

**Request for Proposals
NYS Homes and Community Renewal
Emergency Cooling Program**

**Bid Number: 092400-457
Issued April 14, 2011**

New York State Homes and Community Renewal

**Office of Housing Preservation
Hampton Plaza
38-40 State Street
Albany, NY 12207**

**Submission Deadline:
May 6, 2011**

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SECTION 1. FUNDING AVAILABILITY AND GENERAL REQUIREMENTS

1.1 Introduction

New York State Homes and Community Renewal (HCR) is seeking vendors to administer an emergency cooling program (ECP) to provide assistance to households that would be at risk of health problems in hot weather in each county in the State. Vendors will serve as the primary point of contact with at-risk households, determine participant eligibility, evaluate participant housing units, install air conditioners and related energy conservation measures, and report to HCR on program accomplishments.

1.2 Funding Availability

This Request for Proposals (RFP) was developed in conformance with the State of New York's plan for the use of Low-Income Home Energy Assistance Program (HEAP) funds to assist with energy-related needs of vulnerable households. Consistent with the State's Plan for HEAP funds, approximately \$3,000,000 of the overall Federal Fiscal Year 2010-11 HEAP allocation has been reserved to fund the ECP. Funds for the HEAP are provided to the NYS Office of Temporary and Disability Assistance (OTDA) by the US Department of Health and Human Services. This component of the HEAP will be administered by HCR through an agreement with OTDA.

Assistance will be provided to eligible households across the State on a first-come, first-served basis without regard to geographic distribution. An allocation chart showing the approximate distribution of eligible households in each county in the State is attached at the end of this RFP. This is intended as a planning tool for bidders, and not as a commitment to provide a specific level of funding to any individual area or county. In order to ensure federal funding requirements are met, HCR reserves the right to negotiate changes to proposals with successful bidders, including assignment of service areas, after bids are awarded.

1.3 What this RFP Includes

This RFP includes all information needed to submit a proposal to administer all or a portion of the ECP. Potential bidders should read and understand the entire document.

Section One (1) of the RFP provides general information about the program, funding availability, eligibility requirements, and other information vendors need to operate the program. Section Two (2) explains the process for submitting a bid. Section Three (3) sets forth the criteria by which proposals will be evaluated and the process for selecting proposals. Section Four (4) describes the documents that must be submitted with each proposal, and Section Five (5) lists contract provisions that will be included in the contract between HCR and successful bidders. HCR staff contact information is provided at the end of this RFP.

1.4 Cooling Program Overview

The goal of the ECP is to reduce the risk of illness or death caused by hot weather to vulnerable individuals that are eligible for the HEAP. Vulnerable individuals are the elderly, families with young children, and those with a pre-existing medical condition that makes hot weather excessively dangerous. This will be accomplished by providing those individuals with an energy-efficient air conditioner that is installed in a safe and cost-effective manner.

The ECP will be administered by HCR through its Office of Housing Preservation. HCR will enter into agreements with one or more vendors, as needed to ensure that all areas of the State are served. Vendors will follow the program guidelines established by HCR to confirm eligibility and will install cooling assistance measures in dwelling units occupied by homeowners and renters that meet program eligibility rules. Vendors will receive reimbursement after cooling services are provided and all materials are properly installed, and report to HCR on service provided each week. HCR will coordinate the program on a statewide basis and provide oversight and quality control to ensure that program goals are met.

HCR reserves the right to fund one or more proposals, with the goal of ensuring that service is provided to all counties in the State. HCR further reserves the right to limit the counties in which a vendor may work, if other vendors are selected to cover counties that a successful bidder proposes serving.

HCR may award contracts for all, some or none of the services requested. Should HCR be unsuccessful in negotiating a contract with the selected bidder within an acceptable time limit, HCR may begin contract negotiations with the next highest ranking qualified bidder. Contract(s) will be executed pursuant to this RFP only after approval by the NYS Office of the Attorney General, and the Office of the State Comptroller.

Schedule

HCR anticipates that the program will be implemented according to the following schedule. Please note that this schedule is subject to change and that HCR is not responsible for unanticipated changes or delays.

RFP Issued	April 14, 2011
Bidder’s Conference	April 20, 2011
Deadline to Submit Questions	April 26, 2011 (5:00 P.M. EDT)
Answers to be Posted on HCR web site	April 28, 2011
Submission Deadline	May 6, 2011 (3:00 P.M. EDT)
Announcement of Bid Awards	May 26, 2011

1.5 Vendor Eligibility

Any vendor, including for not-for-profit and for-profit organizations, that demonstrates the capacity to successfully complete each of the activities listed in this RFP and can meet HCR’s Vendor Responsibility requirements is eligible to apply for this opportunity. This includes Weatherization Assistance Program subgrantees as well as other entities. All bidders must demonstrate experience in the installation of air conditioners and meet the requirements set forth in this RFP, as well experience in home energy efficiency, heating and cooling systems, and electrical and mechanical building systems. The ideal organization will have the ability to market the program within the communities served, identify and qualify eligible households, and

supervise the actual installation of the cooling system in a safe manner. Organizations should also be familiar with other local housing services available, and be able to make appropriate referrals to address other home health and safety needs.

1.6 Role of the Vendor

Vendors will be expected to perform all work in a workmanlike manner, ensure benefits that accrue from the use of public funds are maximized, and to make sure that all rules and laws associated with provision of this service are complied with, including local laws and codes.

Under contract with HCR, vendors will perform the activities listed in Section 1.8, below. Vendors will be required to ensure compliance with State and Federal Program rules. HCR has the responsibility for overall monitoring and oversight.

Bidders may propose subcontracting portions of their responsibilities under the ECP. The proposal must identify subcontractor(s). However, the vendor will be responsible for the completion of all tasks, including those subcontracted, and must acknowledge that responsibility in its proposal. HCR reserves the right to review and approve all subcontractors. Be advised that the conflict of interest clause (Section 1.12, below) applies to all subcontractors as well as contractors.

1.7 Basis for Cost Reimbursement

Any contracts awarded under this procurement will permit the vendor to receive a nominal advance payment to cover startup costs that will be paid following final approval of the contract and in accordance with HCR policies and procedures. Subsequent to that advance, vendors shall submit bills with detailed invoices on a monthly basis to HCR. Project staff whose time is charged must be identified by name, title, role in the project and specific tasks. The date, hours worked, hourly rate and amount billed must be specified. Charges may not be made for services that have not been identified in the original proposal without the prior approval of HCR.

1.8 Eligible Cooling Program Activities

Under contract with HCR, vendors will perform the following activities:

- Conducting outreach to households in need of assistance;
- Intake and interviews of potential clients to determine eligibility;
- Receipt and review of referrals from service providers and HEAP certifiers, and review of eligibility documentation (it is expected that many eligible households will be identified through referrals by other service providers, by local social service district offices, and by local offices for the aging);
- Inspection of applicant dwelling units to ensure that air conditioners can be safely installed;
- For rental units, securing owner permission to perform work;
- Installation of an Energy-Star rated air conditioner and related energy-saving measures (no more than one air conditioner may be installed in each eligible dwelling unit);
- Removal and proper disposal of any old or inoperative air conditioner from the assisted unit;

- Identification and mitigation of related health and safety concerns, or documentation of serious conditions that prevent service from being provided;
- Identification of additional energy conservation opportunities within buildings where cooling service is provided, to minimize the increase in electric consumption, including installation of compact fluorescent lamps, cleaning the refrigerator coil and insulating electrically-powered domestic hot water heaters (refer clients to the local weatherization program where energy conservation opportunities exceed the limitations of this component);
- Ensuring that all work is completed in a workmanlike manner in compliance with all local codes and ordinances;
- Ensuring that households that currently have a working air conditioner, or that received an air conditioner through a DHCR- or NYSERDA-funded initiative during the previous 10 years, do not receive service, since such households will not be eligible;
- Ensuring that air conditioner installation is limited to window installations and existing sleeve installations; only new equipment with an Energy Star rating will be eligible for installation;
- Explaining program rules to clients.
 - The ECP does not include an additional HEAP cash benefit to fund the cost of operating an air conditioner (HCR encourages vendors to follow procedures outlined in Chapter 6 of the Weatherization Assistance Program Policy and Procedures Manual to mitigate the potential increase in energy consumption resulting from the installation of an air conditioner);
 - It will be the responsibility of the client or building owner to maintain the air conditioner, including the responsibility to remove, cover, store, and or reinstall the unit or the installation sleeve.
- In circumstances where a client is deemed to be in a medical emergency and an air conditioner cannot safely be installed in the unit, provision of a fan and installation of other basic cooling measures;
- Maintaining documentation to support program activities (including written reports and digital photographs of installed air conditioners) and other files necessary to support requests for payment; and,
- Any other actions necessary to ensure compliance with State and Federal Program rules and safe and compliant delivery of services, with prior written approval from HCR. HCR has the responsibility for overall monitoring and oversight.

1.9 Population to Be Served

Income eligibility for the Program is set at 60% of the State's median income. This threshold has been selected by New York in accordance with federal HEAP regulations (Public Law 97-35, Sec. 2605 (b) (2) (B) and 10 CFR Part 440.22(3)). A chart showing current income limits by household size is available on HCR's web site, and will be provided to vendors prior to the start of contract activities.

1.10 Deliverables

Bidders responding to this RFP agree to complete all proposed work in accordance with applicable program rules and regulations, and to return any unused advances of funds. All work associated with this proposal must be completed by September 30, 2011.

1.11 Other State Requirements

Successful bidders entering into contracts with HCR are required to agree to several NYS contracting rules and regulations and HCR workplace principles. It is the responsibility of each bidder to familiarize themselves with these requirements and to be prepared to comply. These include but are not necessarily limited to:

- Non-Collusive Bidding
- Procurement Lobbying Provisions
- Consultant Services Forms
- Minority and Women-Owned Business Utilization Plan
- Worker's Compensation Insurance Requirements
- Bidders and subcontractors must not be debarred or suspended from doing business for New York State
- Drug-free workplace

1.12 Conflict of Interest

The bidder is referred to the Public Officers Law of the State of New York and to HCR regulations regarding conflict of interest, and is advised to become fully familiar with the provisions.

HCR reserves the right to impose additional conditions upon bidders in the event of unanticipated instances of real or perceived conflict of interest. HCR reserves the right to cancel any contract awarded pursuant to this RFP with thirty (30) days notice, in the event that the actual or potential conflict of interest is not cured to the satisfaction of HCR.

1.13 Contract Termination

HCR reserves the right to terminate any contract entered into pursuant to this RFP in the event it is found that the certification filed by the bidder, in accordance with NY State Finance Law, Section 139-k, was intentionally false or intentionally incomplete. Upon such finding, HCR may exercise its termination right by providing written notification to the bidder in accordance with the written notification requirements of the contract.

1.14 Bidder's Conference

A bidder's conference will be held at 10:30 a.m. on April 20, 2011, at HCR's Hampton Plaza offices in Albany, New York. All potential bidders are strongly encouraged to attend. The meeting will be conducted as a video conference and broadcast simultaneously in HCR's Buffalo, Syracuse and New York City offices. See the appendices to this RFP for locations. The purpose of this meeting is to answer all questions potential bidders have and provide guidance on program planning and implementation.

SECTION 2. PROPOSAL SUBMISSION AND COMMUNICATION WITH HCR

2.1 Proposal Submission

Bidders must provide four (4) copies of their responses to this RFP in two (2) separate sealed envelopes. All submissions must include the following:

- Envelope 1: Transmittal letter (see section 2.3, below) and four copies of each exhibit and appendix.
- Envelope 2: Four copies of the price proposal form.

Price proposals must be submitted on the Price Proposal form provided in this RFP. Each proposal must be addressed to:

NYS Homes and Community Renewal
Attention: Ken Ford
Hampton Plaza, 3rd Floor
38-40 State Street
Albany, New York 12207

HCR must receive proposals by 3:00 p.m. EDT on **Friday, May 6th, 2011**. Proposals received after 3:00 P.M. on **May 6** will not be considered. No electronically mailed, faxed or hand-delivered copies will be accepted. HCR is not responsible for proposals that are not received in a timely manner. Bidders are encouraged to submit early to allow time for mail service delivery and verification of receipt.

Each proposal must have the following clearly printed on the outside:

“Proposal for the NYS Homes and Community Renewal Emergency Cooling Program. Do not open until **May 6**, 2011 at 3:30 P.M.”

Opening of the Proposals will take place at this date and time at the HCR Hampton Plaza Office.

HCR expects to notify the selected bidder(s) of intent to award by May 26, 2011. A contract which defines all of the deliverables and responsibilities of the respective parties will be sent to the selected bidders.

2.2 Communication and Inquiries

Bidders with questions on this Request for Proposals, on the proposal process, or on any related program matter are encouraged to contact the appropriate HCR regional office until the submission deadline. Regional office contact information is located at the end of this RFP. Bidders are encouraged to submit questions in writing, to aid in the development of uniform answers that can be made available to any potential bidder. Time will be allowed at the bidder's conference for questions.

This RFP is subject to HCR's Procurement Lobbying Provisions. Pursuant to State Finance Law §§139-j and 139-k, this RFP includes and imposes certain restrictions on communications

between HCR and a bidder during the procurement process. A bidder is restricted from making contacts from the earliest notice of intent to solicit offers through final award and approval of the Procurement Contract (the restricted period) by HCR and, if applicable, Office of the State Comptroller, to other than designated staff unless it is a contact that is included among certain statutory exceptions set forth in State Finance Law §139-j (3) (a). HCR employees are also required to obtain certain information when contacted during the restricted period and make a determination of the responsibility of the bidder pursuant to these two statutes. Certain findings of non-responsibility can result in rejection for contract award, and in the event of two findings within a four (4) year period, the bidder is debarred from obtaining governmental procurement contracts. Further information about these requirements can be found on the Office of General Services' website at the following address:

<https://www.ogs.state.ny.us/aboutogs/regulations/defaultAdvisoryCouncil.html>.

Prior to-submission, bidders have the option to submit questions in writing to HCR, provided those questions are received by HCR by 5:00 P.M., April 26, 2011. HCR will post replies on its web site by April 28, 2011. All answers will be posted on the HCR web site at www.nyshcr.gov. Also, oral inquiries regarding the RFP can be made to Amy Fraioli at (518) 473-2080. After the deadline for submission, oral communication regarding the RFP with any HCR staff is not permitted.

2.3 Proposal Format

A transmittal letter must be included with the proposal that identifies one individual from the bidder who will be designated to represent the bidder in all day-to-day dealings with HCR. Additionally, the transmittal letter must identify a principal of the bidder that will be authorized to enter into a contract with HCR, acting through the Division of Housing and Community Renewal. The principal must have legal authority to submit the proposal on behalf of the bidder and to attest for the accuracy and truthfulness of all statements included in the proposal. In the case of a consortium, one organization must be designated as the lead organization, with whom the HCR contract will be executed, and that firm must designate a project manager.

The transmittal letter must be addressed to:

Thomas O. Carey
Director, Energy and Rehabilitation Programs
NYS Homes and Community Renewal
Hampton Plaza
38-40 State Street
Albany, New York 12207

Bidders should prepare their proposals by addressing each item outlined in Section 4 in the order that it appears and to use the same number in the response. Elaborate and expensive presentations are not required and will not contribute to a more positive evaluation of the proposal. However, be sure to provide all of the information requested. Meeting all requirements of this solicitation is entirely the responsibility of the bidder. HCR is under no

obligation to review incomplete proposals, and incomplete proposals may be rejected without being scored and evaluated.

2.4 Cost of Proposal

All costs of preparing and submitting proposals in response to this solicitation are the sole responsibility of the bidder. HCR shall not incur any costs associated with the preparation and delivery of a proposal. HCR will not return any submitted proposals. HCR accepts no responsibility for faulty correspondence or proposal submissions that are not received by HCR by the deadline.

SECTION 3. EVALUATION AND SELECTION CRITERIA

3.1 Evaluation and Selection Criteria

Bidders will be evaluated in accordance with the criteria outlined below. HCR reserves the right to exclude counties proposed by a bidder when making an award to the bidder. HCR may conduct discussions with bidders in the competitive range for the purpose of promoting understanding of the requirements and the bidder's proposal, to clarify requirements, and make adjustments in services to be performed, and in award allocations.

Proposals will be evaluated in their entirety and on the ability of the bidder to deliver comprehensive services under the ECP. Each Exhibit and Attachment set forth in Section 4 will be evaluated against the rating criteria. The maximum score possible under the RFP is 100 points.

Each proposal will include an examination of whether the response addresses all of the components of Section 4 of the RFP. **If the proposal fails to respond to any of the required proposal contents it will be disqualified and no further review or evaluation will take place. If minor omissions or errors are found on proposals, ("minor" as determined in the discretion of HCR), HCR may ask the submitter for clarification or correction without penalty to their submission's scoring. Proposals that are complete will be evaluated based on the following criteria:**

- A. **Price proposal:** proposals will be evaluated to determine which provides the greatest value to the State for the provision of these services. (30 Points)
- B. **Service Area:** bidders are sought that can work on a statewide basis or serve multiple counties. (30 Points)
- C. **Organizational Qualifications and Key Personnel:** proposals will be evaluated on the relevant experience of the organization and staff. (20 Points)
- D. **Work Plan:** proposals will be evaluated based on a determination of whether the organization has proposed a work plan that will complete required activities in a compliant and efficient manner within the time constraints of this initiative. (20 Points)

Bidders will be evaluated as to whether they meet the threshold requirements for each measure. Only proposals that meet each of the threshold requirements will be considered for an award

under this RFP. Proposals that are determined to meet threshold requirements for each item in Section 4 will then be assessed according to the criteria listed above.

SECTION 4. PROPOSAL CONTENTS

Each bidder must submit information from each of the following sections. Any proposal which is submitted that fails to respond to any of the items will be rejected and disqualified from the review process. Answers should be labeled and ordered to correspond to the order as shown below.

Required Exhibits:

Exhibit One – Price Proposal Form

Exhibit Two – Service Area

Exhibit Three – Statement of Organizational Qualifications and Key Personnel

Exhibit Four – Work Plan

Attachment A – Vendor Responsibility Questionnaire

4.1 Price Proposal Form (Exhibit 1 – 30 points)

Each bidder must complete the price proposal form and submit it in a separate envelope (see instructions in Section 2, above).

The maximum points attainable for this section will be based on a comparison of all bids received:

<u>Criteria</u>	<u>Points Assigned</u>
Per-unit cost was lowest of submitted bids	30
Per-unit cost was less than 6% higher than lowest-cost proposal	20
Per-unit cost was 6% - 10% higher than lowest-cost proposal	15
Per-unit cost was 11% - 15% higher than lowest-cost proposal	10
Per-unit cost was more than 15% higher than lowest-cost proposal	0
Did not respond to section	0

The per-unit cost must include:

- The total cost for labor and materials for all required activities listed in Section 1.8.
- A share of cost allocation plan for any space, supplies, or equipment that will be shared with other programs.
- Any administrative, overhead or operating costs that the bidder will incur in connection with this program.

4.2 Service Area (Exhibit 2 – 30 points)

Each bidder must provide a list of all counties in which the bidder has the capacity to provide service, clearly labeled at the top of a separate sheet as “Exhibit 2.” By including a county on the list the bidder is affirming that it can provide service to any dwelling unit located anywhere in that county. Bidders proposing to provide assistance in New York City must indicate each

borough in which they propose to provide service. **Please remember that HCR reserves the right to negotiate changes to proposals with successful bidders, including reduction of service areas, after bids are awarded.**

The maximum points attainable for this section will be based on the following rating scale:

<u>Criteria</u>	<u>Points Assigned</u>
Bidder can serve all counties in the State	30
Bidder can serve all of New York City, or at least 20 other counties	20
Bidder can serve between six and 19 counties	15
Bidder can serve at least two but fewer than six counties	10
Bidder can only serve one county	0
Did not respond to section	0

4.3 Statement of Organizational Experience and Key Personnel (Exhibit 3 - 20 points)

Each bidder must provide a brief narrative describing the bidder’s qualifications and experience. This exhibit should show that the bidder has adequate experience, and resources to complete all of the required activities listed in Section 1.8 of this RFP. This narrative must be labeled “Exhibit 3 - Statement of Organizational Experience.” Also provide in that exhibit a list of key personnel that will be responsible for these activities, to show that the bidder has qualified staff to perform all aspects of the program. Resumes are not required with the proposal submission but may be requested from a bidder during the evaluation process.

The maximum points attainable for this section will be based on the following rating scale:

<u>Criteria</u>	<u>Points Assigned</u>
Clearly demonstrates expertise in each of the areas listed below	20
Can successfully complete at least three of the areas listed below	15
Can successfully complete at least two of the areas listed below	10
Can successfully complete only one of the areas listed below	5
Does not have required expertise in any area	0
Did not respond to section	0

Each of the following areas below must be addressed, and relevant experiences over the last five years must be included:

- Related programs or services provided by the bidder.
- Experience with outreach, client intake, referral and eligibility determinations for government programs.
- Familiarity with State building codes and health and safety requirements.
- Experience with energy conservation programs.

4.4 Work Plan (Exhibit 4 - 20 points)

Each bidder must provide a brief narrative that outlines the process the bidder will follow to complete the activities listed in Section 1.8. This narrative must be labeled “Exhibit 4 – Work Plan.” It should include the following:

- How the bidder will conduct outreach and intake, process referrals from other service providers, and conduct eligibility determinations.
- How the bidder will ensure that an air conditioner can safely be installed in each applicant's dwelling unit.
- How the bidder will obtain permission of owners of rental units to perform work.
- How the bidder will ensure an adequate supply of Energy-Star rated air conditioners and other materials sufficient to complete all work in a timely basis.
- How installation of air conditioners and related energy-saving measures, and removal and proper disposal of any old or inoperative air conditioner from the assisted unit, will actually be conducted, so that it's done in a workmanlike manner in compliance with all local codes and ordinances.
- How the bidder will identify and mitigate any related health and safety concerns, or will document serious conditions that prevent service from being provided.
- How identification of additional energy conservation opportunities within buildings where cooling service is provided will be done, and how referral of clients to the local weatherization program where energy conservation opportunities exceed the limitations of this component will be conducted.
- The bidder's process for ensuring that air conditioner installation is limited to window installations and existing sleeve installations; only new equipment with an Energy Star rating will be eligible for installation.
- How the bidder will explain program rules to clients.
- How the bidder will document program activities to support requests for payment. Include a flow chart or simple description of the processing of paperwork (eligibility determination, initial inspection, work orders, invoicing/requisitions) through the organization.
- How quality issues will be tracked and addressed (for example, if a client calls with a problem after an air conditioner is installed).
- Description of accounting practices, internal controls, preparation and communication with all necessary personnel for reports/billings; please state whether Generally Accepted Accounting Principles are used. Also, please include a description of all financial software used.
- Provide assurance that the bidder's most recent audited financial statements, by division or program, certified by a certified public accountant, including balance sheet and income statement, dated within 12 months of filing, are available for inspection by HCR upon request.
- Provide a reference from a financial institution including name of financial institution, name of individual, address, and telephone number.

The maximum points attainable for this section will be based on the following rating scale:

<u>Criteria</u>	<u>Points Assigned</u>
Work Plan satisfactorily addresses all required areas	20
Work Plan satisfactorily addresses 12 or more required areas	15
Work Plan satisfactorily addresses 10 or more required areas	10
Work Plan satisfactorily addresses 8 or more required areas	5
Work Plan addresses fewer than 8 required areas	0
Did not respond to section	0

4.5 Vendor Responsibility Questionnaire (Attachment A)

Bidders must also complete and submit a vendor responsibility questionnaire (form attached at end of document).

SECTION 5. REQUIRED CONTRACT MATERIALS

The following are not required as part of a proposal submission but will be required from successful bidders before a contract is offered:

- Standard Clauses for NYS Contracts**
- Non-Collusive Bidding Certification**
- Non-Discrimination in Employment in Northern Ireland**
- Vendor Responsibility Questionnaire**
- Procurement Lobbying Provisions and Forms**
- Consultant Services Forms**
- Minority and Women-Owned Business Utilization Plan**
- Worker's Compensation Insurance Requirements**

To review these required contract materials please go to HCR's web site: www.nyshcr.gov

HCR Offices and contact information

Any questions regarding this RFP should be directed to one of the HCR offices listed below. Office contacts and the counties served by their offices are:

Capital District Office

Tom Carey, Weatherization Program Director

Hampton Plaza, 38-40 State Street, Albany, NY, 12207 (518) 474-5700

Counties Served: Albany, Clinton, Columbia, Delaware, Dutchess, Essex, Fulton, Greene, Hamilton, Montgomery, Orange, Otsego, Putnam, Rensselaer, Saratoga, Schenectady, Schoharie, Sullivan, Ulster, Warren and Washington.

Buffalo Regional Office

Thomas Van Nortwick, Assistant Commissioner for Regional Affairs

Electric Tower, Suite 105, 535 Washington Street, Buffalo, NY 14203 (716) 847-7955

Counties Served: Allegany, Cattaraugus, Chautauqua, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming and Yates.

Syracuse Regional Office

Daniel Buyer, Assistant Commissioner for Regional Affairs

620 Erie Boulevard West, Suite 312 Syracuse, NY 13204 (315) 478-7179, ext. 200

Counties Served: Broome, Cayuga, Chenango, Cortland, Franklin, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, St. Lawrence, Tioga and Tompkins.

New York City Regional Office

Gregory Watson, Assistant Commissioner for Regional Affairs

25 Beaver Street, 7th Floor, New York, NY 10004 (212) 480-4543

Counties Served: Bronx, Kings, New York, Queens, Richmond, Nassau, Suffolk, Rockland and Westchester.