



REQUEST FOR PROPOSALS

for

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM SOFTWARE

**INDIANA HOUSING AND COMMUNITY DEVELOPMENT AUTHORITY
30 South Meridian Street, Suite 900
Indianapolis, IN 46204
<http://www.in.gov/ihcda/>**

317-232-7777

**ISSUE DATE: Monday June 10, 2024
RESPONSE DEADLINE: Monday July 22, 2024, 5:00 PM ET**

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PART 1

SCOPE OF THIS REQUEST

1. PURPOSE OF THIS REQUEST FOR PROPOSALS (“RFP”)

The Indiana Housing and Community Development Authority seeks to contract with an individual or entity to provide data system for Indiana’s Energy Assistance Program (“EAP”) as detailed in the Scope of Services section of this RFP.

2. ABOUT THE INDIANA HOUSING AND COMMUNITY DEVELOPMENT AUTHORITY

MISSION STATEMENT

The Indiana Housing and Community Development Authority (“IHCDA”) provides housing opportunities, promotes self-sufficiency, and strengthens communities. To accomplish this we will:

- Pursue innovation in all programs and services;
- Provide thought leadership;
- Emphasize continued quality of services; and
- Continuously improve program management practices and partnership building.

VISION

At IHCDA, we believe that growing Indiana's economy starts at home. Everyone can agree that all Hoosiers should have the opportunity to live in safe, affordable, good-quality housing in economically stable communities. That's the heart of IHCDA's mission. Our charge is to help communities build upon their assets to create places with ready access to opportunities, goods, and services. We also promote, finance, and support a broad range of housing solutions, from temporary shelters to homeownership.

IHCDA's work is done in partnership with developers, lenders, investors, and nonprofit organizations that use our financing to serve low and moderate-income Hoosiers. We leverage government and private funds to invest in financially sound, well-designed projects that will benefit communities for many years to come. And our investments bear outstanding returns. The activities that we finance help families become more stable, put down roots, and climb the economic ladder. In turn, communities grow and prosper, broadening their tax base, creating new jobs, and maximizing local resources. IHCDA's work is truly a vehicle for economic growth, and it all starts at home.

OVERVIEW (for more information visit <http://www.in.gov/ihcda/>)

IHCDA was created in 1978 by the Indiana General Assembly and is a quasi-public financially self-sufficient statewide government agency. IHCDA's programs are successful in large part because of the growing network of partnerships IHCDA has established with local, state, and federal governments, for-profit businesses and not-for-profit organizations. For-profit partners include investment banks, mortgage lenders, commercial banks, corporate investment managers and syndicators, apartment developers, investors, homebuilders, and realtors. Not-for-profit partners include community development corporations, community action agencies, and not-for-profit developers.

ABOUT THE ENERGY ASSISTANCE PROGRAM (“EAP”)

The Low Income Home Energy Assistance Program (“LIHEAP”) was created by Congress in 1981 to assist low-income households in meeting their immediate home energy needs. IHCDA’s Energy Assistance Program (“EAP”), federally funded through the U.S. Department of Health and Human

Services (“HHS”), aims to target low-income households across the State of Indiana that experience high energy burden (the percentage of gross household income spent on energy costs) each year.

EAP provides eligible households with a one-time annual benefit that can assist with the high cost of energy bills, in addition to helping households that are disconnected or about to be disconnected from their utility services. EAP funding can also be used to provide crisis assistance, weatherization measures, and/or energy-related minor home repairs.

3. SCOPE OF SERVICES

The purpose of this RFP is to solicit proposals for a data system that will aid IHCDA in the administration of EAP and accommodate the reporting needs of HHS and the organization.

IHCDA’s main goal is to serve more eligible Hoosiers faster, shortening the window in which an application is submitted to when clients actually receive their benefit payments. In EAP Program Year 2023, IHCDA processed a total of 154,726 applications across Indiana’s 92 counties. Of that total, 79% of applicants were approved to receive EAP benefits, with 122,728 Hoosiers being served.

Given the increasing number of Hoosiers applying for EAP each year, in addition to the number of program partners IHCDA works with, IHCDA seeks a data system that will allow us to serve more Hoosiers in a faster timeframe. The data system should be easy to use for all EAP applicants across the state. The goal is that the data system will assist IHCDA in making data informed decisions by being able to produce more accurate and consistent data. The data system should be user-friendly for intake staff in addition to IHCDA’s subrecipients on the ground conducting outreach activities and assisting clients with their EAP applications. Additionally, IHCDA works with approximately 270 utility vendors across the state. The data system should be flexible and adaptable to meet the unique needs of IHCDA’s EAP network.

The software provider should have extensive expertise in the delivery, customization, and implementation of LIHEAP data systems for State Agencies. IHCDA anticipates at least two to three of its partner agencies will be selected to pilot test the software. These agencies will work with IHCDA and the provider early in the implementation process. In addition to working with pilot agencies, the provider will need to have a training and implementation plan to onboard IHCDA’s entire EAP network before the system goes live. The network will have a broad range of comfort levels with technology, which may require additional support and training from the provider.

IHCDA’s priorities include, but are not limited to, the following:

- Being able to pull consistent and accurate data through reports available to be exported in PDF and Excel formats;
- User-friendly experience from all system viewpoints;
- Importing historical data from IHCDA’s current EAP software into the data system to comply with federal reporting requirements;
- Customization of the data system to meet the unique needs of IHCDA’s EAP Network;
- Client application and intake capabilities;
- Ability to track clients from application to distribution of EAP benefits;
- Ability to view submitted documents in the system without downloading

- Technical assistance and training from the software provider for IHCDA and subgrantees on how to use the data system;
- Dedicated support/staff from the provider to assist with enhancement requests and issues with the data system beyond initial training;
- Ability for IHCDA to view the system from all user interfaces;
- Variety of options for user permissions;
- Ability to link to IHCDA’s payment systems;
- Ensuring all data in the system is appropriately accessible to build dashboards (with client household and funding data) with minimal assistance.

4. **RFP TIMELINE**

IHCDA would like to have the data system live for Indiana’s EAP Network by August 2025. If the Respondent feels that the milestones listed below are not realistic, it may pose a different implementation timeline in its proposal.

June 10, 2024	RFP released to the general public.
June 28, 2024	Respondent questions due to IHCDA by 5:00 p.m. EST. Questions may be submitted via email to Emily Nash at IHCDAEnergy@ihcda.IN.gov with the subject line “EAP RFP Questions.”
July 9, 2024	IHCDA will post questions and answers to IHCDA’s Public Notices webpage based on Respondent questions received via email.
July 22, 2024	Respondent must submit proposal by 5:00 p.m. ET in PDF format.
July 23 - August 7, 2024	IHCDA will review responses and select finalists to present system demo(s). Finalists will be notified of the date and time for their virtual presentations.
August 12 - 20, 2024	Virtual demonstrations of software systems.
September 2024	Software Selection and IHCDA Delegation.
September 2024	Contract start date.
October 2024	Initial system build and customization for Indiana.
March 2025	Provider will begin to work with 2-3 pilot sites to beta test the data system.
April 2025	Begin training EAP network on the data system.
August 2025	Data System live for Indiana.

PART 2

RFP PROCESS

1. SELECTION PROCESS

Evaluation of all qualifications will be completed by IHCDA. Respondent must be responsive and responsible as described in Sections 2 through 4 of Part 2 of this RFP. Selection of a Respondent is at the sole discretion of IHCDA.

2. QUALIFICATIONS EVALUATION CRITERIA

The following will be IHCDA's primary consideration in the selection process:

1. Compliance with requirements of this RFP.
2. An assessment of the Respondent's ability to deliver the indicated service in accordance with the specifications set out in the RFP.
3. Experience of the Respondent with State LIHEAP programs.
4. Strength of client references.
5. Knowledge of data systems related to the Low Income Home Energy Assistance Program (LIHEAP).
6. Knowledge of state and federal reporting requirements for LIHEAP.
7. How the Respondent will ensure the data system is user-friendly while protecting sensitive client information.
8. Competitive fee (Respondent should include a list of pricing options/models that the Respondent offers).

3. RESPONSIBLE RESPONDENT REQUIREMENTS

IHCDA shall not award any contract until the selected Respondent has been determined to be responsible. A responsible Respondent must:

1. Have adequate financial resources to perform the project, or the ability to obtain them;
2. Be able to comply with the required or proposed delivery or performance schedule, taking into consideration all the Respondent's existing commercial and governmental business commitments;
3. Have a satisfactory performance record with IHCDA;
4. Have a satisfactory record of integrity and business ethics;
5. Have the necessary organization, experience, accounting and operational controls, and technical skills, or the ability to obtain them;
6. Have the necessary production, construction, and technical equipment and facilities, or the ability to obtain them;
7. Have supplied all requested information;
8. Be legally qualified to contract in the State of Indiana, and, if it is an entity described in IC Title 23, it must be properly registered with the Indiana Secretary of State and owe no outstanding reports to the Indiana Secretary of State (There is a fee to register); and
9. Be otherwise qualified and eligible to receive an award under applicable laws and regulations, including not being suspended or debarred. If a prospective contractor is found to be non-responsible, a written determination of non-responsibility shall be prepared and included in the official file for this RFP, and the Respondent shall be advised of the reasons for the determination.

4. RFP SUBMISSION ITEMS

A major portion of the proposal will include filling out tables and textboxes, in addition to submitting attachments or documents. These will be combined and submitted in one PDF. Please ensure to number each page. All documents should be submitted in Times New Roman 12-point font with 1-inch margins. Please limit your responses to the textboxes provided for the remaining questions we are seeking responses to. **Any modification of the textboxes to add additional information will result in the additional information not being scored.**

Please submit your proposal in the following order as one combined PDF:

1. Qualifications Cover Sheet (includes link to Video Demo)
2. Certification
3. Organization Qualifications and Experience
4. Key Personnel Identification
5. Scope of Work (Data System Features and Technical Considerations)
6. Timelines
7. Budget & Budget Narrative
8. Client References (3)

A. Qualifications Cover Sheet

The Respondent must submit a completed Cover Sheet which is located in Appendix A of this RFP, including the Summary of Qualifications and the table at the bottom of the page.

- a. All Respondents must include a link to a video demonstration (no longer than 10 minutes) showing how their data system works. Anything over the 10 minute mark will not be scored.
 - i. It is okay if all modules are not explained. We want to get a sense of your system, not understand the depth of everything it can do.
 - ii. Please include the point of view of intake who will be using this system daily to input applicant data and showcase how benefit levels and program eligibility are determined. The videos should include the process for an EAP client to complete an application, and what it looks like from the subrecipient view when the application has been submitted and is processed.

B. Certification

- a. Please complete and attach the Respondent Certification located in Appendix B of this RFP.

C. Organization Qualifications and Experience (1 page maximum)

Please provide a 1-page narrative describing your company's qualifications and experience with LIHEAP data systems. This section should include the following information:

- a. A brief description of the organization.
- b. Describe your experience with developing and implementing LIHEAP data systems at the state level.
- c. In this section, please tell us which states and/or local agencies use your LIHEAP software and for how long they have used it.

D. Key Personnel Identification (Up to 1 page per Team Member)

Key personnel are the people who would be directly assigned to work with IHCDA on this project, not just an organizational chart. Please provide the qualifications and experience of the key personnel that would be working on the software. Responses should include:

- a. Identification of key personnel.
 - i. Include their role for this project. For example: Point of Contact, Trainer, etc.
- b. Resumes and Qualifications for this project.
 - i. The individuals noted in the proposal must have experience in creating and implementing software systems. Please highlight experiences working with state government agencies and LIHEAP/energy assistance programs.

E. Scope of Work (Appendix E and Appendix F)

- a. For the Scope of Work, please respond to Appendix E and Appendix F to provide a detailed description of how your data system will meet IHCDA’s desired features and technical requirements.
 - i. We do not expect a technical proposal in addition to what is provided in Appendix E and Appendix F. The responses to these sections will serve as the Scope of Work for your proposal.

F. Timelines (4 pages total)

The data system should be live for Indiana by August 2025. Our expectation is that the system should be built and customized to meet the needs of IHCDA’s EAP network, in addition to all users trained and using the system by this date.

Please submit a feasible and realistic timeline of how your organization will deliver a system that meets current/upcoming HHS requirements while meeting IHCDA’s desired features and functionalities. **Respondents should submit 2 separate timelines:** The first is for the initial build, customization, and longer-term system rollout. The second is for your proposed training plan for the pilot groups and the remaining agencies. Please see below:

- a. Customization and System Rollout Timeline (2 pages maximum):
 - i. Please provide a detailed description of the full timeline for the data system to be built, customized, and implemented.
 - ii. This timeline should include the initial system customization, the beta testing phase, any further customization, and when the network might switch to the data system.
- b. Training and Technical Assistance Timeline (2 pages maximum):
 - i. Please provide a detailed description of what the training plan will be for the pilot groups and the rest of the EAP network. In the timeline and training plan, please also include the following information:
 - a. Describe the training plan for the pilot groups and when the remainder of our partner agencies will be trained on the data system.
 - b. Include a description of what type of training materials will be provided and how the network will access these materials.
 - c. Describe how you will train the network as future enhancements are implemented.

G. Budget & Budget Narrative (4 pages maximum)

- a. Using the chart from Appendix D, submit your proposed budget for each stage of this project. Please submit two (2) budget charts:
 - i. The first budget chart submitted should include all of the start-up costs associated with implementing Indiana's EAP data system.
 - ii. The second budget chart should include any ongoing/annual costs associated with your software after the data system is live for Indiana.
- b. Please also provide a budget narrative that explains your cost estimates.
 - i. The budget narrative should be submitted as part of Appendix D (directly after the chart). The budget narrative should be submitted in Times New Roman, 12-point font and no more than 2 pages single-spaced.

H. Client References (3)

Please provide three references for clients who currently use your software system for LIHEAP whom IHCDA can contact to get an independent assessment of your system capabilities. One of your references must be a state agency. Please include the following:

- a. Organization Name/State,
- b. Brief description of the software, and
- c. Contact person's name, telephone number, and email address.

5. FORMAT FOR SUBMISSION AND DUE DATE

Respondent's proposal must be submitted via email to:

Emily Nash
Energy and Utility Programs Process Manager
Indiana Housing and Community Development Authority
30 South Meridian, Suite 900
Indianapolis, IN 46204
IHCDAEnergy@ihcda.IN.gov

The deadline for submission is Monday July 22, 2024 at 5:00 PM ET.

Applications that miss the submission deadline and/or do not contain all of the required forms/documents as listed in this RFP may be determined ineligible for further consideration.

By submitting a proposal to IHCDA, your organization is agreeing to adhere to the terms and conditions outlined in our contract template and the additional State of Indiana Office of Technology requirements. Please see the attachments which can be found on IHCDA's Public Notices webpage.

The Respondent also agrees to obtain Cyber Liability Insurance addressing risks associated with electronic transmissions, the internet, networks, and informational assets, and having limits of no less than \$700,000 per occurrence and \$5,000,000 in the aggregate if it is awarded a contract.

In your response, please note any exceptions that you may need if selected to build the LIHEAP software. This can be included in the proposal in PDF form following the Cover Sheet and Certification.

PART 3

TERMS AND CONDITIONS

1. STATE POLICIES

- A. **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. Respondent will be required to attend online ethics training conducted by the State of Indiana.
- B. **PAYMENTS:** Any payments for services under any contract awarded pursuant to this RFP shall be paid by IHCDA in arrears in conformance with State fiscal policies and procedures and, as required by IC §4-13-2-14.8, the direct deposit by electronic funds transfer to the financial institution designated by the successful Respondent in writing unless a specific waiver has been obtained from the IHCDA Controller. No payments will be made in advance of receipt of the goods or services that are the subject of any contract except as permitted by IC §4-13-2-20.
- C. **EMPLOYMENT ELIGIBILITY VERIFICATION.** The Respondent cannot knowingly employ an unauthorized alien. The Respondent shall require its contractors who perform work for the Respondent pursuant to the project to certify to the Respondent that the contractor does not knowingly employ or contract with an unauthorized alien.
- D. **CONFIDENTIALITY OF STATE INFORMATION.** The Respondent understands and agrees that data, materials, and information disclosed to the Respondent may contain confidential and protected information. The Respondent covenants that data, material, and information gathered, based upon or disclosed to the Respondent for the purpose of this project will not be disclosed to or discussed with third parties without the prior written consent of the IHCDA. In addition to the covenant made above in this section and pursuant to 10 IAC 5-3-1(4), the Respondent and IHCDA agree to comply with the provisions of IC §4-1-10 and IC §4-1-11. If any Social Security number(s) is/are disclosed by Respondent, Respondent agrees to pay the cost of the notice of disclosure of a breach of the security of the system in addition to any other claims and expenses for which it is liable under the terms of this contract.
- E. **INFORMATION TECHNOLOGY ENTERPRISE ARCHITECTURE REQUIREMENTS.** Respondent agrees that any information technology-related products or services are compatible with the technology standards, including the assistive technology standard, all found at <https://www.in.gov/iot/2394.htm>.

Additionally, if this RFP is related to software, Respondent agrees that IHCDA owns all of the data that it imports, populates or otherwise adds into the Respondent's software. Therefore, upon the expiration or termination of any contract that Respondent enters into with IHCDA pursuant to this RFP, the Respondent must export IHCDA's data from its software to IHCDA in a secure and useable format that would be able to be readily imported into another system in conformance with industry standards.

- F. **ACCESS TO PUBLIC RECORDS:** 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 Indiana Public Access Counselor. Prices are not considered confidential information. The following information shall be subject to public inspection after the contract award:

- a. The RFP.
- b. A list of all vendors who received the RFP.
- c. The name and address of each Respondent.
- d. The amount of each offer.
- e. A record showing the following:
 - i. The name of the successful Respondent.
 - ii. The dollar amount of the offer.
 - iii. The basis on which the award was made.
- f. The entire contents of the contract file except for proprietary information that may have been included with an offer, such as:
 - i. trade secrets;
 - ii. manufacturing processes;
 - iii. financial information not otherwise publicly available; or
 - iv. other data that does not bear on the competitive goals of public procurement that was not required by the terms of the RFP itself to be made available for public inspection.

G. **TAXES, FEES AND PENALTIES:** By submitting a proposal 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.

H. **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, Respondent affirms that it has not given, nor intends 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 the 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.

I. **APPEALS/PROTEST:** Respondent may appeal/protest the award of this contract based on alleged violations of the selection process that resulted in discrimination or unfair consideration. The appeal/protest must include the stated reasons for the Respondent's objection to the funding decision, which reasons must be based solely upon evidence supporting one (1) of the following circumstances:

- a. Clear and substantial error or misstated facts which were relied on in making the decision being challenged;
- b. Unfair competition or conflict of interest in the decision-making process;
- c. An illegal, unethical or improper act; or

- d. Other legal basis that may substantially alter the decision.

The appeal/protest must be received within ten (10) business days after the Respondent receives notice of the contract award, or the appeal/protest will not be considered. All protests shall be in writing, submitted to the Compliance Attorney, who shall issue a written decision on the matter. The Compliance Attorney may, at his/her discretion, suspend the procurement pending resolution of the protest if the facts presented so warrant. The Respondent will receive written acknowledgement of receipt of the appeal/protest within five (5) business days of its receipt, noting the day the appeal/protest was received. Any appeal/protest regarding the funding decision made by IHCDA will be examined and acted upon by the Compliance Attorney within thirty (30) days of its receipt. The decision of the Compliance Attorney is final.

2. FEDERAL REQUIREMENTS

Respondent agrees to comply with the following federal regulations:

- A. **Equal Employment Opportunity**. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of “federally assisted construction contract” in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 CFR part 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.”
- B. **Davis-Bacon Act, as amended (40 U.S.C. 3141-3148)**. When required by Federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.
- C. **Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708)**. Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less

than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

- D. **Rights to Inventions Made Under a Contract or Agreement.** If the Federal award meets the definition of “funding agreement” under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency.
- E. **Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended**—Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).
- F. **Debarment and Suspension (Executive Orders 12549 and 12689)**—A contract award (see 2 CFR 180.220) must not be made to parties listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.
- G. **Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)**—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.
- H. **Procurement of Recovered Materials.** Contractors must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.
- I. **§ 200.216 Prohibition on certain telecommunications and video surveillance services or equipment.**

Prohibition from obligating or expending loan or grant funds to:

1. Procure or obtain;
2. Extend or renew a contract to procure or obtain; or
3. Enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in [Public Law 115-232](#), section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).
 - i. For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).
 - ii. Telecommunications or video surveillance services provided by such entities or using such equipment.
 - iii. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

J. § 200.321 Contracting with small and minority businesses, women's business enterprises, and labor surplus area firms.

(a) The Respondent must take all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

(b) Affirmative steps must include: (1) Placing qualified small and minority businesses and women's business enterprises on solicitation lists; (2) Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources; (3) Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises; (4) Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises; and (5) Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

K. § 200.322 Domestic preferences for procurements.

- a. To the greatest extent practicable under a Federal award, the contractor should provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). The requirements of this section must be included in all subawards including all contracts and purchase orders for work or products under this award.
- b. For purposes of this section:
 - i. "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.
 - ii. "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products

such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

3. RFP TERMS AND CONDITIONS

This request is issued subject to the following terms and conditions:

- A. This RFP is a request for the submission of qualifications, but is not itself an offer and shall under no circumstances be construed as an offer.
- B. IHCDA expressly reserves the right to modify or withdraw this request at any time, whether before or after any qualifications have been submitted or received.
- C. IHCDA reserves the right to reject and not consider any or all Respondents that do not meet the requirements of this RFP, including but not limited to: incomplete qualifications and/or qualifications offering alternate or non-requested services.
- D. IHCDA reserves the right to reject any or all companies, 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.
- E. In the event the party selected does not enter into the required agreement to carry out the purposes described in this request, IHCDA may, in addition to any other rights or remedies available at law or in equity, commence negotiations with another person or entity.
- F. In no event shall any obligations of any kind be enforceable against IHCDA unless and until a written agreement is entered into.
- G. The 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 qualifications submitted hereunder or for any costs or expenses incurred during negotiations.
- H. By submitting a response to this request, the Respondent waives all rights to protest or seek any remedies whatsoever regarding any aspect of this request, the selection of another Respondent or Respondents with whom to negotiate, the rejection of any or all offers to negotiate, or a decision to terminate negotiations.
- I. IHCDA reserves the right not to award a contract pursuant to the RFP.
- J. All items become the property of IHCDA upon submission and will not be returned to the Respondent.
- K. IHCDA reserves the right to split the award between multiple applicants and make the award on a category by category basis and/or remove categories from the award.
- L. The Respondent certifies that 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.
- M. The Respondent understands that IHCDA will enter into contract preparation activities with the Respondent whose RFP appears to be the most advantageous to IHCDA. If at any time the contract preparation activities are judged to be ineffective, the state may do the following:
 - a. Cease all activities with that Respondent.
 - b. Begin contract preparation activities with the next highest ranked Respondent.
- N. A copy of IHCDA's most recent 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.
- O. Additionally, IHCDA will not agree to any of the following terms or conditions:
 - a. Any provision requiring IHCDA to provide insurance
 - b. Any provision requiring IHCDA to provide indemnity
 - c. Any provision providing that this Contract be construed in accordance with laws other than those of the State of Indiana

- d. Any provision providing that suit be brought in any state other than Indiana
- e. Any provision providing for resolution of contract disputes
- f. Any provision requiring IHCDA to pay any taxes
- g. Any provision requiring IHCDA to pay penalties, liquidated damages, interest or attorney's fees
- h. Any provision modifying the applicable Indiana statute of limitations
- i. Any provision relating to the time within which a claim must be made
- j. Any provision requiring payment of consideration in advance unless authorized by an exception listed in IC 4-13-2-20
- k. Any provision limiting disclosure of this Agreement in violation of the Access to Public Records Act, IC 5-14-3
- l. Any provision providing for automatic renewal

APPENDIX A: Qualifications Cover Sheet

Name of Individual, Firm, or Business: _____

Tax Id: _____

Address: _____

Phone Number: _____

Website Address: _____

Software Video Demonstration Link: _____

Contact Person: _____

Title: _____

Email Address: _____

Phone Number: _____

Contract Signatory Authority: _____

Title: _____

Total Budget Amount: \$ _____

Summary of Qualifications to Complete This Work (250 words or less)

Please use 12-Point Font, Times New Roman. Please do not enlarge the text box below.

	Yes	No
Is your organization currently providing a data system for a statewide LIHEAP program?		
Can your organization commit to a virtual software demonstration between August 12 th and August 20 th , 2024?		
Are you willing to register your business with the Indiana Secretary of State?		
Does your software include a Statewide application or ability to collect intake information?		

APPENDIX B. Certification Statement

INDIANA HOUSING AND COMMUNITY DEVELOPMENT AUTHORITY

CERTIFICATION OF RESPONDENT

I hereby certify that the information contained in these qualifications and any attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided by this organization. I acknowledge that I have read and understood the requirements and provisions of the RFP and agree to abide by the terms and conditions contained herein.

I _____ am the _____ of

the (type name of signatory authority) corporation, partnership, association, or other entity named as company and the Respondent herein, and I am legally authorized to sign this and submit it to the Indiana Housing and Community Development Authority on behalf of said organization.

18 U.S.C. § 1001, "Fraud and False Statements," provides among other things, in any matter within the jurisdiction of the executive, legislative, or judicial branch of the Government of the United States, anyone who knowingly and willfully: (1) falsifies, conceals, or covers up by any trick, scheme, or device a material fact; (2) makes any materially false, fictitious, or fraudulent statement or representation; or (3) makes or uses any false writing or document knowing the same to contain any materially false, fictitious, or fraudulent statement or entry; shall be fined under this title, and/or imprisoned for not longer than five (5) years.

Respondent:

Signed: _____

Name: _____

Title: _____

Date: _____

Firm name: _____

APPENDIX C. Application Checklist

Proposal Submission Items	Check
Qualifications Cover Sheet (1 page total) <ul style="list-style-type: none"> Includes link to 10-minute Software Video Demonstration Completed questionnaire at the bottom of the page 	
Certification Statement (1 page)	
Document Noting Contract/IOT Exceptions <ul style="list-style-type: none"> If your organization does not have any exceptions to IOT terms and conditions, you do not need to include this 	
Organization Qualifications and Experience (1 page total) <ul style="list-style-type: none"> Times New Roman, 12-point font 	
Key Personnel Identification <ul style="list-style-type: none"> Up to 1 page per team member Only the names/qualifications of the team members who will be directly working on Indiana’s EAP data system 	
Data System Features Chart (Appendix E) <ul style="list-style-type: none"> Respondent only needs to check the appropriate boxes in the chart; no additional information/attachments are required for this section 	
Technical Considerations (Appendix F) <ul style="list-style-type: none"> Please answer each question in this section Do not enlarge the textboxes – responses should be detailed but brief 	
Timelines (4 pages total) <ul style="list-style-type: none"> Customization and System Rollout Timeline Training and Technical Assistance Timeline 	
Budget and Budget Narrative (4 pages total) <ul style="list-style-type: none"> Submit the budget chart located in Appendix D <ul style="list-style-type: none"> There should be 2 budget charts submitted <ul style="list-style-type: none"> The first budget chart should include the total budget for the implementation/start-up cost for the first year of this project The second budget chart should include any ongoing/annual costs associated with your software after the data system is live for Indiana Up to 2 pages single-spaced for the budget narrative 	
Three Client References <ul style="list-style-type: none"> One reference must be a state LIHEAP agency currently using your data system 	

This checklist is for you to keep track of what we are asking you to submit. The proposal should be submitted in the order listed above. **All proposals should be submitted as one single/combined PDF document.**

There is no need to submit this checklist with the proposal.

APPENDIX D. Budget

Please submit your two budgets using the following tables. If there are additional budget items not listed in this table, please include those as needed.

IHCDA pays contractors within 30 days of an approved invoice and any required documentation. Payment for installation, training, technical assistance, and other professional services is made based on the completion of deliverables; payments are not made prior to the contractor completing the associated deliverable or service. Software hosting, licensing, and maintenance fees may be paid in advance.

The first budget chart submitted should include **all of the start-up costs** associated with building Indiana’s EAP data system.

SERVICE	FEE	HOW FEE IS CALCULATED	PAYABLE	PROCESS	BUDGETED AMOUNT
Briefly describe the service/tasks	\$ Amount per service	Describe how each fee was calculated. Please provide a justification for the cost of each service listed in this table.	Indicate when the service is expected to be paid for (Example: Upon completion of Task 1)	Describe the process for how the payment will be made (Example: Contractor submits invoice, IHCDA pays within X days).	Total \$ Amount Budgeted for this service
Hosting Fee					
Software Licensing/Software Development					
Training					
Maintenance					
Installation					
Professional Services					
TOTAL					

The second budget chart should include any **ongoing/annual costs associated with your software after the data system is live** for Indiana. Please use the same chart template below for both budgets and label each accordingly when submitting.

SERVICE	FEE	HOW FEE IS CALCULATED	PAYABLE	PROCESS	BUDGETED AMOUNT
Briefly describe the service/tasks	\$ Amount per service	Describe how each fee was calculated. Please provide a justification for the cost of each service listed in this table.	Indicate when the service is expected to be paid for (Example: Upon completion of Task 1)	Describe the process for how the payment will be made (Example: Contractor submits invoice, IHCDA pays within X days).	Total \$ Amount Budgeted for this service
Hosting Fee					
Software Licensing/Software Development					
Training					
Maintenance					
Installation					
Professional Services					
TOTAL					

In addition to submitting the above budget table, **please also provide a budget narrative** that explains your cost estimates for the implementation of your software system. The budget narrative should be submitted in Times New Roman, 12-point font, and be no longer than 2 pages single-spaced.

Please include your budget narrative as part of Appendix D (directly after the budget charts) when submitting your proposal.

APPENDIX E. Data System Features

The vendor’s proposed data system should contain all of the following capabilities. Please indicate whether your product currently has each feature, if your company is currently building the feature, if you can build our desired features, or if the feature or capability is not possible to build. For each feature, select only one response by filling an X into the checkbox.

Key LIHEAP Data System Features	Currently Have	Currently Building	Can Build	Not Possible
Intake/Client Application				
Do you have a LIHEAP application for clients?				
Does the system have the ability to upload pictures?				
Does the system allow applicants to upload multiple documents and photos at once? (Example: Being able to take multiple pictures of a single utility bill and upload to the system as one document)				
Does the system have the ability to track EAP applicants with unique identifiers?				
Does the system allow applicants to complete forms directly in the system without downloading the forms and uploading once completed?				
Do dates auto-populate when filling out any forms in the system?				
Does the system have the ability to view documents and pictures live in the system without needing to download?				
Does your software have a mobile application?				
Does your system allow intake staff to create notes on applications?				
Does your system have a tracker for applicants to view that indicates where their application is in the review process?				
Can the system send communication automatically to clients/applicants, both templated/automatic and Ad Hoc?				
Does the system have the ability to prioritize at-risk applicants, as those applicants are defined by LIHEAP?				
Does your system have a way to clearly indicate for intake staff when a client/applicant checks that they are in a crisis situation?				
Does the system have the ability to schedule appointments with clients?				
Does the system allow applicants to choose the type of appointment? (Example: In-person, virtual, etc.)				
Does the system have signature capabilities?				
Eligibility Determination				
Is the system set up to utilize Categorical Eligibility?				
Does the system have the ability to collect income information and supporting documentation?				
Does the system have income calculation capabilities for verified applicants?				

Does the data system track application status and allow applicants to see where their application is in the process?				
Does the system have the ability to send notification letters to clients regarding their eligibility?				
Utility Vendors				
Does the system have a module and/or ways to contact utility vendors?				
Does the system have the ability to collect utility account information?				
Does your software allow utility vendors and organizations doing intake/application review to communicate with each other and with the client through the system?				
Does the system allow vendors to manage their own access in the system? (Example: reset their own passwords)				
Quality Assurance (QA)				
Does the system show various application statistics?				
Transmittals				
Does the system show what funding sources/grants are being used?				
Can LSPs draw down from any available funding source in the system and use funds interchangeably?				
Does the system have the ability to track budget spending?				
Does your software have the ability to interface with state financial systems?				
Does the software have data linking/API capabilities with other state programs/software?				
Monitoring				
Do you have a monitoring module?				
Reporting				
Does your system meet federal HHS reporting requirements?				
Does your system have Ad Hoc reporting capabilities?				
Assurance 16				
Does your system have a module for tracking A16 activities?				
Emergency Repair and Replace (ERR)				
Does your system have a module for ERR (also referred to as heating system repair programs)?				
Closeout				
Does your system contain offline data storage? Is there a way to offboard but retain denied EAP applications?				

APPENDIX F. Technical Considerations

All Respondents must provide answers to the following questions in your submission. Please fill in the textboxes for your responses. **Do not attempt to make the textboxes larger.** Responses should be submitted in Times New Roman, 12-point font using the spaces provided under each question.

Separate attachments are not required for this section. We ask that your responses to each question are detailed, but brief. Finalists will have the opportunity to go into more detail regarding their system capabilities if selected for a virtual software demonstration.

1. **Communication Plan**

- a. Please describe how you would communicate and work with IHCDA on future technology enhancements, fixing bugs, responding to issues with the system, etc. In your response, please include information about who IHCDA would work directly with to resolve issues/collaborate on technology enhancements.

- b. Please explain how your organization responds to tickets/if you have a ticketing system.

- c. As state and federal reporting requirements may change, describe how you will work with IHCDA to address new needs and changes for the system.

- d. Please also detail the frequency of planned communication with IHCDA and the other stakeholders using the system.


2. API Capabilities

- a. What is your process for creating a new API? Please provide examples.

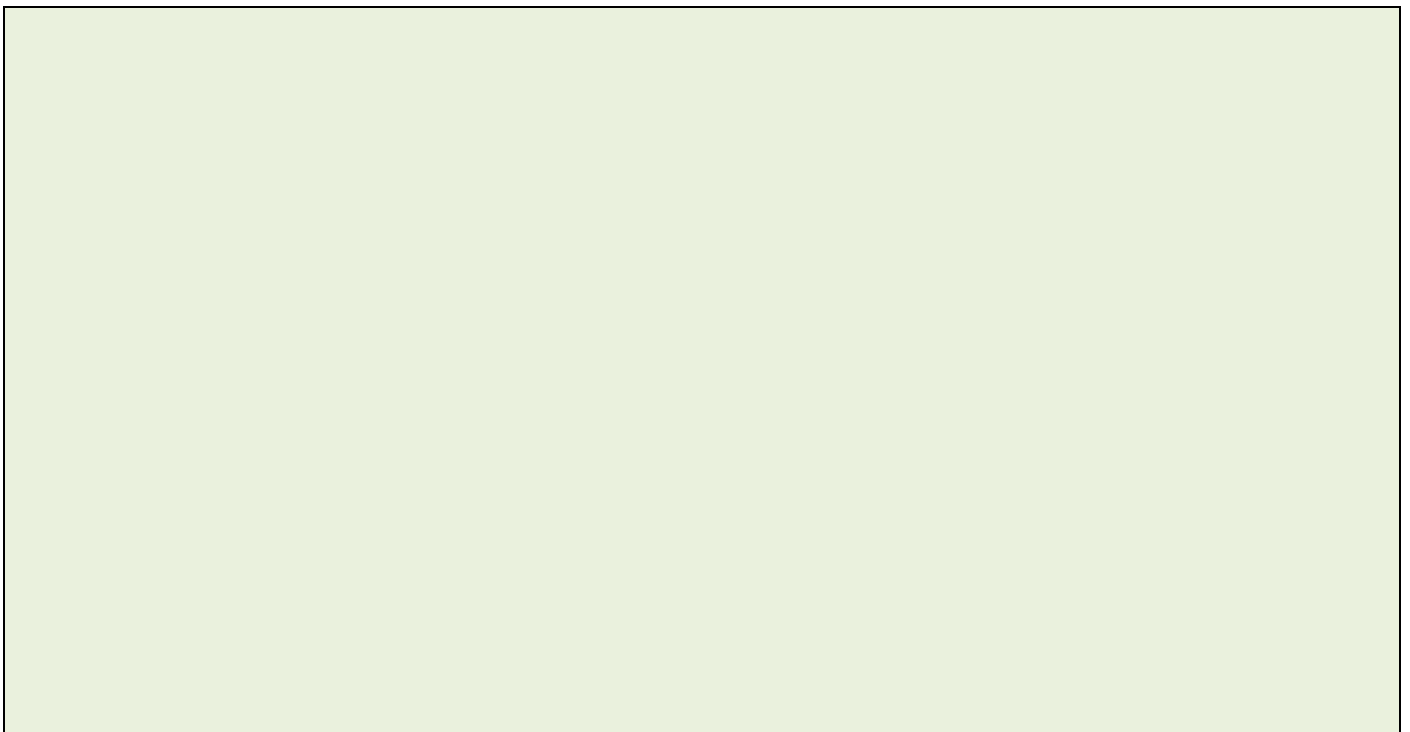
- b. What other programs can your LIHEAP software already interface with? Examples include Weatherization, Financial Systems, etc.



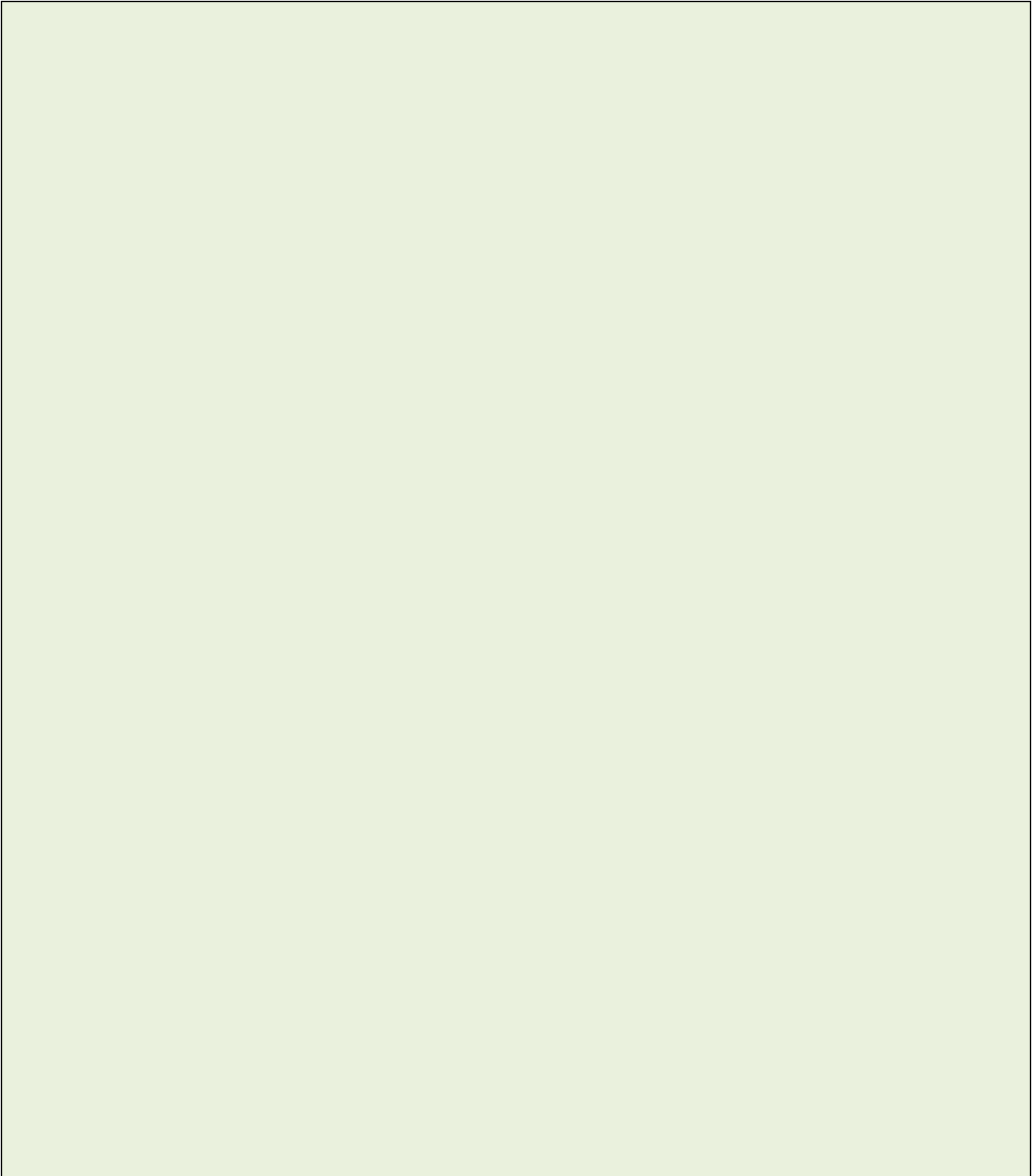
- c. What formats can the system handle for imports and exports?



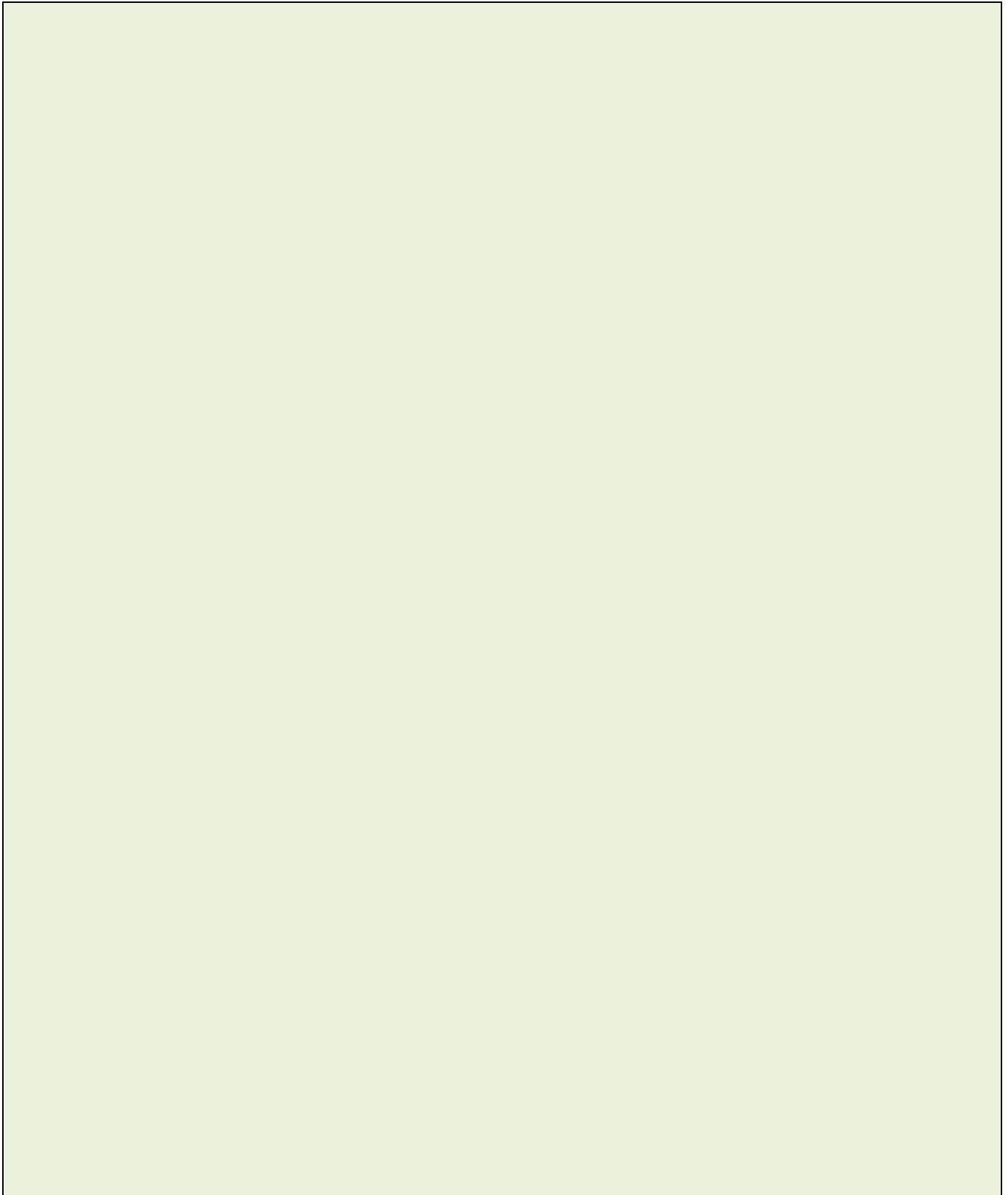
- d. How does the system handle multiple funding sources? For example, if HHS releases multiple funding sources in one year, how does your system track those funds separately?



- e. How does your system link data? Please describe:
 - i. Any relationships to ensure Unique IDs are accurately captured.
 - ii. How the system handles relationships between tables/queries and what/how key identifiers are used.



- f. Tell us how your system currently functions when an applicant is deemed to have a benefit. Walk us through your system's payment process.

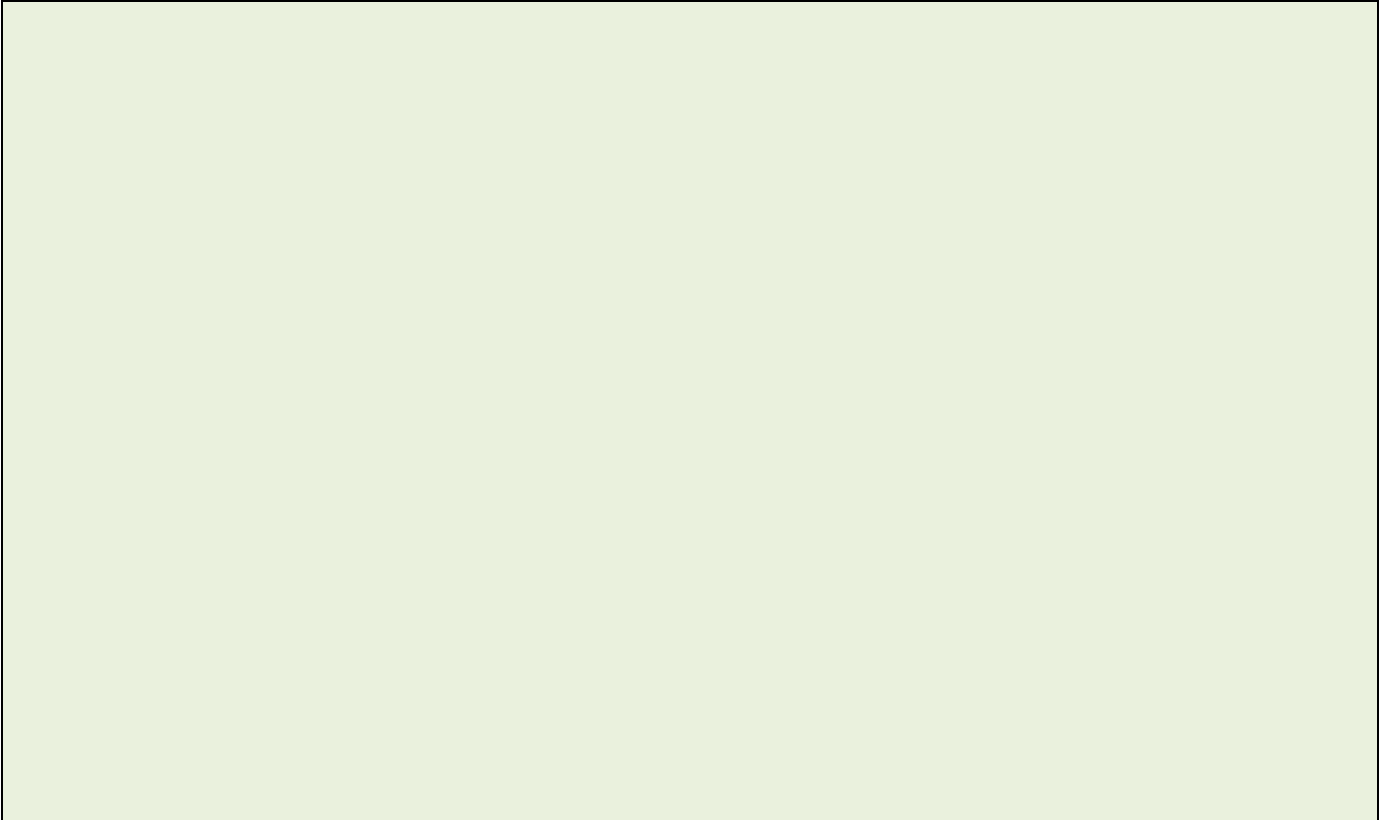


3. Security

- a. Please describe how your system will balance having a user-friendly interface while protecting Personally Identifiable Information (PII) and meeting Indiana State IT requirements?

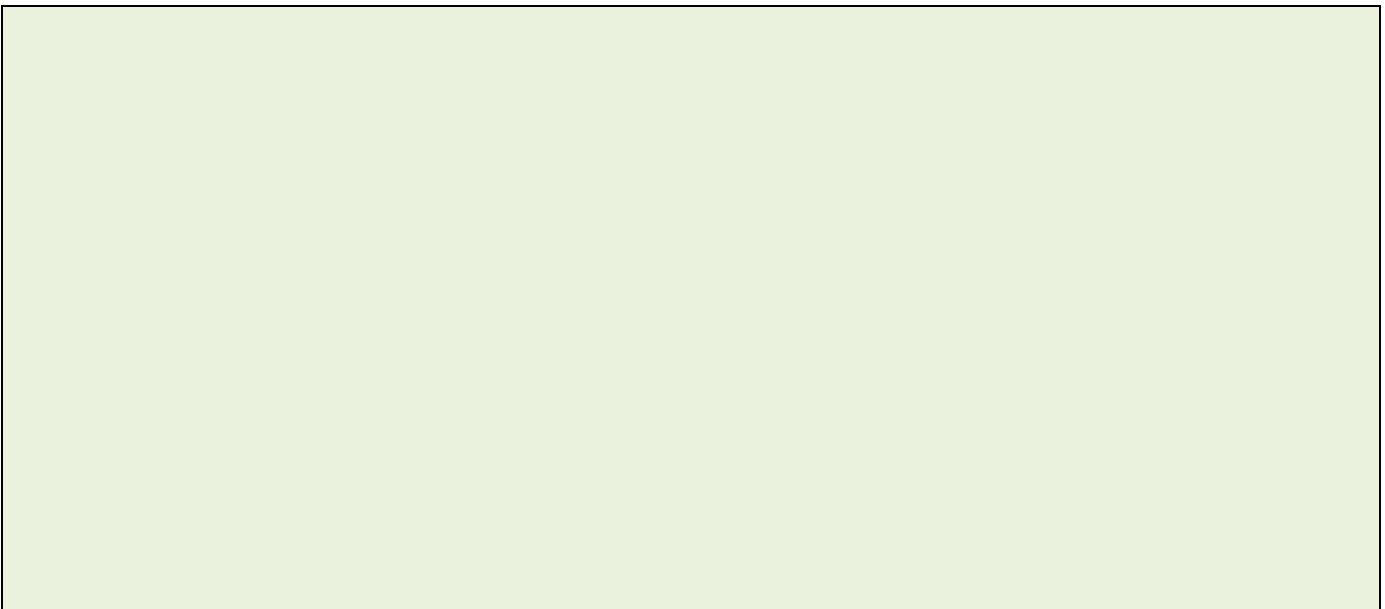
- b. Have you or your partners ever had a data breach?
 - i. If so, please describe what you did to address the situation.
 - ii. How would you inform IHCDA that a data breach has occurred?

c. Please describe the permission capabilities your software has and at what levels.



4. Client Application

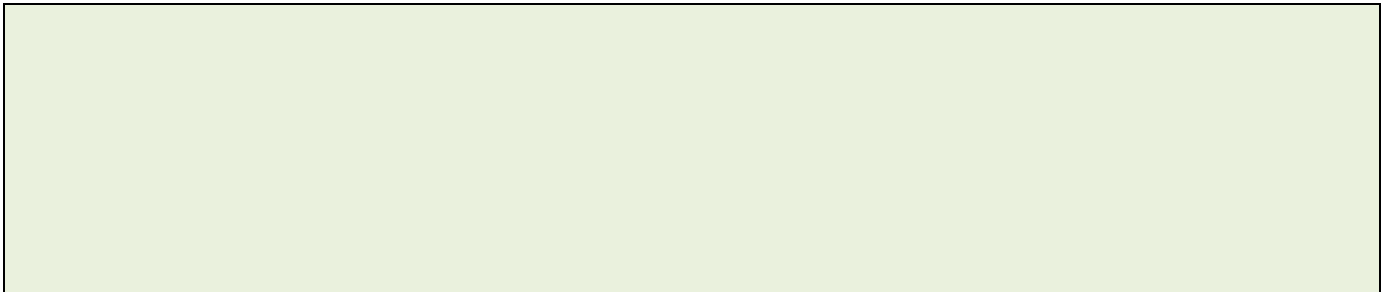
a. What does income eligibility/determination look like in your system? Please walk us through this process.



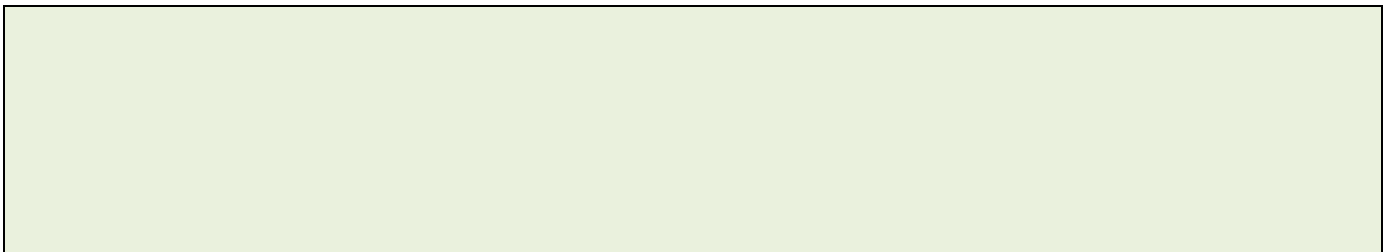
b. How does your system collect data/allow notes?



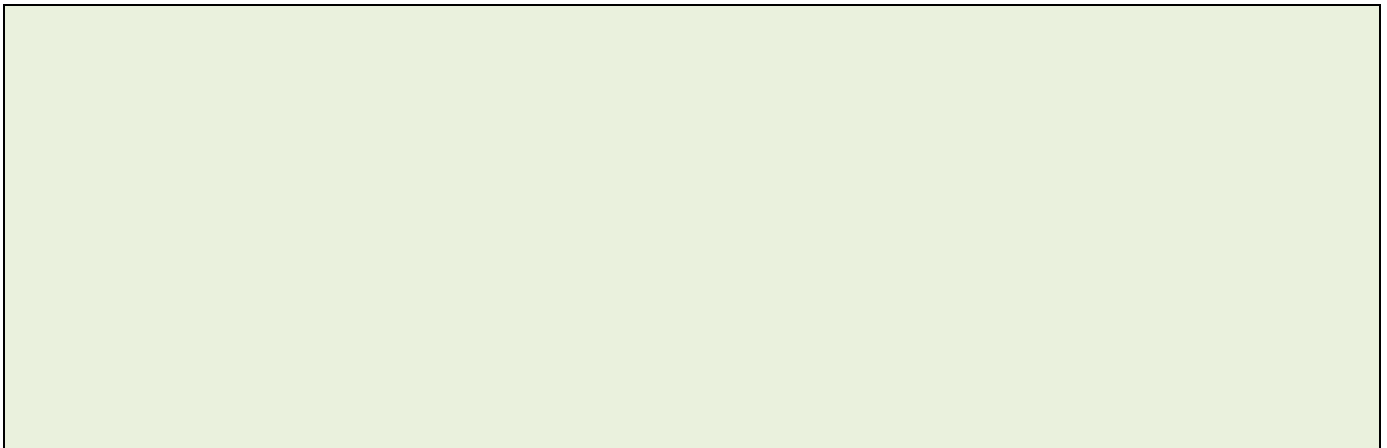
c. If clients can complete forms in the actual system, what file types and sizes are accepted? If not, what layers of security are provided to protect against files with viruses attached to them?



d. If you do have a mobile application, what platforms does it work on? (Example: iPhone and Android).

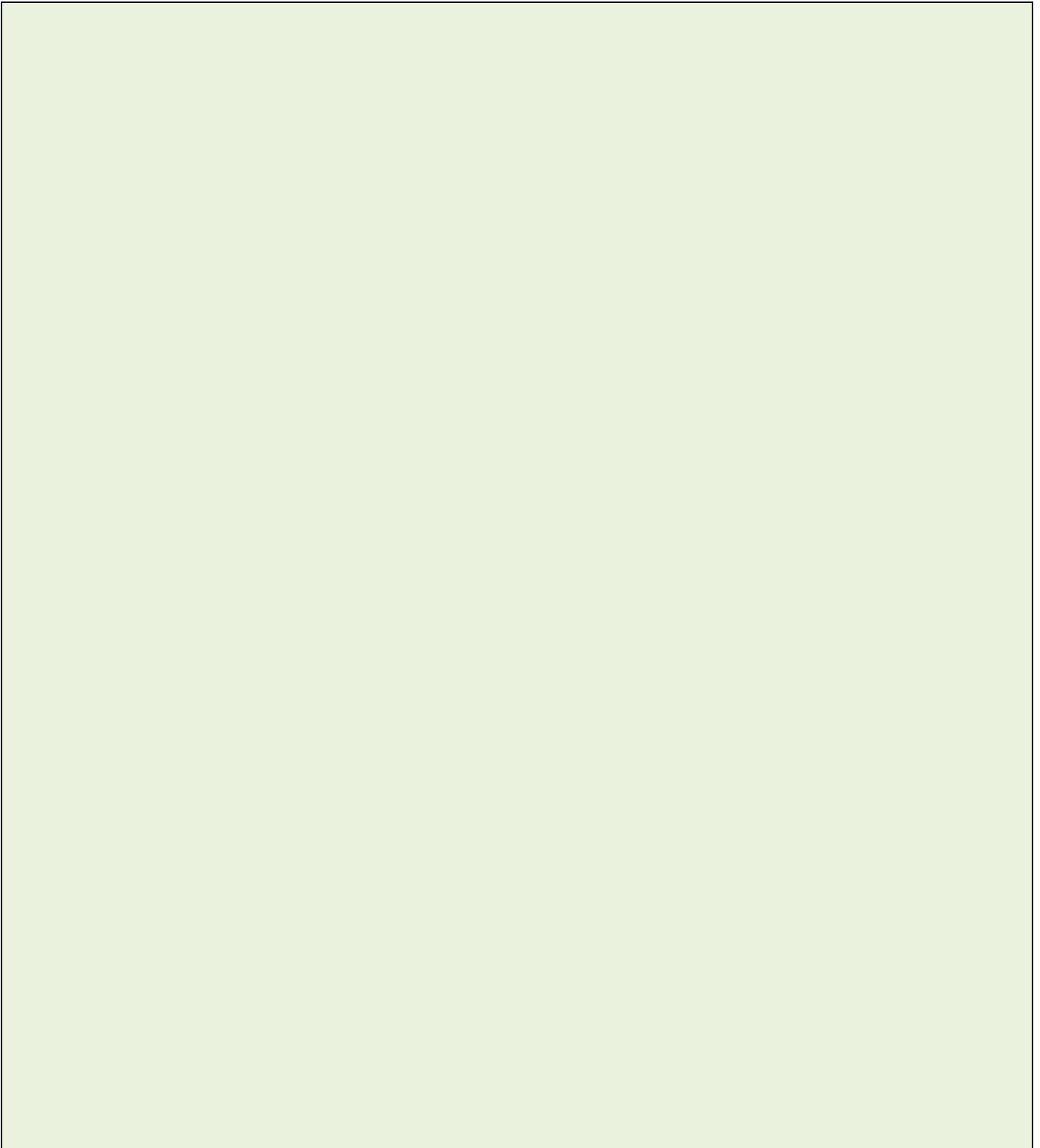


e. If you have a mobile application, what processes can be completed in the application? How do you ensure it is encrypted (at rest, in transit, and in use)?



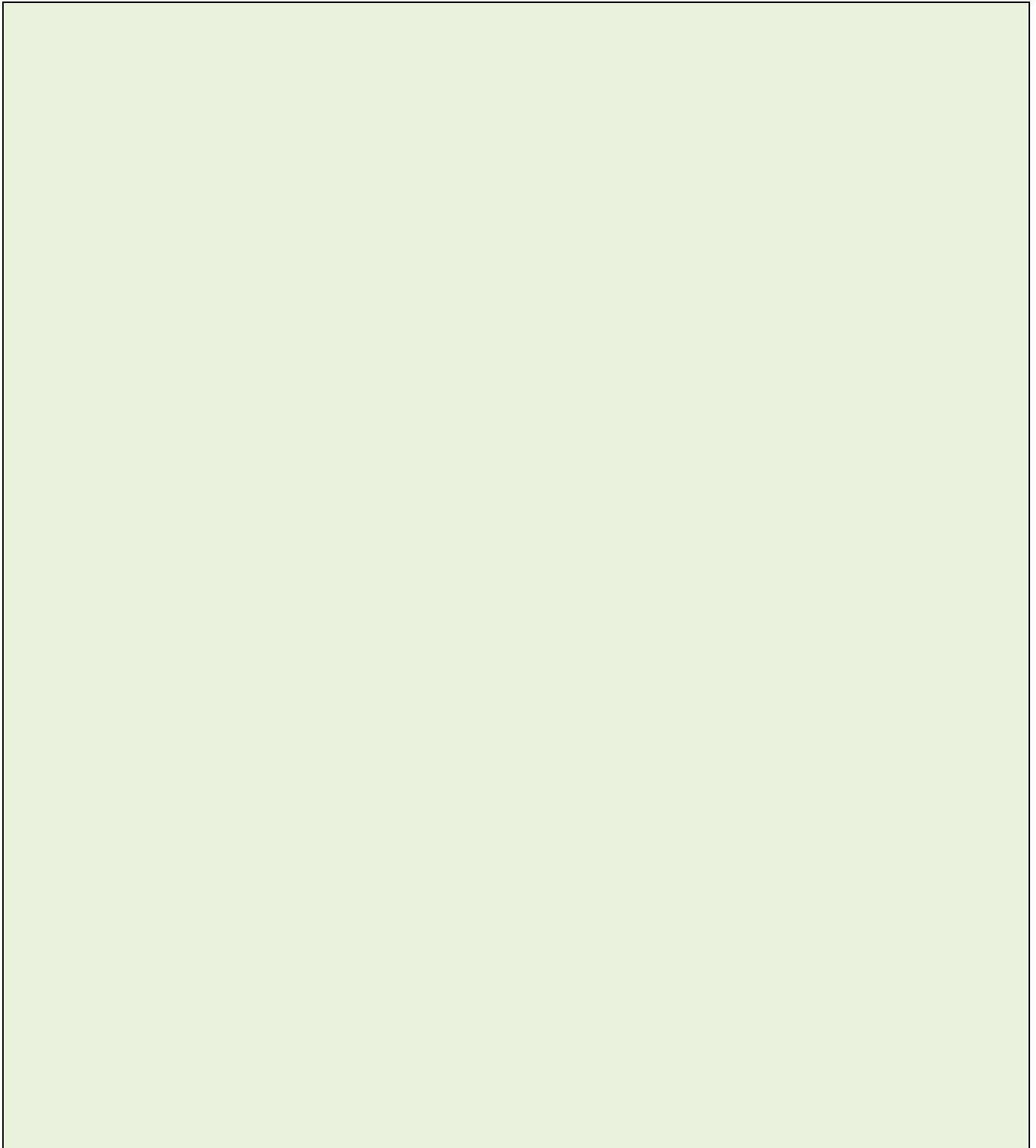
5. Enhancement and Customization Policy

- a. Please describe your process for working with state LIHEAP agencies on enhancements or requested updates of the system.



6. Reporting

- a. How are reports managed? Can all users create their own custom reports? Can we archive old reports?



- b. Who has control over what reports can be made/ensure we are meeting federal guidelines?



7. General System Capabilities

- a. Are there any other modules or unique system features that you have built that we should know about for LIHEAP? What stands out about your software compared to competitors?

