP for convenience (TFC), which is an express termination right, in whole or in part, if the OCCAA determines that cancellation is in OCCAA’s best interest. OCCAA will not be liable for any anticipatory profit in the event of a TFC. Reasons for termination will be left to the sole discretion of OCCA.

Any such termination shall be instituted by delivery to the Contractor of a written notice specifying the extent to which performance of the work under the contract is terminated and the date on which termination becomes effective.

14. CHOICE OF LAW.
Any Contracts awarded pursuant to this RFP will be executed in the State of Michigan and shall be governed by Michigan law.

15. INSURANCE
The successful Respondent may be required to maintain the insurance coverage required by the County while any agreement is in force, including automatic renewal terms, and shall provide documentation of such insurance in a form satisfactory to the County when required.
Exhibit A

**Michigan Energy Assistance Program (MEAP) Processor**  
**Statement of Work**

The Michigan Energy Assistance Program (MEAP) Processor will develop a viable system for performing a variety of client intake and eligibility screening functions for the Michigan Energy Assistance Program (MEAP) and delivering those services as described more fully below:

<table>
<thead>
<tr>
<th>Duties</th>
<th>Frequency</th>
<th>Measures of Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receives and responds to requests for information concerning availability of utility payment assistance eligibility criteria, application processes and other matters</td>
<td>Ongoing</td>
<td>Assessed by Program Supervisor according to Programs Specifications</td>
</tr>
<tr>
<td>Conducts intake interviews with clients applying for utility payment assistance and service programs funded through the Energy Assistance and related programs.</td>
<td>Ongoing</td>
<td>Assessed by Program Supervisor according to Programs Specifications</td>
</tr>
<tr>
<td>Explains eligibility requirements, assists clients in completing a variety of intake and eligibility forms, reviews client identity and income verification documents and/or instructs clients to obtain required documents, and applies established eligibility criteria to determine the services for which individual clients are eligible.</td>
<td>Ongoing</td>
<td>Assessed by Program Supervisor according to Programs Specifications</td>
</tr>
<tr>
<td>Verifies income, asset and credit information provided by applicants to ensure accuracy and completeness.</td>
<td>Ongoing</td>
<td>Assessed by Program Supervisor according to Programs Specifications</td>
</tr>
<tr>
<td>Maintains detailed records and files on all eligibility applications, including documentation for eligibility determinations.</td>
<td>Ongoing</td>
<td>Assessed by Program Supervisor according to Programs Specifications</td>
</tr>
<tr>
<td>Conducts periodic income reviews and family status reviews of clients to determine continuing eligibility for program services.</td>
<td>Ongoing</td>
<td>Assessed by Program Supervisor according to Programs Specifications</td>
</tr>
<tr>
<td>Task</td>
<td>Duration</td>
<td>Assessment</td>
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<tr>
<td>----------------------------------------------------------------------</td>
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<tr>
<td>Process Vouchers and submit for payment in coordination with the Fiscal Department.</td>
<td>Ongoing</td>
<td>Assessed by Program Supervisor according to Programs Specifications</td>
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<tr>
<td>Opens and maintains case files for all clients.</td>
<td>Ongoing</td>
<td>Assessed by Program Supervisor according to Programs Specifications</td>
</tr>
<tr>
<td>Performs other related duties as assigned.</td>
<td>Ongoing</td>
<td>Assessed by Program Supervisor according to Programs Specifications</td>
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