

Pre-meeting Questions Submitted

- In Section 5 page-17, the RFP asks us to respond according to a three year term. Should the budget be a three-year budget as well? Or should the budget only address the period from Oct 1 2015 to Sept 30, 2016?

The budget should be for one year.

- If an agency is applying for more than one zone, does it include a separate budget for each zone? Should each zone be named separately as a site on the Filler Form 1?

The budget forms should be completed with each zone listed as a program.

The Site Service form (Item #30) is also required for each zone being bid.

- For Item # 1 on page 4-9 it asks for a program number. There is an RFP number (#82110001), but not a Program Number in the RFP is this one in the same?

MSD 001

- Is there a page limit on Item #29b, the Narrative?

The narrative should be comprehensive, but limited to 30 pages excluding charts, graphs or samples

- Section 36, Page 4-60 requires us to include client characteristics data from the prior year. However, with the new Home Energy Plus system we do not have a reporting function that will allow us to gather the necessary information to complete this section accurately. Can we reach out to the state for this information, or will Milwaukee County DHHS staff make all data related requests to the state on our behalf? If Milwaukee County DHHS staff will be making data related requests to the state, please indicate the appropriate contact person for data related requests. For example, in addition to demographic information, data on applications taken, i.e. HV v. Mail/Phone applications will be helpful information to have as well.

We will provide data available from the Legacy WHEAP system and HE + system. You may use this data or data you have collected within your agency related to the population you serve.

A separate document is attached.

Post-meeting Questions Submitted

- As discussed at the March 2 Pre-proposal Conference, can you please clarify the statement in the RFP in Section 5-MSD-11 under Activities: *The agency shall operate a facility, open to the public, within the service zone.*

It is Milwaukee County's preference to have an intake access point within each zone. A bidder may propose a primary or satellite access point(s) within the zone with alternative hours of operation.

- At the Pre-conference meeting on March 2, you indicated that the Proposal Narrative includes responses to 13 items. Can you verify what those 13 items are? For example does this refer to the ACTIVITIES included on Section 5-MSD-Page 11-16? There are 15 items listed in this section.

The Narrative should address the provision of service listed in the Program Description Section 2.2 Core Service Requirements. The items and subpoints listed in the Activities section of the program description should each be addressed. Any differences between proposed service sites in the zones should be clearly noted. Items that are consistent across all zones need only be listed once.

- We are currently under contract with Milwaukee County DHHS for Energy Assistance but have not been required to submit an annual or semi-annual evaluation report. Do we answer Item 29e as Not Applicable?

Page 4-52 Item 29e - Program Evaluation: Agencies **currently under contract to the DHHS** in 2014 must include a copy of the most recent annual or semi-annual program evaluation report for the program currently provided, or, if several programs are being provided, for the program that is the most similar to the service being applied for in this proposal.

A summary of the services provided should be submitted.

- We are currently under contract with Milwaukee County DHHS for Energy Assistance and prepare annual contract Budget Forms 1-5A for each funding stream (Administration & Operations, Crisis Services and Outreach Services). Budget instructions provided at the Pre-Proposer Conference stated that Budget Forms 1-5A should be prepared for each Service Area/Zone without delineation of funding stream. Is this correct or do we need to prepare a linked budget spreadsheet for each Service Area/Zone with Budget Forms 1-5A for each funding stream?

This is correct. We are requesting the overall agency budget for each zone. We do not need budget forms 1-5A broken out by funding stream.

- RFP Section/page 4-10 – Year 2015 Authorization to File Resolution-Item #3:

Our full board meets quarterly and its next full meeting is scheduled for April 11, 2015. Our Bylaws state that the Board's Executive Committee (made up of officers) shall exercise authority of the Board between Board meetings since that committee meets monthly. Would it be acceptable to complete the **Authorization to File Resolution** based on an Executive Committee meeting which authorizes the agency to file a proposal for the Year 2015 Milwaukee County DHHS funding and sign Purchase of Service contracts, etc.?

Yes.

- RFP Section/page 4-10 – Year 2015 Authorization to File Resolution-Item #3:

The form asks for the agency Bylaws Article and Section that specified who is authorized to sign the Year 2015 Purchase of Service Contract. Our Bylaws do not include this information, the authority was provided by the Board through a resolution on 6/1/06. How would you like us to respond to that particular point on the form? Is it possible to add a note at the bottom of the form?

Please provide a copy of the resolution and make a notation on the form.

- RFP Section/page 5-MSD-14 – File Retention

At the end of each season, is it the responsibility of the contractor to retain and store the hard case files/records (per File Retention requirements), or does DHHS collect them for long-term storage?

Each agency is required to provide an electronic copy of all data required per the File Retention policy. In addition, each sub-contracted agency is to maintain an electronic or hard copy of all documents for 5 years after the term of the contract as per the contract agreement.

Questions asked during the Pre-bid meeting

- Can the 990s and audits be submitted as appendices or electronically? Or do they need to be in the body of the response document.

No, these documents cannot be in the appendix.

If these documents are already submitted annually because of an existing contract, a page noting the submission is sufficient documentation within the body of the response.

- What budget forms need to be submitted?

All budget forms should be submitted electronically to the contract administration inbox. In addition, a printed copy of the budget forms (excluding the filler forms) should be included in the body of the RFP response. Note: all forms are formatted to print on a standard 8 ½ x 11 page.

- What is the unit of service?

The unit of service is the WHEAP application. This only includes the regular/parent application. Any crisis services are considered part of the application unit.

Note: this is different than originally stated in the pre-bid meeting.

- Can we get historical data on Crisis and Outreach Applications?

We will provide 2014 data as a separate attachment.

- How many summary sheets are needed?

Please provide one (1) summary sheet regardless of how many zones you are bidding.

- Give more information on the contract time line.

Approval of the RFP and contract awardee(s) will be submitted for approval by the County board and its committees for the June cycle.

Approval of the contract amounts will be based on the awarding of the state contract and will be submitted for approval by the County board and its committees for the September cycle.

Contracts will be circulated for signature after County board approval in September.

The Letter(s) of Intent to contract are expected to be issued in April to facilitate transition planning.

- How will 2016 early applications be handled?

The current vendors are contractually obligated to provide services for the early application period (Mid-August to September 30, 2015).

Training on 2016 policies and procedures will be provided to the current vendors and the 2016 awardee(s).

- Give more information on the call center requirements and after hour/emergency calls.

One centralized call center is allowable for any agency awarded more than one service zone.

- Give more information on Outreach activities.

It is the expectation that all sub-contracted vendors offer appointments, home visits, mail/phone applications and walk-in services. Outreach activities at alternate sites within each zone should be planned. These activities include, but are not limited to housing complexes, senior sites, and community events.