



Request for Proposals

Buncombe County Department of Health & Human Services

Mailing Address:

P.O. Box 7408
Asheville, North Carolina 28802

Street Address:

40 Coxe Avenue
Asheville, NC 28801

Telephone: (828) 250-5592

E-mail: Phillip.Hardin@BuncombeCounty.org

Request for Proposals *Energy & Emergency Assistance* February 11, 2019

The Buncombe County Department of Health and Human Services (BCHHS) is seeking interest from qualified service providers for the operation of the County's Energy and Emergency Assistance programs.

Energy & Emergency Assistance Provider

Specific Activities Include:

- Determine eligibility as well as follow and comply with all eligibility criteria set forth in the Manuals provided by the County or On-Line by the North Carolina Division of Social Services including The National Voter Registration Act of 1993 requirements.
- Take LIEAP, CIP, Energy Neighbor, Helping Each Member Cope, and Emergency Assistance applications in accordance with state and local policies. The County authorizes the use of the multiple service application developed by the County for documenting emergency assistance applications.
- Ensure that all program funds are disbursed as outlined by state and federal regulations.
- Maintaining documentation in accordance with local, state and federal requirements and submit to administration as directed
 - This includes, but is not limited to, confidential case files, monthly management reports, personnel information, and financial documentation.
- Utilizing the State and County's automated systems that affect the Energy and Emergency Assistance Programs, or that have impacts on the program's stakeholders.

- Working with employees of the County to implement strategies to meet County, State, and/or Federal outcome goals.

Requirements:

- Require all persons performing application functions to participate in and complete training provided by the County.
- The contractor must operate using relevant County, State, and/or Federal software and data systems. Examples include but are not limited to NC Fast (web based case management system).
- The contractor shall recognize that the protection of private information and careful professional discretion are tantamount to ethical practice in providing services. Employees of the contractor may routinely have access to or may overhear information concerning a client's personal or family circumstances. Substantiated failures to keep such information confidential will be treated as a breach of contract and may be subject to other types of policy based liability, including, but not limited to, civil and criminal liability.
- The contractor shall ensure that services provided involving persons with disabilities is equivalent to the level and quality of service providing involving individuals without disabilities.
- The contractor must ensure that its employees diligently refrain from working on cases where a conflict of interest exists, or where the appearance of a conflict of interest may exist.
- All employees of the contractor must maintain a pleasant, courteous, professional demeanor of all times. Complaints of rudeness or unprofessional behavior will not be tolerated.
- The contractor must agree to provide services and maintain an office in Buncombe County.
- Process 95% of Crisis Intervention Program (CIP) applications \within one (1) business day for applicants with no heat or cooling source.
- Process 95% of Crisis Intervention Program (CIP) applications within two (2) business day for applicants who have a heat or cooling source.

Availability:

- The contractor must be available during regular County business hours (M-F, 8:00 AM – 5:00 PM). Exceptions include holidays observed according to Buncombe County's operating calendar.

Budget:

- Applicant should submit a budget that includes a summary of proposed positions with salary and benefits, indication of full or part time status for each position, an operating budget, and a narrative summary of how funds will be expended.

Please ensure that you have included the following with your proposal:

- An overview of services currently provided by the agency and an agency history of services.
- Recent results of client feedback (survey results, comments, etc.) for a similar program.
- Your track record for providing similar services, including a list of providers under which your agency is contracted to provide services.
- The agency's capacity to provide the requested services, which include administrative (personnel management, management information system, and infrastructure) capacity.
- The agency's capability to provide the services as outlined above, including any track record for accessing electronic data management/client record systems, providing excellent customer service, and reporting results.
- Outcomes the agency expects from the provision of services.

If you have questions, you may contact the Economic Services Division Director:

Phillip Hardin
Economic Services Division Director
Phillip.Hardin@BuncombeCounty.org
(828) 250-5592

PROPOSAL SUBMISSION

Prospective contractors are invited to indicate their interest by submitting five copies of your proposal by 5:00 p.m. on March 15, 2019. Proposals must include a signature from both the Executive Director and the chair of any oversight board.

Proposals may either be submitted electronically to Phillip.Hardin@BuncombeCounty.org

OR

Dropped off in person at the Department of Health and Human Services at 40 Coxe Avenue and addressed to:

Phillip Hardin
Economic Services Director

OR

Mailed to the Department of Health and Human Services and addressed as follows:

Phillip Hardin
Economic Services Director
P. O. Box 7408
Asheville, NC 28802-7408

If you choose to mail your proposal it must be received by 5:00 pm on March 15, 2019.

It is the responsibility of the applicant that their proposal is received.

Dates and Deadlines:

- February 26, 2019, 5:00 p.m.: Deadline to submit questions in writing about the RFP
- March 5, 2019 5:00 p.m.: Responses to questions are published
- March 15, 2019, 5:00 p.m.: Proposals submitted