

CSD Low-Income Household Water Assistance Program (LIHWAP)

Secondary Request for Proposal 2022-RFP-98

Payment Disbursement Services

Bidders' Conference

Low-Income Household Water Assistance Program (LIHWAP) 2.0

May 2, 2023 | 10:00 AM – 12:00 PM (PDT)

Recording: [Click Here](#)

CSD thanks you for your attendance.
The conference will begin momentarily.



2

AGENDA

10:00 – 10:10

Welcome & Housekeeping

Melissa Grubb, Procurement Manager, CSD

10:10 – 10:15

Overview of RFP

Crystal Alvarez, Energy and Environmental Services Analyst, CSD

10:15 – 10:45

Scope of Work

Crystal Alvarez, Energy and Environmental Services Analyst, CSD

10:45 – 10:50

Submission & Evaluation

Melissa Grubb, Procurement Manager, CSD

10:50 – 11:55

Questions & Answers (Q&A)

Melissa Grubb, Procurement Manager, CSD

Kathy Andry, Deputy Director, CSD

11:55 – 12:00

Wrap Up

Melissa Grubb, Procurement Manager, CSD

3

HOUSEKEEPING



This meeting is being recorded.



Closed captioning is available.



Please keep your devices muted unless called upon to speak.



Any oral communications by CSD will be considered unofficial and non-binding. Binding changes to scope and contract terms will be issued as a solicitation addendum. Clarifications will be addressed in responses to written questions.

4

HOUSEKEEPING



Questions and comments will be taken at the end of the presentation. If you would like to speak, please use the Zoom feature to raise your hand and wait to be acknowledged. You may also use the chat to submit questions to be read out loud.



Please state your name and organization before speaking.



You may submit written questions to CSD's Procurement Services Unit at BNCS@csd.ca.gov by 5:00 p.m. on **May 5, 2023**. Answers will be posted on the CSD website by 5:00 p.m. on **May 11, 2023**.



This PowerPoint and recording will be posted on Cal eProcure and CSD's Website.

5

AGENDA

10:00 – 10:10

Welcome & Housekeeping

Melissa Grubb, Procurement Manager, CSD

10:10 – 10:15

Overview of RFP

Crystal Alvarez, Energy and Environmental Services Analyst, CSD

10:15 – 10:45

Scope of Work

Crystal Alvarez, Energy and Environmental Services Analyst, CSD

10:45 – 10:50

Submission & Evaluation

Melissa Grubb, Procurement Manager, CSD

10:50 – 11:55

Questions & Answers (Q&A)

Melissa Grubb, Procurement Manager, CSD

Kathy Andry, Deputy Director, CSD

11:55 – 12:00

Wrap Up

Melissa Grubb, Procurement Manager, CSD

6

GENERAL BACKGROUND

- The Department of Community Services and Development (CSD) is a State of California department under the California Health and Human Services Agency (CalHHS) umbrella.
- The mission of CSD is to reduce poverty for Californians by leading the development and coordination of effective and innovative programs for low-income individuals, families and their communities. CSD fosters strong partnerships with local community organizations to provide high impact programs and leverage strategic resources resulting in ever-increasing hope, dignity, and quality of life for California's low-income residents.
- CSD manages four statewide utility assistance, weatherization, and water programs for low-income households through a network of forty-one (41) contracted Local Service Providers (LSPs):
 - Low-Income Home Energy Assistance Program (LIHEAP)
 - Department of Energy (DOE) Weatherization Assistance Program (WAP)
 - Low-Income Weatherization Program (LIWP)
 - Low-Income Household Water Assistance Program (LIHWAP)

7

GENERAL BACKGROUND

- LIHWAP 2.0 provides financial assistance to eligible low-income households to help reduce the financial burden for residential water and wastewater services, hereinafter referred to as water services. More specifically, eligible low-income households may receive financial assistance to alleviate current and past due water service utility bills.
- CSD issued this RFP to solicit proposals from qualified organizations to disburse the LIHWAP expenditures that are applied to water utility customer accounts and provide technical assistance, as needed, to water systems to ensure proper disbursement of LIHWAP benefits.
- CSD will award a contract to one (1) organization to deliver the services.
- The proposal cost to execute the services for this project cannot exceed \$4,500,000. Bids exceeding \$4,500,000 shall be disqualified.

8

MINIMUM QUALIFICATIONS

1. The bidder must be qualified to do business in the State of California.
2. The bidder must not be a publicly traded corporation or subsidiary thereof that is incorporated offshore, even if the United States is the principal market for the public trading of the corporation's stock.
3. The bidder shall have key staff in place or partner agreements executed at the time of the proposal submission or within thirty (30) days of contract execution to carry out the Scope of Work requirements.
4. The bidder shall have a minimum of five (5) years of experience maintaining fiscal controls and accounting practices in accordance with Generally Accepted Accounting Principles (GAAP).
5. Lead personnel/Project Manager in charge of water system accounts has at least two (2) years of experience in payment disbursement.

9

DESIRED QUALIFICATIONS

1. The bidder has current or prior experience performing similar services for similar federal or state funded programs.
2. Key personnel have experience performing similar services for similar federal or state funded programs.
3. The bidder has a system in place to disburse weekly payments to water systems or individuals within three (3) business days of receiving funds from CSD. Disbursement of payments may occur through electronic transfer or by check to the water system depending on the water system's preferred method for receiving payment.
4. The bidder has recent experience (within the last two years) providing fund disbursement services, managing integrated cloud-based technology solutions, and marketing and outreach to utilities or similar organizations.
5. The audit team members involved in Task 4 of the Scope of Work possess adequate experience and skills to provide high-quality auditing services.

10

KEY ACTIONS DATES

DATE	KEY ACTION
April 21, 2023	Request for Proposal (RFP) Made Available
May 2, 2023, 10:00 – 12:00 p.m. PDT	Bidders' Conference (Optional)
May 5, 2023, by 5:00 p.m. PDT	Deadline for Written Question Submission
May 11, 2023 by 5:00 p.m. PDT	Responses to Written Questions Posted on Cal eProcure and CSD Website
May 12, 2023, by 5:00 p.m. PDT	Deadline for Request for Requirements Change
May 12, 2023, by 5:00 p.m. PDT	Deadline for Intent to Submit Proposal (MANDATORY)
May 19, 2023, by 5:00 p.m. PDT	Deadline for Proposal Submission
May 24 – June 16, 2023	Evaluation of Submitted Proposals
June 19, 2023 (<i>Estimate</i>)	Notice of Intent to Award Posted on Cal eProcure and CSD Website
June 22, 2023 (<i>Estimate</i>)	Release Contract
June 26, 2023 (<i>Estimate</i>)	Contract Execution

10:00 – 10:10

Welcome & Housekeeping

Melissa Grubb, Procurement Manager, CSD

10:10 – 10:15

Overview of RFP

Crystal Alvarez, Energy and Environmental Services Analyst, CSD

10:15 – 10:45

Scope of Work

Crystal Alvarez, Energy and Environmental Services Analyst, CSD

10:45 – 10:50

Submission & Evaluation

Melissa Grubb, Procurement Manager, CSD

10:50 – 11:55

Questions & Answers (Q&A)

Melissa Grubb, Procurement Manager, CSD

Kathy Andry, Deputy Director, CSD

11:55 – 12:00

Wrap Up

Melissa Grubb, Procurement Manager, CSD

Task 1 – Direct Payment Service Enrollment:

- The vendor is responsible for enrolling water systems into the federal LIHWAP direct payment program. This can be done by either executing a LIHWAP 2.0 Direct Pay Agreement (DPA) or confirming a water system's decision to no longer participate. The vendor must modify the DPA as needed, develop a referral system, and create an online dashboard to provide real-time enrollment data to CSD. Additionally, the vendor and CSD will collaborate to develop a Marketing and Outreach Strategic Plan to encourage ongoing participation in the program.

Task 1 – Deliverables:

- Deliverable 1 - Revise the existing standardized DPA;
- Deliverable 2 - Develop and maintain an online Enrollment and Referral Status Dashboard;
- Deliverable 3 - Develop and maintain a secure, web-based portal for water system enrollment and securing direct payment agreements with water systems;
- Deliverable 4 - Provide a comprehensive Plan for the enrollment of existing water systems into a DPA or approach to confirming non-participation; and
- Deliverable 5 - Achieve 100% of enrollment or confirmation of non-participation or documentation of non-responsiveness of the water systems.

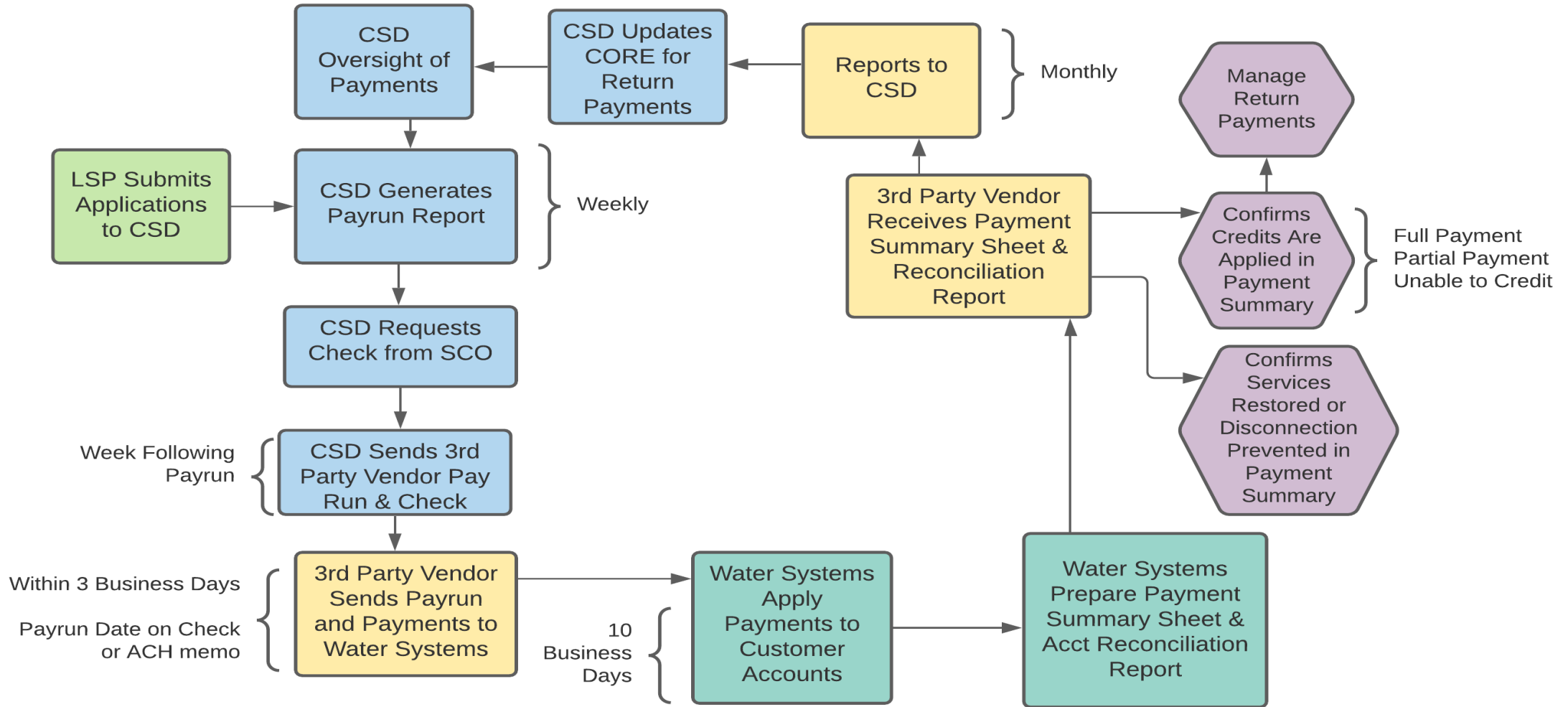
Task 2 – Payment Disbursement:

- CSD will release funds to the vendor, who will deposit them within one business day. The vendor will issue LIHWAP 2.0 payments directly to enrolled water systems on behalf of eligible applicants or single/dual party checks to eligible applicants whose water systems are not enrolled. They must implement A technological solution for timely payment disbursement and tracking. If a check is not cashed, the vendor will redeposit funds for reissuance.

Task 2 – Deliverables:

- Deliverable 6 - Implement a technological solution to efficiently distribute and monitor payments to both water systems and individuals, while also creating or modifying a secure, web-based portal. This portal will provide CSD with easy access to customer account information, allowing for the tracking of payment status; and
- Deliverable 7 - Establish and maintain monthly a bank account, third-party escrow, or trust fund account, and receive weekly payments from CSD in accordance with the payment schedule. Upon approval from CSD, disburse payments to water systems through direct deposit or by check, and to individuals through single or dual-party checks. Manage return payments and process Direct Payment Summary Reports from water systems, submitting them to CSD within two (2) business days of receipt. Resolve any misapplied payments with water systems and reissue payments as required. Troubleshoot any payment issues and report any unresolved issues to CSD within twenty-four (24) hours.

SCOPE OF WORK



Task 3 – Financial And Program Reporting:

- The vendor must establish records for federal funds administered through LIHWAP 2.0 and develop policies and procedures to maintain these records, which must be provided to CSD upon request. They must also maintain fiscal controls and accounting practices in line with GAAP, provide monthly invoices for reimbursement, and submit a monthly report to CSD. Additionally, the vendor must provide a record of reconciliation of bank account or trust account accrued fund balance on a monthly basis.

Task 3 – Deliverables:

- Deliverable 8 - Prepare and submit the monthly reconciliation records for third-party escrow or trust fund accounts, along with invoices indicating requested reimbursements (including supporting documentation to be defined), and the Monthly Program Management Report, all due by the seventh (7th) day of each month.

Task 4- Participation In Program Oversight Activities:

- CSD will conduct a technical assistance audit within the first 150 days of the contract term to evaluate risk and internal controls, and contract monitoring within the first year to test compliance with deliverables and requirements. The vendor must develop a monitoring and oversight plan, approved by CSD, to periodically verify the accuracy and timeliness of customer account crediting by evaluating a sampling of water systems.

Task 4- Deliverables:

- Deliverable 9 - Vendor shall cooperate with CSD's technical assistance audit and contract monitoring. Vendor shall develop a monitoring and oversight plan to be approved by CSD to periodically evaluate a sampling of water systems to verify customer accounts are accurately and timely credited. Bidders must allot 1,000 hours for this deliverable.

- 10:00 – 10:10 **Welcome & Housekeeping**
Melissa Grubb, Procurement Manager, CSD
- 10:10 – 10:15 **Overview of RFP**
Crystal Alvarez, Energy and Environmental Services Analyst, CSD
- 10:15 – 10:45 **Scope of Work**
Crystal Alvarez, Energy and Environmental Services Analyst, CSD
- 10:45 – 10:50 **Submission & Evaluation**
Melissa Grubb, Procurement Manager, CSD
- 10:50 – 11:55 **Questions & Answers (Q&A)**
Melissa Grubb, Procurement Manager, CSD
Kathy Andry, Deputy Director, CSD
- 11:55 – 12:00 **Wrap Up**
Melissa Grubb, Procurement Manager, CSD

18

MANDATORY INTENT TO BID EMAIL

All bidders shall submit an Intent to Bid via email to BNCS@csd.ca.gov by **May 12, 2023 no later than 5:00 p.m. PDT**, stating their intention to submit a proposal prior to the final date for proposal submission. The subject line of this email must read:

“Response to 2022-RFP-98: LIHWAP Intent to Bid”

Upon receipt, CSD will issue each bidder a private link and instructions to submit a proposal in PDF format. A complete proposal must be submitted by the date and time indicated in Section 1.3, Key Action Dates, or the proposal will be rejected.

PLEASE NOTE

ALL INTENT TO SUBMIT BIDS MUST BE RECEIVED BY:

MAY 12, 2023 5:00 P.M. PDT

PROPOSAL SUBMISSION

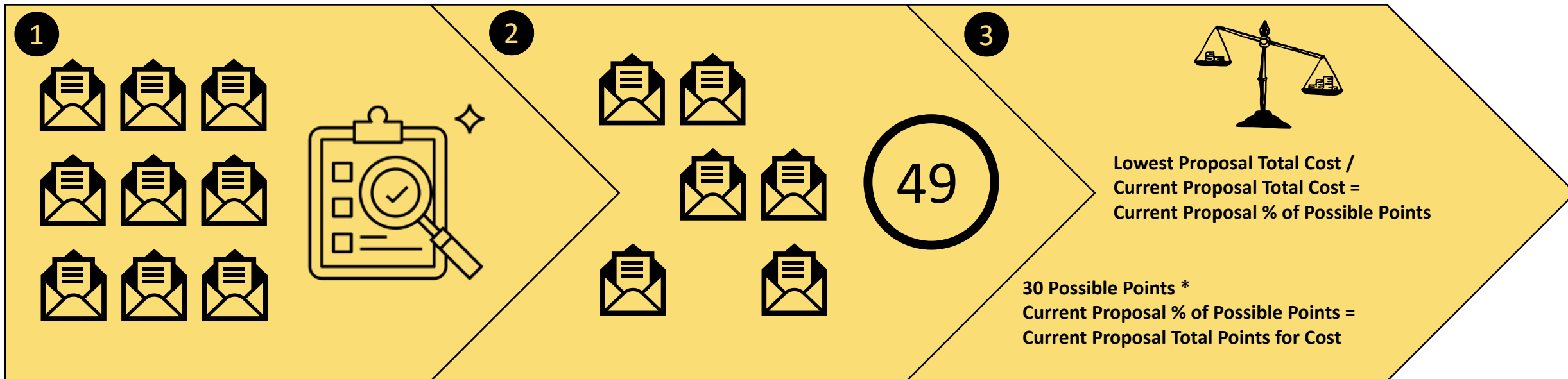
The deadline to submit the proposal is **May 19, 2023 at 5:00 p.m.** PDT. Bidders must submit one (1) PDF in a searchable format, containing all the required elements of the proposal. All documents contained in the proposal must have electronic signatures and must be signed by a person who is authorized to bind the proposing organization. Proposals not submitted electronically by the due date and time indicated above will be rejected. The proposal PDF naming convention must be as follows:

2022-RFP-98: LIHWAP (*Organization Name*)

REQUIRED FORMAT OF A PROPOSAL

1. Cover Page – Organization Name, Point of Contact (Name, Position, Email and/or Phone Number).
2. Table of Contents - Include a table of contents displaying the organization of the proposal being submitted.
3. Proposal Submittals:
 - a. Narrative Elements
 - i. Organization and Key Personnel Experience. *(30 points)*
 - ii. Approach. *(20 points)*
 - iii. Workplan Narrative and Timeline. *(10 points)*
 - iv. Information Technology (IT) Plan. *(10 points)*
 - b. Cost Proposal (Attachment 9). *(30 points)*
4. Required Attachments 1-17.

PHASES



Review of compliance and qualifications, followed by a determination of responsiveness.

Score at least 49 points (70%) on the narrative to be considered responsive.

Cost proposals are given weighted scores.

FINAL SCORE AND PREFERENCE PROGRAMS

- Small Business Certification Preference Program:
 - Bidders certified through DGS as small businesses can benefit from a bid preference of five percent (5%).
- Disabled Veteran Business Enterprise (DVBE)
 - Bidders having certified DVBE status, or through the use of certified DVBE sub-contractors or suppliers of goods and services for the contract, who have been identified in the narrative response for Section 5.1.1., Organization and Key Personnel Experience. DVBE incentive based on:

Confirmed DVBE Participation	Possible Points Calculation (100 Total Possible Points):
5% and over	5% x 100 = 5 points
4% - 4.99% inclusive	4% x 100 = 4 points
3% - 3.99 % inclusive	3% x 100 = 3 points
2% - 2.99% inclusive	2% x 100 = 2 points
1% - 1.99% inclusive	1% x 100 = 1 points

- Target Area Contract Preference Act (TACPA)
 - Bidders who have provided proof of qualification for the TACPA Program will have the thirty (30) points for the Cost Proposal increased by five percent (5%) (No more than 1.5 Points).



Contract awarded to proposer with highest score

- 10:00 – 10:10 **Welcome & Housekeeping**
Melissa Grubb, Procurement Manager, CSD
- 10:10 – 10:15 **Overview of RFP**
Crystal Alvarez, Energy and Environmental Services Analyst, CSD
- 10:15 – 10:45 **Scope of Work**
Crystal Alvarez, Energy and Environmental Services Analyst, CSD
- 10:45 – 10:50 **Submission & Evaluation**
Melissa Grubb, Procurement Manager, CSD
- 10:50 – 11:55 **Questions & Answers (Q&A)**
Melissa Grubb, Procurement Manager, CSD
Kathy Andry, Deputy Director, CSD
- 11:55 – 12:00 **Wrap Up**
Melissa Grubb, Procurement Manager, CSD

QUESTIONS AND ANSWERS (Q&A)



If you would like to speak, please use the Zoom feature to raise your hand and wait to be acknowledged. You may also use the chat to submit questions to be read out loud.



Please state your name before speaking.



Any oral communications by CSD will be considered unofficial and non-binding. Binding changes to scope and contract terms will be issued as solicitation amendments. Clarifications will be addressed in responses to written questions.



You may submit written questions to CSD's Procurement Services Unit at BNCS@csd.ca.gov by 5:00 p.m. on **May 5, 2023**. Answers will be posted on the CSD website by 5:00 p.m. on **May 11, 2023**.

- 10:00 – 10:10 **Welcome & Housekeeping**
Melissa Grubb, Procurement Manger, CSD
- 10:10 – 10:15 **Overview of RFP**
Crystal Alvarez, Energy and Environmental Services Analyst, CSD
- 10:15 – 10:45 **Scope of Work**
Crystal Alvarez, Energy and Environmental Services Analyst, CSD
- 10:45 – 10:50 **Submission & Evaluation**
Melissa Grubb, Procurement Manger, CSD
- 10:50 – 11:55 **Questions & Answers (Q&A)**
Melissa Grubb, Procurement Manger, CSD
Kathy Andry, Deputy Director, CSD
- 11:55 – 12:00 **Wrap Up**
Melissa Grubb, Procurement Manager, CSD

Thank you!

Contact Information

Procurement Services Unit
Email: BNCS@csd.ca.gov