

**INDIANA HOUSING AND COMMUNITY DEVELOPMENT AUTHORITY**

**INDIANA TRAINING INSTITUTE  
FOR ENERGY ASSISTANCE PROGRAM**

FUNDED BY THE LOW INCOME HOME ENERGY ASSISTANCE BLOCK GRANT AND THE  
DEPARTMENT OF ENERGY

**REQUEST FOR PROPOSALS**

**DUE: September 6, 2013 by 5:00 pm/EST**

Return all proposals to:

Indiana Housing and Community Development Authority  
Attn: EAP ITI RFP  
30 South Meridian Street  
Suite 1000  
Indianapolis, IN 46214



## **NOTICE OF FUNDING OPPORTUNITY**

The Indiana Housing and Community Development Authority (IHCDA) is requesting proposal from one or more organizations to plan, coordinate, and deliver training services to community based organizations that coordinate the service delivery for the Energy Assistance Program. Training provided by this proposal will increase knowledge and technical skills for staff, promote leadership development, and enhance the overall service delivery of the Energy Assistance Program.

## **ABOUT THE INDIANA HOUSING AND COMMUNITY DEVELOPMENT AUTHORITY**

IHCDA was created in 1978 by the Indiana General Assembly and is a quasi-public financially self-sufficient statewide government agency. IHCDA's mission is for every Hoosier to have the opportunity to live in safe, affordable, good-quality housing in an economically stable community. IHCDA believes that growing Indiana's economy starts at home.

IHCDA's programs are successful in large part because of the growing network of established partnerships with local, state, and federal governments, for-profit businesses, and not-for-profit organizations. IHCDA's for-profit partners include investment banks, mortgage lenders, commercial banks, corporate investment managers and syndicators, apartment developers, investors, homebuilders, and realtors. IHCDA's not-for-profit partners include community development corporations, community action agencies, and not-for-profit developers.

## **COMMUNITY PROGRAMS OVERVIEW**

In 2007, the Governor of the State of Indiana, Mitchell E. Daniels, Jr., designated IHCDA as the lead agency for the purpose of carrying out State activities for the Community Service Block Grants (CSBG), Weatherization (WX), and Energy Assistance Program (EAP). IHCDA created the Department of Energy Programs in 2011 and was tasked with overseeing the allocation, implementation and monitoring of the energy programs and Community Services Block Grant funded through the Department of Energy (DOE) and the U.S. Department of Health and Human Services (HHS). In 2013, the programs were transferred to the Community Programs Department, which also encompasses the Individual Development Account Program, Housing Choice Voucher Program and Homeless Prevention Initiatives.

## **FUNDING SUMMARY**

IHCDA receives approximately \$73 million in Low Income Home Energy Assistance (LIHEAP) funds from the U.S. Department of Health and Human Services. These funds are allocated to the state's 24 service providers (referred to as the "Network") to conduct client eligibility and provide energy efficiency services for Energy Assistance recipients. The service providers cover all 92 counties within the state.

IHCDA intends to award a professional services contract of up to \$50,000. The contract will begin on October 1, 2013 and run through September 30, 2014 with an option to renew for an additional year. As with all funds provided through LIHEAP, funding is provided on a reimbursement basis.

## **ELIGIBLE APPLICANTS**

All for profit or not for profit entities, as established by Indiana statutes, are eligible to respond to this RFP (hereinafter "Respondents"). The Respondents must be in good standing with IHCDA, the State of Indiana, and the federal government.

## **REQUEST FOR PROPOSALS for ENERGY ASSISTANCE PROGRAM**

### **PART ONE: NEEDS ASSESSMENT**

Because training is expected to be developed with input from the Network, the assessment process is critical to developing and evaluating effective training. Therefore, Respondents are expected to develop a needs assessment tool and to compile and analyze training needs annually.

In this section, the Respondents must demonstrate an advanced understanding of the overall assessment process, knowledge of current training needs, and identify how a training plan will be crafted based on identified training needs. The needs assessment should cover the Energy Assistance Program.

### **PART TWO: ENERGY ASSISTANCE PROGRAM**

Respondents must propose a training plan that will enhance customer service and overall service delivery for organizations that administer the Energy Assistance Program.

#### **SCOPE OF WORK**

In this proposal, Respondents are expected to demonstrate the capacity to assess training needs, develop a training plan, deliver training, and evaluate training so that the Network gains understanding, increases knowledge, and changes behavior. Each section of the proposal- assessment, plan, delivery, and evaluation – is expanded upon below. Proposals must include responses to each section.

#### **Section 1 – Training Plan**

Proposal Respondents are expected to plan, implement, and evaluate a comprehensive training program, based on the assessment findings. The training plan should include the proposed date (at least month and year), number of expected participants, desired outcomes of the training, location of the training, and number of days that the training will be held. Please note that a half day of training is 3.5 hours and a whole day of training is 7.0 hours. Respondents should identify whether trainers will be provided by the Respondent's staff, staff from the Network, state office staff, or contractors.

Curriculum development is an essential activity under this line item. Any programs, presentations, curricula, and related documents created for the training, and not developed or licensed by the vendor prior to the execution of the anticipated contract, will be considered “works for hire” and the property of the IHEDA.

The training plan should include a description of each of the training areas listed.

- 1) **Organizational Capacity** is intended to improve the efficiency of operations and the quality of program performance. The Respondents should demonstrate how the organization has provided training on this topic in the past. Respondents may consider including some of the following topics in their training plans: planning and program design, fiscal responsibilities, grant management, procurement and contracting, performance and evaluation, monitoring and compliance, Information Technology, Management Information Systems, legislative and regulatory interpretation and compliance, Board training and development, fund development, and other areas applicable to the Network.
- 2) **Customer Service Trainings** are intended to increase the overall customer experience at local agencies that administer Energy Assistance. These trainings may include: identifying primary and secondary costumers, dealing with irate customers, coordinating with local resources, identifying barriers that impede self-sufficiency, communication and presentation skills, and other applicable areas related to client eligibility and service delivery.

- 3) **Competency and Skill Based Trainings** are designed to enhance skill sets and competencies associated with client eligibility, family development, case management, and customer service. Training topics in this area many include effective communication, cultural competency, barriers to self-sufficiency, time management, and conflict and problem resolution.
- 4) **Professional Certification Programs** provide Network staff with opportunities to participate in regional or national certification programs. The Respondents should demonstrate how the organization has provided training on this topic in the past. Respondents may consider including some of the following topics in their training plans: Indiana Family Development Certification Program, Train the Trainer Programs, and other training related programs.
- 5) **Financial Reporting and Nonprofit Finance** is designed to increase the agencies' efficiency and accuracy in budgeting, financial reporting, closeouts, and grants management. The Respondents should demonstrate how the organization has provided training on this topic in the past Respondents may consider including some of the following topics in their training plans: financial management for nonprofits, cost allocation, grants management, Office of Management and Budget circulars, and procurement and contracting.

### **Section 2- Delivery**

The proposal should describe how the organization plans to market the trainings, coordinate registration, and track attendance. To conduct training under this contract, once a designated training plan has been decided upon, registration for a class must equal at least 75 percent of the expected attendance listed in the training plan.

The training plan should include a description of each of the training areas listed.

- 1) **Marketing and Promotion-** The Respondent should describe how trainings will be advertised/communicated to participants.
- 2) **Registration-**The Respondent should describe the registration process. The description should include who will coordinate the registration process, how technology will be used, and how long the registration period will be open for each training. The description should also include a process for late registrations and cancellations.
- 3) **Attendance-** The Respondent should describe how the organization will handle late arrivals, early departures for certification programs, and participants that fail to show up for training.
- 4) **Cancellation-** The Respondent should provide a narrative about how training cancellations and postponements will be handled.

### **Section 3 – Evaluation**

The proposal should incorporate evaluation and feedback mechanisms to ensure that the training efforts are on target. The Respondent should describe the evaluation plan from the perspective of the participant, the instructor, and the organization. In the plan, the Respondent should consider evaluating the training results. The proposal should include a narrative of how the evaluation results will be incorporated in to the program design. A formal report should be sent to IHCDCA within sixty (60) days of the end of the contract to provide detailed evaluation results.

### **PART THREE: ORGANIZATIONAL CAPACITY**

This section is designed to evaluate the Respondent's capacity to complete the training and related projects successfully and in compliance with federal requirements. In addition to the proposal narrative, the Respondent should include:

- 1) **Project Budget and Narrative-** The Respondent must submit a budget for the Energy Assistance Program. The budgets should not exceed \$50,000 for LIHEAP. The one-year budget is to be for all costs associated with this project, beginning October 1, 2013 to September 30, 2014 (LIHEAP). The budget should include a cost per training. The cost per training should include all staffing, material expenses, facility expenses, registration costs, insurance, costs associated with testing, travel expenses and supplies. Training days are 7.0 hours.
- 2) **Summary of Organizational Qualifications-** Respondent must include a brief summary of organizational experience and expertise in training with the Community Action Agencies or other nonprofit organizations. Also include the items listed below:
  - a. A copy of your Indiana Certificate of Existence from the Secretary of State.
  - b. Copies of pertinent organizational certifications, designations, licensures.
  - c. Minority-owned Business Enterprise/Women-owned Business Enterprise (MBE/WBE) designations, if any (no more than 5 pages).
  - d. Location of the trainings
  - e. Incorporation of technology into assessment, training, delivery, and evaluation
- 3) **Summary of Current Projects-** Please provide a brief overview of current professional services contracts that focus on training and technical assistance to support the organization's qualifications (no more than 2 pages).
- 4) **Principal Staff-** A summary of the qualifications of each of the organization's executive management team (no more than 1 page).
- 5) **Designated Project Staff-** Names, titles, responsibilities, and resumes of staff responsible to complete this project. Identify the primary point of contact for this proposal (no more than 3 pages).
- 6) **Experience - IHCDA** is looking for a Respondent that can demonstrate proficiency in training, technical assistance, and energy efficiency services so as to minimize the time needed to acclimate to the terminology, skills, and focus of the Energy Assistance Program. Respondents should use this section to prove to IHCDA that its company's background logically supports the type of work solicited in this RFP.
- 7) **Quality Assurance and Evaluation- IHCDA** is looking for a Respondent with a proposed control system that will ensure systems are in place to provide consistent and quality services and reporting. Respondents should also explain how it ensures that funds are used only for authorized purposes.
- 8) **Service Delivery Plan - IHCDA** is looking for Respondents with a proposed control system that will ensure systems are in place to provide consistent and quality services and reporting. Respondents should also explain how it ensures that funds are used only for authorized purposes.
- 9) **Financial Information - IHCDA** is looking for a Respondents with specific and organized financial management systems in place to ensure fiscal responsibility and diminish chances of waste, fraud, error, or abuse. IHCDA also wants to make sure that Respondent is financially capable of carrying out a project in which it will receive payments on a reimbursement basis. Please include the Respondent's past two (2) years of financial statements and its Conflict of Interest Policy.

- 10) **References-** Provide two (2) letters of reference that can demonstrate the Respondent's capacity to manage this contract and provide training if Respondent has not held a training contract with IHCDA in the past twelve (12) months.

## **SUBMISSION INFORMATION**

### **PROPOSAL DUE DATE**

Proposals must be received by IHCDA no later than 5:00 pm/EST on Friday, September 6, 2013, Eastern Standard Time, at the address listed below. Proposals may be mailed, shipped via Fed Ex, UPS, or other standard carrier, or hand-delivered. Late proposals may be accepted at IHCDA's discretion.

**Indiana Housing and Community Development Authority**  
**Attn: Taura Edwards Brown, EAP ITI RFP**  
**30 South Meridian Street, Suite 1000**  
**Indianapolis, IN 46204**

Respondents may be invited to meet with IHCDA representatives to discuss proposed activities prior to the contract award. Incomplete proposals or proposals that do not follow the submission guidelines will not be considered.

### **TENTATIVE REVIEW TIMELINE**

September 6, 2013	Proposals are due
September 9-12, 2013	Proposals are reviewed
September 13, 2013	Questions sent to Respondents
September 16, 2013	Review Team meetings for Final Review
September 17, 2013	Notification of Selection
September 26, 2013	Board Reviews Recommendations
September 26, 2013	Respondents Notified of Funding Decision
October 1, 2013	Contract start date

### **SUBMISSION FORMAT**

Respondents must provide one (1) hard copy of the proposal and supporting materials and one (1) electronic copy of the proposal and supporting materials. The electronic copy can be saved on a disc or flash drive only. IHCDA will time and date stamp proposals to evidence timely receipt.

### **MULTIPLE OR ALTERNATE PROPOSALS**

A single Respondent may not submit more than one (1) response to the RFP.

### **ADDITIONAL SUBMISSION MATERIALS**

Respondents may submit supporting materials, such as an annual report, most recent financial documents demonstrating annual revenue and expenses, examples of assessment tools, training plans developed for other clients, evaluation tools, and workshop documents. IHCDA reserves the right to request additional documentation upon receipt of the RFP to assist with the evaluation of the proposal.

IHCDA staff will be available for questions related to this RFP. An RFP technical assistance session will be held on Monday, August 26 from 10:00 am to 11:00 am at IHCDA offices, during which time questions related to the RFP will be entertained. The questions and answers will be posted online at [www.ihcda.in.gov](http://www.ihcda.in.gov).

## COMMUNICATION

Prior to the submission deadline, discussions may be conducted with potential Respondents to promote understanding of the program requirements and the proposal process. All communications should be sent to Taura Edwards, Community Programs Manager, at [taedwards@ihcda.in.gov](mailto:taedwards@ihcda.in.gov). IHCDA will respond to questions between the response submission deadline and the awardee selection date. Respondent will be notified of its funding status by September 26, 2013.

## COMPLIANCE

1. **Compliance with all Applicable State Business and Employment Laws:** All providers shall comply with all laws governing entities doing business in the State of Indiana, including those found in Titles 23 and 24 of the Indiana Code. Prior to contracting, owners of businesses doing business in Indiana, except for sole proprietorships and general partnerships, must be registered and in good standing with the Indiana Secretary of State.
2. **Wage and Labor Law Compliance:** By submitting a Response, Respondent certifies Respondent's compliance with Title 22 of the Indiana Code, covering wages, hours, working conditions of employees and contractors performing services, as well as all Workers Compensation and Unemployment Compensation requirements. Refer to relevant sections of Title 22 at the Indiana General Assembly website: [www.in.gov/legislative/ic/code/title22/](http://www.in.gov/legislative/ic/code/title22/)
3. **Ethical Compliance:** By submitting a proposal, the Respondent certifies that it shall abide by all ethical requirements that apply to persons who have a business relationship with the State, as set forth in Indiana Code § 4-2-6 et seq., Ind. Code § 4-2-7, et seq., the regulations promulgated thereunder, and Executive Order 04-08, dated April 27, 2004.
4. **Confidential Information:** Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act ("APRA"), IC 5-14-3 et. seq., and the entire response may be viewed and copied by any member of the public. Respondents claiming a statutory exemption to disclosure under APRA must place all confidential documents (including the requisite number of copies) in a sealed envelope marked "Confidential". Respondents should be aware that if a public records request is made under APRA, IHCDA will make an independent determination of confidentiality, and may seek the opinion of the Public Access Counselor. Prices are not considered confidential information.
5. **Taxes, Fees and Penalties:** By submitting a proposal a Respondent certifies that neither it nor its principal(s) is presently in arrears in payment of its taxes, permit fees or other statutory, regulatory or judicially required payments to the State of Indiana or the United States Treasury. Respondent further warrants that it has no current, pending or outstanding criminal, civil, or enforcement actions initiated by either the State or Federal Government pending against it, and agrees that it will immediately notify IHCDA of any such actions.
6. **Conflict of Interest** - Respondent must disclose any existing or potential conflict of interest relative to the performance of the services resulting from this RFP, including any relationship that might be perceived or represented as a conflict. By submitting a proposal in response to this RFP, Respondents affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a Respondent's proposal or immediate termination of an Awardee's Contract. An award will not be made where an actual conflict of interest exists. IHCDA will determine whether a conflict of interest exists and whether an apparent conflict of interest may reflect negatively

on IHCDA, should IHCDA select Respondent. Further, IHCDA reserves the right to disqualify any Respondent on the grounds of actual or apparent conflict of interest.

Respondents are asked to submit with their application a copy of their organization's Conflict of Interest Policy, and the procurement procedures applicable to all sub-contractors with whom they do business.

### **REJECTION OF PROPOSALS**

IHCDA reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and that demonstrate an understanding of training needs identified in this RFP. Any proposal offering any other set of terms and conditions contradictory to those outlined in this RFP may be rejected without further notice.

### **PROPOSAL EVALUATION PROCESS**

Evaluation of all proposals will be done by IHCDA and its counsel. Based on the evaluation criteria, a short list of the highest ranked proposals may be selected and notified, and separate negotiations will then be conducted with each selected entity to discuss its proposal. At the conclusion of these negotiations, IHCDA will establish a deadline for final offers from each of the selected firms. Final selection will be at the discretion of IHCDA. IHCDA will not return proposals to bidders or publish proposal scoring.

### **PROPOSAL EVALUATION CRITERIA**

The following criteria will be IHCDA's primary considerations in the selection of the Respondent (s):

1. **NEEDS ASSESSMENT**– demonstrates an advanced understanding of the overall assessment process, knowledge of current training needs, and identify how a training plan will be crafted based on identified training needs
2. **TRAINING PLAN** – plans, implements, and evaluates a comprehensive training program, based on the assessment findings to include: organizational capacity, customer service, competency/skill based training, professional certification, and financial report/nonprofit finance
3. **SERVICE DELIVERY**– plans to market the trainings, coordinate registration, and track attendance
4. **EVALUATION** – describe the evaluation plan from the perspective of the participant, the instructor, and the organization
5. **ORGANIZATIONAL CAPACITY**– organizational qualifications, budget narrative, principal/designated staff, and references

### **NOTICE OF AWARD**

A statement of findings and decisions may be provided by email to all Respondents upon completion of the evaluation of the competitive service proposals.

### **AVAILABILITY OF FUNDS**

The award of a contract or any allowed renewal or extension is subject to federal funding availability and issued at the discretion of IHCDA and the State.

## **TERMS and CONDITIONS**

This request for proposals (RFP) is subject to the following terms and conditions:

1. This RFP is a request for the submission of proposals, but is not itself an offer and shall under no circumstances be construed as an offer.
2. IHCDA expressly reserves the right to modify or withdraw this RFP at any time, whether before or after any proposals have been submitted or received.
3. IHCDA may reject any or all submissions submitted in response to this RFP at any time prior to entering into a written agreement.
4. A copy of IHCDA's Contract Boilerplate is attached as an Exhibit to this RFP. By submitting a response to this RFP, Respondent acknowledges the acceptance of IHCDA's Contract Boilerplate and the understanding that such Boilerplate is non-negotiable.
5. In the event the party selected does not enter into the required contract to carry out the purposes described in this RFP, IHCDA may, in addition to any other rights and remedies available at law or in equity, withdraw the selection and commence negotiations with another party.
6. In no event shall any obligation of any kind be enforceable against IHCDA unless and until a written agreement is entered into.
7. Each Respondent agrees to bear all costs and expenses of its response and there shall be no reimbursement for any costs and expenses relating to the preparation of responses of proposals submitted hereunder or for any costs or expenses incurred during negotiations.
8. By submitting a response to this RFP, each Respondent waives all rights to seek any remedies whatsoever regarding any aspect of this request, the selection of a Respondent or Respondents with whom to negotiate, the rejection of any or all offers to negotiate, or a decision to terminate negotiations.
9. IHCDA reserves the right to reject any or all Respondents, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed to be in its best interest.
10. IHCDA reserves the right to split the award between multiple Respondents and make the award on a category basis and/or remove categories from the award.
11. IHCDA reserves the right not to award a contract pursuant to this RFP.
12. All items become the property of IHCDA upon submission.
13. Respondent certifies the neither it nor its principals, contractors, or agents are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from utilizing federal funds by any federal or State department or agency.

**REQUEST FOR PROPOSALS  
ATTACHMENTS**

**Attachment A-** Sample Professional Services Contract- LIHEAP