

**Questions and Answers
Milwaukee County Health and Human Services
Energy RFP**

Q1. Is it correct that the proposal should include one program narrative describing the services we will be providing, and 3 program budgets?

A1. Your proposal should contain three distinct, separate narrative descriptions addressing each program (one for LIHEAP General Operations, Public Benefit Operations and Weatherization Operations; one for LIHEAP Crisis Client Services; and one for Outreach) in as much detail as possible. You must also submit 3 separate budgets for each of the above programs, each as a separate program column in the budget spreadsheet.

Your proposal, then, should include: All items in the Technical Requirements, items 1-27 for your agency as a whole; Item 28 (budget spreadsheet) covering all programs under this RFP; and items 29-37, Program Proposal (including program narrative), one for each program.

Q2. What is the basis for unit costs in each program?

A2. The unit of service for the Outreach program should be contacts. The unit of service for the other programs should be the number of applications completed.

For reference, in the last year, 63,843 applications were received for the regular energy benefits, while 22,137 Crisis applications were received. For the Outreach program, approximately 14,025 individuals are on the Fixed Income List.

Q3. Can you clarify the statement on Page 5-MSD-5 regarding an alternate intake site not being administered by a TANF agency?

A3. This statement is carried over from State regulations, and is often an issue in smaller Counties where there may be only one intake site for all benefits. That generally is not the case in Milwaukee County. The State is requiring at minimum two sites for intake, one of which **must not** be located at a TANF agency.

Q4. Is the Authorization to File Resolution (Item 3) required before the submission deadline or can it be submitted with the proposal?

A4. The Authorization to File, as approved by your Board of Directors, should be submitted with your proposal. In the event that your Board will not meet prior to the submission deadline, note on your form the date that the Board will meet and submit that with the proposal. After the Board acts, the completed form should then be forwarded to Contract Administration as soon as possible. No contracts can be offered without a completed Authorization to File form.

Q5. What is the timeline for proposal evaluations?

A5. Proposals are due on May 24, 2011. We hope to have evaluations completed by the end of June. Recommendations for contract award will likely go before the Health and Human Needs Committee of the County Board on July 20, 2011.

Q6. Are the 10,000 elderly persons whose eligibilities were automatically renewed under a State pilot program included in the 14,025 people on the Fixed Income List (Question A2)?

A6. No, those individuals are not included in the stated number.

Q7. To clarify, you require one original proposal, along with four copies?

A7. That is correct.

Q8. Should the projected number of applications to be completed in FFY12 include those completed by County staff? (Added May 10, 2011)

A8. No, those numbers should be just what the agency is capable of completing, with an asterisk indicating that that number doesn't include applications taken by County staff.

Additional Requirements:

Electronic Format: All energy assistance applications materials are to be archived in electronic format, i.e., scanned and saved to disk. Per State requirements, records must be retained for a minimum of five years.

Call Center: Contractors should anticipate receiving 15,000 calls per month based on recent past experience. Calls must be handled in a responsive manner. Current best practices are that 80 percent of calls should be answered in 35 seconds or less.

Fair Hearings: Contractors must attend all fair hearings resulting from contractor determinations and actions. Administrative rules for this contract will determine penalties for Contractor no-shows at fair hearings.