SOLICITATION: ACAA is soliciting proposals from Proposers qualified, responsible and willing to provide the following services in compliance with all solicitation specifications and requirements contained or referenced herein. A contract will be issued prior to request for services. Contract awards for one year, which may begin July 1, 2014 through June 30, 2015 and may be extended for up to two additional, one-year periods. All submitted information will become public record unless the Proposer clearly notes information is proprietary.

GENERAL DESCRIPTION: Providers will be contracted to provide utility bill assistance to APS customers in the State of Arizona whose gross monthly household income does not exceed 200% of the Federal Poverty Guidelines.

Proposers may pick up a copy of the RFP, Monday through Friday, excluding legal holidays, from 8:00 a.m. to 5:00 p.m. MST, at the address indicated above, beginning Tuesday, January 21, 2014 at 8:00 a.m. Proposers may also download a full copy of this solicitation at www.azcaa.org. Proposers are responsible for checking the website at www.azcaa.org for any addenda to the RFP and are required to read the entire Solicitation, including all referenced documents.

Proposals shall be submitted as defined in the RFP. Failure to do so may be cause for rejection as non-responsive. Late submissions will be rejected.

Any questions with respect to this RFP must be submitted in writing via email to Susan Johnson @ sjohnson@azcaa.org
SECTION 1: BACKGROUND

The Arizona Community Action Association (ACAA) is a 501 (c)(3) non-profit agency created in 1967 to address poverty throughout Arizona. Through a collaboration of organizations and individuals, ACAA develops and implements strategies to address, and ultimately eliminate poverty.

ACAA advocates for the promotion and protection of services, programs, and policies which enhance the well-being and self-sufficiency of all Arizonans. ACAA works collaboratively with our partners statewide to promote fair and affordable energy costs, access to emergency assistance, asset development, food security and affordable housing. ACAA unites communities to end poverty through community based initiatives and solutions.

Through a collaboration of community action agencies and community partners state-wide, ACAA administers funds for Salt River Project (SRP), Arizona Public Service (APS), Southwest Gas/Low-Income Energy Bill Assistance Program (SWG/LIEC), Unisource Energy; Semstream Arizona Propane, and Arizona’s first Home Energy Assistance Fuel Fund to help low-income families with utility assistance and weatherization services.

The purpose of this RFP is to select state-wide community partners to assist individuals and/or families with utility bill assistance for APS customers within the APS service territory whose gross monthly income does not exceed 200% of the Federal Poverty Guidelines.

ACAA is seeking partners who have the capacity to provide utility assistance in their communities to APS customers. The initial contract period will be July 1, 2014 through June 30, 2015. Depending on funding availability, and contractor’s performance, contracts may be renewed up to two years.

A. Administrative Costs
Contractors will be able to use no more than 20% of their total grant award for program delivery costs. For example, if you request $20,000.00 your program delivery cannot exceed $4,000.00; therefore your direct service vouchers for bill assistance will be $16,000.00.

B. Financial Accountability
If awarded a contract, the agency shall have an accounting manual that describes its financial procedures in sufficient detail to allow reasonable understanding of financial practices and adhere to all Internal Revenue Services (IRS) Rules and Regulations.

Contractors selected to be funded by ACAA for these funds through this RFP must maintain financial accountability.

C. Eligible Applicants
Any private for-profit business entity, private non-profit corporation or public entity, including faith-based entities, may apply for available funds. Selected applicants must be authorized to conduct business in Arizona prior to entering into a contract with ACAA.
SECTION 2: PROPOSAL EVALUATION
ACAA shall evaluate proposals deemed Responsive and Responsible. Proposals shall be evaluated to determine which response is most advantageous to ACAA considering evaluation criteria, conformity to the specifications and other factors. Proposals shall be evaluated according to the evaluation criteria set forth herein.

The narratives along with required supporting materials will be evaluated and awarded points accordingly. Forms provided and requested for inclusion in this proposal shall not be modified.

SECTION 3: EVALUATION CRITERIA
ACAA reserves the right to request additional information and/or clarification. Any clarification of a proposal shall be in writing via email to sjohnson@azcaa.org. Recommendation for award will be to the responsible and responsive Proposer whose submission is determined to be the most advantageous to ACAA, taking into consideration the evaluation criteria set forth in this solicitation.

If an award is made, ACAA will enter into an agreement with the Proposer(s) by executing and transmitting a contract. ACAA may conduct discussions with the Proposer to clarify the offer and agreement details provided that they do not substantially change the intent of the solicitation. Unless otherwise specified, relative ranking of proposal(s) will be made considering the average of total points given to each proposal by evaluators.

SECTION 4: PREPARATION AND SUBMISSION OF PROPOSALS
Submissions are binding offers and will result in a binding contract upon acceptance by ACAA by issue of a properly executed contract document referencing said offer.

The submittal shall include all information requested in this solicitation, and utilize without modification the forms provided in this solicitation. Proposers are cautioned and advised that proposals must be complete and accurate and must respond to all areas of the RFP.

Proposers are to complete, execute and submit the required form(s); no additional appendices will be accepted or considered. Submit and attach ONLY what is requested. Please prepare and submit your proposal as requested below.

CHECKLIST for Preparation and Submission of Proposal:

1. All Proposals shall be made using the forms provided in this package and must be typewritten, using no less than a 10 point font.

2. Submit one (1) original and all requested documents to the Arizona Community Action Association, in person (2700 N. 3rd Street, Suite 3040, Phoenix, AZ 85004, by U.S. Postal Service, or via email in PDF Format to sjohnson@azcaa.org no later than the time/date specified by the RFP.
3. Complete the following Appendices as requested, include the required documentation, and provide narrative responses to the questions, answering the questions in the order in which they are presented:

   i. **Appendix A: Cover Page / Application**, complete, sign the application (must be signed by an authorized agent of the Proposer), and use as cover page. Incomplete or Unsigned documents will be deemed non-responsive.
   
   ii. **Appendix B: Agency Minimum Qualifications**

   iii. **Appendix C: Program Information**

Proposals must be received on or before the time and date as defined by the **RFP**. Proposals and modifications received after the **Due In & Opens** date and time will not be accepted. Late proposals will not be accepted, or will be returned unopened. Deadlines will be enforced fully, and failure to comply with any requirements of this RFP may result in the proposer deemed as unresponsive.

Failure to comply with the solicitation requirements, including submittals that modify the solicitation requirements, may be cause for the respondent’s proposal to be rejected as **non-responsive** and not evaluated.

**SECTION 5: INQUIRIES**
Inquiries regarding questions to this RFP will be submitted via email to **sjohnson@azcaa.org**. No oral interpretations or clarifications will be made to any Proposer as to the meaning of any of the solicitation documents.

A tabulation of submittals will be on file at the ACAA Office, and on the ACAA website.

**SECTION 6: AWARD NOTICES**
Results of this procurement will not be given in response to telephone inquiries. A **Notice of Recommendation for Award** will be posted on the Arizona Community Action Association website at [www.azcaa.org](http://www.azcaa.org). Funding, if awarded, is contingent upon the information provided in this application. ACAA reserves the right to withdraw funding if significant changes are made to key staff or other elements of the application.

**SECTION 7: PROTESTS**
An interested party may file a protest regarding any aspect of a solicitation, evaluation, or recommendation for award. The process concerning protests will be provided by ACAA once awards have been made.

**SECTION 8: AWARD PROCESS**

A. **Selection of Proposers**

Selection will be made by the Arizona Community Action Association. ACAA reserves the right to:

1. Reject any proposal(s) or to waive irregularities and informalities if it is deemed in the best interest of ACAA. Unless expressly agreed otherwise, resulting agreements are not exclusive, are for the sole convenience of ACAA, and ACAA reserves the right to obtain services from other sources.
2. Award on the basis of scoring points and other factors, including but not limited to such factors as delivery time, quality, uniformity of services, suitability for the intended task, and Proposer’s ability to perform.
3. Award monies to contractors receiving funding under this RFP.
4. Make no award.
5. Reject the proposal of any persons or corporations that have previously defaulted on any contract with ACAA or who have engaged in conduct that constitutes a cause for debarment.
6. Negotiate necessary adjustments in proposed funding levels and program activities in order to meet available budget.
7. Request a Best and Final Offer from Proposers as described in Section 9 of this RFP.
8. Re-advertise for proposals previously rejected.

B. Contract Requirements

Selected Proposers will be required before any contract is issued to submit the following certifications:

1. W-9 Tax Identification
2. Certificate of Insurance as required by ACAA; insurance requirements as follows:
   A. Contractor shall obtain and maintain at its own expense, during the entire term of this Contract the following type(s) and amounts of insurance:
      1. Commercial General Liability in the amount of $2,000,000.00 combined single limit Bodily Injury and Property Damage. ACAA is to be named as an additional insured for all operations performed within the scope of the Contract between ACAA and Contractor;
      2. Commercial or Business automobile liability coverage for owned, non-owned and hired vehicles used in the performance of this Contract with limits in the amount of $1,000,000.00 combined single limit or $1,000,000.00 Bodily Injury, $1,000,000.00 Property Damage;
      3. If this Contract involves professional services, professional liability insurance in the amount of $1,000,000.00; and,
      4. If required by law, workers’ compensation coverage including employees’ liability coverage.
   B. Contractor shall provide ACAA with current certificates of insurance. All certificates of insurance must provide for guaranteed thirty (30) days written notice to ACAA of cancellation, non-renewal or material change.
   C. Prior to performing any work or receiving any payment pursuant to this Contract, ACAA must have current Certificates of Insurance.
3. Policy and procedures:
   A. Grievance policy and procedure
   B. Policy for reporting fraud, abuse, or other related criminal activities
   C. Confidentiality policy and procedure
   D. Nondiscrimination and Equal Opportunity requirements certificate
4. Most recent Audit or Financial Statements as required by ACAA.
5. Applicable certifications, accreditations and licenses
6. If applicable, fingerprinting and background check documentation for staff working with minors.
7. Federal Fair Labor Standards Act Assurances

SECTION 9: BEST AND FINAL OFFER

ACAA reserves the right to request additional information and/or clarification with responsible Proposers who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of clarification to assure full understanding of, and conformance to, the solicitation requirements.

In the event that discussions are held and clarifications are requested, a written email request for best and final offers shall be issued. The request shall set forth the date, time, and place for the submission of best and final offers. If Proposers fail to respond to the request for best and final offer or fail to submit a notice of withdrawal, their immediate previous offer will be construed as their best and final offer.
SECTION 10: ACKNOWLEDGEMENT AND ACCEPTANCE
If Proposer’s terms are inconsistent with the terms of the resultant agreement, the terms herein shall govern, unless Proposer’s terms are accepted in writing by ACAA. No oral agreement or understanding shall in any way modify this order or the terms and conditions herein. Proposer’s acceptance, delivery or performance called for herein shall constitute unqualified acceptance of the terms and conditions of the resultant agreement.

SECTION 11: COMPLIANCE WITH AGREEMENT
ACAA will execute an agreement with the successful Proposer by issue of a contract. The Proposer agrees to establish, monitor, and manage an effective administration process that assures compliance with all requirements of the agreement. In particular, the Proposer agrees that they shall not provide services in excess of the executed agreement items (services), item quantity, item amount, or agreement amount without prior written authorization by revision or change order properly executed by the ACAA.

END OF INSTRUCTIONS TO PROPOSERS
APPENDIX A: COVER PAGE / APPLICATION

<table>
<thead>
<tr>
<th>Agency Federal Identification Number (FEI):</th>
<th>RFP # ACAA2015APS</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP REQUEST: $</td>
<td></td>
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</tbody>
</table>

Legal name of the entity (or individual) submitting this application:

Address:

City: State: Zip Code:

Mailing Address if different from above:

Telephone number: Fax number:

Name of Contact Person (for this application):

E-mail address (for Contact Person):

<table>
<thead>
<tr>
<th>TYPE OF APPLICANT</th>
<th>CITIES TO BE SERVED IN APS SERVICE TERRITORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Non-Profit</td>
<td></td>
</tr>
<tr>
<td>B. For-Profit</td>
<td></td>
</tr>
</tbody>
</table>

Do you have satellite offices?  ___Yes or ___No

Where will proposed services be provided? ________________________________ (location)

Is your agency ADA accessible?  ___Yes or ___No

To the best of my knowledge and belief, all of the information in this application is true and correct. The document has been authorized by the governing body of the applicant and the applicant will comply with the attached assurances if funding is awarded.

Authorized Signature of President or Chief Executive Officer  Date signed:

Typed name of President, Chief Executive Officer or Individual Applicant
APPENDIX B: AGENCY MINIMUM QUALIFICATIONS

PROPOSER’S NAME: ____________________________

Proposer certifies that they possess the following minimum qualifications and shall provide the requested documents that substantiate their satisfaction of the Minimum Qualifications. Failure to provide the information required by these Minimum Qualifications required to substantiate responsibility may be cause for the Proposer's submission to be rejected as Non-Responsive.

A. Provide documented and verifiable evidence that your agency satisfies the following Minimum Qualifications and indicate what and if appendices are submitted.

<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>MINIMUM QUALIFICATIONS</th>
<th>DOCUMENT TITLE AND NUMBER OF PAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>a. Applicant Articles of Incorporation, if applicable.</td>
<td></td>
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<tr>
<td></td>
<td>b. If Corporation, proof of up to date Corporate Commission records.</td>
<td></td>
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<tr>
<td>2.</td>
<td>Agency Internal Revenue 501-C3 letter</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td><strong>A copy or website address</strong> of your most recent financial audit or financial statements.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Submit the resume(s) of the person(s) who will be responsible for overseeing this program, if funded.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Organizational Chart</td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX C: PROGRAM INFORMATION
(Please fill free to add information below the questions, if needed)

PROPOSER’S NAME: _____________________________

I. Agency Information:

1. What are your days/hours of operation?
   Days: _______________   Hours: _______________

2. Does your agency provide evening, weekend appointments or extended hours?
   _____Yes or ____No

3. How many staff will be dedicated to this program? _____
   Will they be part-time ____ or full-time____?

4. Does your agency provide home visits? _____Yes  or _____No
   If not, how will your agency handle requests for services from individuals who are homebound and cannot access services?

5. Describe your agency’s procedures on how you handle walk-ins?
5. These funds are designated for individuals and/or households who are **APS customers only whose gross monthly income cannot exceed 200% of the current Federal Poverty Guidelines.** For example: A family of three, the gross monthly income for this family to qualify for this program must be at or below $3,182.00. Describe how your agency will provide outreach services within your community to ensure expenditures of all funds you are requesting.

6. Describe your outreach strategy on how your agency will reach outlying areas to APS customers that may be in your area but may be over 20 miles away. For example: Services to San Manuel, Grand Canyon Village, Parker, Tuba City, Polacca, and Ajo, Arizona.

7. Describe your agency’s experience in implementing a bill assistance or emergency assistance program, if any.
8. If your agency is awarded funding, you will be **required** to conduct the application process through the Grant Management System (GMS), which is a web-based application and client data tracking system. Does your agency have internet access in order to comply with this requirement? _____Yes or _____No

APPENDIX D: FINANCIAL INFORMATION

1. Describe your present accounting system. Include any financial programs/applications your agency utilizes such as Quick Books, etc.

2. Does your agency have the capacity for check writing and reporting? _____Yes or _____No

3. Does your agency have the cash-flow to process utility payments for the amount of funds you are requesting?

4. Who maintains your financial records?
   
   Name: ____________________________________________
   
   Address: _________________________________________
   
   Phone: (___)_____________