



## **Request for Proposals (RFP) for Weatherization Assistance Program Software**

### **IHCDA Responses to RFP Questions**

**1. What is the intended Term of this Agreement?**

- A: Contracts with IHCDA are expected to last one calendar year. Based on performance, there is the potential for contract extensions of three additional years.

**2. What is the anticipated annual funding from each funding source for the term of the agreement?**

- A: IHCDA is estimated to receive 90 million from BIL for the 5-year program term. Annually, IHCDA receives roughly 8.5-9 million from DOE. 9% of Weatherization funding also comes from LIHEAP.

**3. How many total users will need role-based access to the system? Include IHCDA staff, LSP staff, third party inspectors, and given the Bacon-Davis requirement any contractors installing the weatherization measures.**

- A: This depends on the systems capabilities. Currently, our contractors/workers do not use our current system in the field, so it hard to estimate how many people would want to have access, should they use the system. To give an idea, we would want all connected IHCDA staff to have access (around 20 people), 19 Local Service Providers and their staff, which vary by agency size, our Training Center Staff (4-5 people), and estimated 75-100 contractors.

**4. How many homes do you anticipate will be weatherized each year for the term of the agreement?**

- A: Each year, we estimate that approximately 1,000 units will be Weatherized.

**5. Will LSPs be permitted to run other available funding/grants in addition to IHCDA funding (DOE WAP, BIL, LIHEAP) like utility or local municipal programs or other local grants?**

- A: Yes, but if it is not connected with one of the programs we run, we will want to have a conversation/agreement with the LSP and the tech provider around expectations for where that funding is coming from to support that additional work and what the expectation for the management of the system is.

**6. Do LSPs have their own crews doing the weatherization work, just contractors, or both?**

- A: Both.

**7. Can you quantify the amount and format of legacy data to be imported? Will this be detailed job history including photos and audit conditions or summary information on measures and funding sources?**

- A: No. Our hope is to pull over only the data that is needed to be able to check Weatherization history – and accurately indicate if the home has been weatherized in the past. We have the capability to have the data in excel format.

**8. Are contractors certified to participate in the program? Are there contractor qualifications that must be validated to participate in the program? How are contractors selected by LSPs for measure installation work?**

- A: Yes, the Contractors complete certifications to participate. To view these requirements please review our [Weatherization Assistance Program Policy & Procedure Manual](#) Section 7: Training. For contractor selection please refer to section 9.6 Contractor Procurement, Price Lists, Responsible Contractors.

**9. Are there any direct install measures implemented at the time of the initial energy audit?**

- A: No.

**10. In addition to the DOE WAP Program, does IHCD intend to manage any other weatherization adjacent programs like bill payment assistance, emergency repair, Weatherization Readiness, HUD Healthy Homes, Inflation Reduction Act, either initially or eventually?**

- A: IHCD does manage emergency repair (currently part of the Energy Assistance Program and is not required for our Weatherization agencies) and Weatherization Readiness. We have two HUD Healthy Homes grants, and they are mainly managed by another department. So while some of the information may need to be shared, the system adopted for Weatherization will not be the primary one managing these programs. IHCD is not the State agency receiving IRA funding.

**11. Please clarify what is needed from a "monitoring module."**

- In designing this question, we were thinking of a monitoring module that would be able to do things like pull down information in bulk form for viewing large amounts of data sets, a self-reporting form that could tag monitoring if a risk is spotted, etc. With this, IHCD would need to have access to see all LSP data.

**12. In section 2.d., are there funding sources beyond DOE WAP, BIL., and LIHEAP that should be accommodated?**

- A: Our agencies receive rebate dollars from two utility programs and potentially will have additional deferral funding that will need to be accommodated. Agencies potentially have more local sources they use on jobs as well.

**13. In section 3.c.iii., is role-based utility vendor access desired? Will utility funding also be included on these Wx projects?**

- A: We are not sure. We may want to explore this option, but currently utility engagement is limited to two utility companies that have partnered for rebate programs. While we want to pull reports for these utilities, we are not sure what utility vendor access would look like/if we wish to have that. We do not receive other utility funds.

**14. In section 3.c.iv., regarding the "Rebate Module," are available utility rebates to be included in DOE SIR calculations for prioritizing measures?**

- A: At this point in time, no. That is not how our current rebate programs work.

**15. In section 9.d., please clarify what is desired in the handling of changeover time?**

- A: We are interested in knowing things like how your organization adapts to changes needed in the middle of a program year, how do you ensure data validity during a time of change, can the system still function (do things like pull reports and submit invoices) as changes are being made, etc. We are also interested in how things can be changed from one program year to the next. As an example, changes from PY24 to PY25.

**16. Appendix C – There is a reference to a Document Noting Contract/IOT Exceptions. Is there a particular format for this document? The reference document is NOT listed in Section 4 Submission Items.**

- A: This can be submitted as a PDF attachment with the title, "Document Noting Contract/IOT Exceptions." This was not listed in Section 4 as not all organizations will have exceptions, and if your organization does not have any exceptions, you do not have to turn anything in. As stated in Section 5, any exceptions can be included as a separate attachment in PDF form following the Cover Sheet and Certification.

**17. Diversity Spend – Are there requirements in this procurement for Diversity Spend?**

- A: There are no requirements for Diversity Spend in this procurement.

**18. Indiana Based Company – Is there any evaluation credit for the respondent being an Indiana Based Company?**

- A: No. We do want to make sure the each responding organization is either currently registered with the Indiana Secretary of State, or that they are willing to do so, which is something outlined in our Contract Boilerplate Agreement. There are no additional scoring points awarded for being an Indiana-based Company.

**19. On Page 4 under IHCDAs Priorities – Can IHCDAs detail or expand upon the bullet point "Dashboards!". How many Dashboards? Does IHCDAs have training in a BI toolset? Does IHCDAs want to create reports on their own? What licenses does IHCDAs have procured as it relates to BI? Do you have any scope you can add to the "Dashboards!"?**

- A: We envision dashboards or data visuals that help guide the LSPs in managing their workflows, as well as visuals that quickly identify things such as funding spent and homes weatherized, both for specific funding sources and overall homes weatherized. IHCDAs does have training in Microsoft Power BI and has a dedicated Data Analyst for our Energy & Utility Programs. We would like to create reports. IHCDAs would like to be able to pull any data that is collected in the system so we can create more complex data visuals if needed.

**20. Page 6 - Evaluation Criteria – Can IHCD share any Evaluation Criteria / weighting of the evaluation categories? Example: Is the System Price weighted heavier than the System being User-Friendly?**

- A: All sections are being grouped by content area, and then the Respondent must receive 80% of the possible points for each section to be invited for a finalist interview/software demonstration.

**21. Page 6 - Evaluation Criteria – You ask for a list of pricing options models that are offered by the respondent. There is only one Budget Form to work from – Appendix D. Can the respondent submit a Budget Narrative as a separate PDF to accommodate this “ask” or can the respondent submit more than one Appendix D in a separate PDF?**

- A: We would like you to submit your budget using Appendix D. Any explanations for how you came up with your prices should be addressed in the column, “How Fee Is Calculated,” located in Appendix D.

**22. Page 19 - "Does the system have the ability to collect utility account information / interface with Vendor Portals?". This is one question has two answers. Can you break the question into separate questions? Does the system have the ability to collect Utility Account information and does the system have the ability integrate with Utility Vendors?**

- A: We cannot break this into two questions. When asking about ability to collect utility account information, we are specifically asking about interfacing with portals or ways that pull in utility account information without manual entry.

**23. What specific challenges or limitations with the current IWAP system are most critical for [redacted organization name] to address in the new system?**

- A: The current data system has been in use for many years and is a reporting tool. We would like the next iteration of a database to have more capabilities for project management and potential for more stakeholders to engage with it as a tool.

**24. How does IHCD envision integrating the new system with other state-level programs or initiatives outside of the Weatherization Assistance Program?**

- A: Please see our answer to Question 10. Additionally, there is potential for the need for the system to connect with our current EAP software, since EAP is a referral pipeline, and to connect with IHCD financial software.

**25. Can IHCD provide insights into the expected growth or expansion of the Weatherization Assistance Program over the next 5-10 years?**

- A: The program will continue to grow to accommodate the BIL funding.

**26. Are there specific compliance or regulatory changes anticipated in the near future that the new system should be prepared to accommodate?**

- A: See DOE reporting requirements: <https://www.energy.gov/sites/default/files/2023-10/WAP-Memorandum-111-Data-Collection-Update-Revised-10323.pdf> The system would need to comply with DOE regulations, some of which we cannot anticipate at this time.

**27. How does IHCD A envision the role of this new system in enhancing client engagement and satisfaction?**

- A: We would like a system to have the ability to intake client applications with an online application or have the capability to connect with another software that has that capability.

**28. What are IHCD A's expectations regarding the system's compatibility with emerging technologies or platforms?**

- A: There is an expectation the chosen company will be collaborative in integrating emerging technologies if enhancements need to be made.

**29. Can IHCD A provide more details on the desired capabilities for system integration with non-DOE systems or databases?**

- A: Please see our answer to Question 24.

**30. Are there specific performance benchmarks (e.g., system response time, data processing speed) that the new system should meet?**

- A: At this time, we do not have specified performance benchmarks. If you would like to provide your system benchmarks, please feel free to do so in your response to the last question (10e) of Appendix F.

**31. Does IHCD A have any specific requirements or preferences for data analytics and business intelligence capabilities in the new system?**

- A: Please refer to Part 1 Section 3 of the RFP for IHCD A's priorities. Additionally, Part 2 Section 4 of the RFP outlines what we are looking for in the Respondent's proposal.

**32. What are the expectations for system redundancy and disaster recovery capabilities?**

- A: Please refer to the IOT Additional Terms and Conditions.

**33. Can IHCD A elaborate on the desired level of customization for the system's user interface, particularly for less tech-savvy users?**

- A: Our LSPs all need to be able to use this system. We expect the majority of users to identify the system as user-friendly. For less tech-savvy users, we are more concerned with a training and onboarding plan that will account for their technological challenges.

**34. How does IHCD A envision the balance between system standardization and flexibility for customization by individual LSPs?**

- A: The majority of the system and capabilities will need to be standardized across all LSPs, without knowing the capabilities of the systems it is hard for us to ascertain the balance because depending on capabilities of a system it may vary greatly.

**35. Are there specific aspects of the Weatherization Assistance Program's workflow that IHCD A would like to see automated in the new system?**

- A: We are interested in what efficiencies a system has built more so than dictating which aspects we would like automated.

- 36. What are the expectations for the system's scalability in terms of handling an increasing number of users or data volume over time?**
- A: There may be an increase as workforce development efforts happen, but we do not expect a large scale up increasing number of users. Based on upscaling for BIL, we do expect that the data volume will increase.
- 37. Does IHEDA anticipate any future integration with other state or federal programs that should be considered in the system design?**
- A: Please see the answers to questions 10 and 24.
- 38. Is there a preference or limitation regarding the allocation of the budget across different phases of the project (e.g., development vs. training)?**
- A: No.
- 39. How does IHEDA plan to evaluate the cost-effectiveness of proposed solutions?**
- A: We are first and foremost evaluating the system ability to meet our needs.
- 40. Are there any specific financial reporting or auditing requirements that the budgeting aspect of the system should adhere to?**
- A: We have financial software and auditing requirements, but we are not sure what this question is referring to when tying it to the budget aspect.
- 41. Does IHEDA have any long-term budget considerations for system maintenance and upgrades that [redacted organization name] should be aware of?**
- A: We will have in our annual budget money for maintenance and upgrades. We expect the chosen provider to work with us on system upgrades as needed.
- 42. Are there any specific budget constraints for the integration of third-party services or tools?**
- A: None identified at this time.
- 43. Are there any specific user access or data privacy concerns unique to Indiana's regulations that [redacted organization name] should consider?**
- A: Please refer to State of Indiana Additional Terms and Conditions Software as a Service Engagement.
- 44. Does IHEDA have any specific expectations regarding the system's adaptability to future legislative or policy changes?**
- A: We expect the system to be able to adapt, and the provider will be expected to discuss enhancements with IHEDA as legislative and policy changes occur.
- 45. Are there any limitations in terms of data migration from the current IWAP system to the new system?**
- A: None identified at this time.

**46. What are the specific challenges or limitations in terms of user training and adoption that [redacted organization name] should plan for?**

- A: Any new or significantly updated system takes training. There may be a variety of technology skills and comfort levels when it comes to adopting new technology. The software provider should be aware of these challenges and plan for them.

**47. Does IHCD A foresee any potential limitations in stakeholder engagement or buy-in that could impact the project?**

- A: No. We conducted a stakeholder engagement process prior to releasing the RFP and have had really good buy in from our stakeholders.

**48. Are there specific periods of peak activity within IHCD A's Weatherization Assistance Program that should be considered when planning the implementation timeline?**

- A: Indiana's Weatherization program currently operates under three program years, as we receive regular DOE funding (April 2024), BIL funding (July 2024), and LIHEAP funding (October 2024), all for Weatherization projects. As noted in the proposal, we would like for the rollout of the new system to take place at the start of one of the new program years.

**49. How does IHCD A envision managing ongoing operations during the transition to the new system?**

- A: IHCD A plans to use our current system in its current capacity to finish the program years until we transition to a new system. We have members of both of our Weatherization Team and our Special Projects Team ready to assist with the transition and making sure LSPs understand what is expected of them.

**50. Are there any external factors or dependencies that could impact the project timeline (e.g., legislative sessions, funding cycles)?**

- A: None identified at this time.

**51. Does IHCD A have any specific deadlines related to federal reporting or compliance that the project timeline should accommodate?**

- A: The RFP outlines what we are expecting to receive in the proposal regarding the training and implementation timelines. IHCD A would like to review the Respondent's proposed timeline, and once the provider is selected, will then work with the chosen provider to modify their timeline and implementation plan to make sure we have the data necessary to meet federal reporting requirements. Please see our answer to Question 48 for additional insight into each of our program years.

**52. How flexible is the timeline for the training phase, considering the varying levels of tech-savviness among LSP staff?**

- A: As long as the system is expected to rollout at the start of one of the new program years, we are curious as to what the Respondent thinks is an appropriate and feasible training and implementation timeline. If the timeline needs to adapt during this process, we are open to being flexible to ensure the successful rollout of the new system.

**53. What specific support or resources will IHEDA provide to facilitate effective communication and collaboration between [redacted organization name] and the LSPs?**

- A: IHEDA has staff dedicated to the data system build, training, and implementation process. In Appendix F of the RFP, we have asked several questions related to a communication plan to help identify how best communicate between all stakeholders involved. Our intention is to have LSPs test the system while it is being customized before it rolls out of production, so they can serve as additional resources when it is time for the entire network to train and onboard to the system.

**54. How does IHEDA plan to handle decision-making and approvals throughout the project lifecycle?**

- A: It depends on the level of decision-making and approval. Majority would be made by the IHEDA's Director of Energy and Utility Programs or the Project Manager. However, we must follow our procurement processes and if the decision falls into something more contractual or budgetary, there will be additional levels of approval.

**55. What are IHEDA's expectations for [redacted organization's name] involvement in post-implementation support and system maintenance?**

- A: We expect ongoing maintenance and support of the system once it is implemented. We are not interested in a software being developed and then having no support of maintenance after the initial build.

**56. How does IHEDA plan to manage internal change management and adoption of the new system?**

- A: We have an individual who will coordinate this process.

**57. What is the expected level of involvement from IHEDA's IT department in the project?**

- A: Our IT Staff will be an important partner in the selection and implementation of the new system. They will ensure IOT standards are maintained.

**58. Is there additional information available regarding the specific technical environment or infrastructure currently in use at IHEDA?**

- A: None identified at this time.

**59. Can IHEDA provide more details on the specific data privacy and security standards that the new system must comply with?**

- A: Please refer to State of Indiana Additional Terms and Conditions Software as a Service Engagements.

**60. Are there any specific user experience or design preferences that IHEDA has for the new system?**

- A: We want user-friendly experiences for all stakeholders that use the system. The provider should anticipate how people use the system may differ between stakeholders. The system should also be 508 compliant.



**61. Does IHCD A have any specific expectations or requirements for the system's reporting and analytics capabilities that were not detailed in the RFP?**

- A: We have detailed all the capabilities and reporting capabilities that we have expectations around. However, the RFP allows space to share additional capabilities should the respondent choose to.

**62. Is there any additional information on the specific challenges faced by the LSPs in using the current system that could inform the design of the new system?**

- A: Yes, once a software provider is selected, we are happy to share the findings from the stakeholder engagement process we conducted to help figure out how the system can be customized to meet Indiana's needs and concerns.

**63. Is there any Incumbent?**

- A: Yes.

**64. What specific technologies, programming languages, and frameworks does IHCD A prefer or require for the new system? Are there any existing tools or platforms that the new system must be compatible with?**

- A: Please review the IOT Additional Terms and Conditions and our Response to Question 28. During the development process, we will work closely with the provider to discuss specific platforms the system should be compatible with.

**65. Does IHCD A require a dedicated mobile application for the system, and if so, what specific functionalities should be accessible via mobile?**

- A: Not required, but we would like the adopted software to be able to be used onsite

**66. Is IHCD A open to the incorporation of emerging technologies like AI or machine learning for data analysis and predictive modeling within the system?**

- A: We are interested in the Respondent's proposal regarding incorporation of AI or machine learning, but do not require or expect that to be a piece of the scope.

**67. What are IHCD A's preferences or requirements regarding software licensing models (e.g., open source vs. proprietary software)?**

- A: There are no current preferences identified at this time.

**68. How will the Indiana Office of Technology be involved in the project, particularly in terms of technical guidance, compliance, or infrastructure support?**

- A: IHCD A's IT Department will determine the level of involvement required from IOT as needed.

**69. Are there specific existing software systems or databases that the new system must integrate with, and what are the technical requirements for these integrations?**

- A: Please see our responses to Questions 10, 12, and 24. Depending on the capabilities of each proposed system, the answer to this question could vary.

**70. What level of support does IHCD A expect from the vendor in terms of selecting, procuring, and managing software tools and licenses?**

- A: IHCD A expects the chosen provider to manage their own tools and licenses.

- 71. What are the specific requirements and challenges associated with migrating data from the current IWAP system to the new system?**
- A: Please see the response to Question 7.
- 72. What are the specific security protocols and compliance standards (both state and federal) that the new system must adhere to?**
- A: Please see the responses to Questions 26 and 59.
- 73. How does IHCD A envision the system scaling over time, and are there any anticipated future expansions or functionalities that should be considered in the system architecture?**
- A: We expect that we will have expansions or functionalities, especially if DOE modifies requirements. We expect to work with a provider who is responsive to changing needs or expansion.
- 74. How do you envision waitlists being customized at different organization levels? Is this a question about which agencies can see which data? Is this a reference to how waiting list “points” are calculated and displayed? How would the waitlist at the LSP level need to be different from the waitlist at IHCD A level?**
- A: All agencies manage their own workflow, including pulling jobs from their waitlist and viewing where people are in the process. We would not want agencies to be able to see private information for households outside of their territory. IHCD A would like to be able to see all applications. Knowing DOE has specific priority, we would want waitlists to be able to be reactive to that as additional homes are added to the waitlist. We are interested in what systems do for customization, as we do not have a set way for how we envision this will look.
- 75. Under what kind of circumstance would jobs need to be locked/unlocked in batches? Is the scenario here related to, for example, an ongoing problem with a vendor that would require all that vendor’s assigned jobs being locked/unlocked? Or is there something else in mind with this question?**
- A: This is more precautionary and not something that would happen all the time or even something that we would want to happen. However, should there be a data entry issue, or a new field added that other jobs were missing, there may be a need for batch unlock.
- 76. IHCD A’s RFP Question: “Can the system print claim documentation and other documents in batches (PDF form)?” Respondent’s Question: To help us understand what is being asked for here, can you please provide a definition and example of what a claim is and what claim documentation is being referred to here in the typical Weatherization process.**
- A: Currently Subgrantees shall submit properly completed claims and backup documentation to IHCD A every 30 days or reimbursement of costs incurred during the prior month. Please refer to the Weatherization Assistance Program Policy & Procedure Manual Section 5: Budgets & Claims to see our current requirements and process.  
<https://www.in.gov/ihcda/files/2023-WAP-Policy-and-Procedure-Manual-Finalv3.pdf>

**77. IHCDAs RFP Question: "Is there a custom calculation capability?" Respondent's Question: What kind of custom calculation is this question referring to? Is this related to client income eligibility, Audit calculations, or something else entirely? Please provide an example if possible.**

- A: This question was more so related to the braiding of funds to submit a claim to IHCDAs. For example, being able to identify on a job what funding source was used, what budget line-item for each measure on a job, etc.

**78. Can you provide an example or scenario that helps us understand why a new API would be created for an existing software product?**

- A: EAP is a referral source for Weatherization in addition to allowing for categorical eligibility. We already have a system that takes our EAP applications and processes them. API integration could be used to keep EAP as referral source without the LSPs having to manually share this information.

**79. IHCDAs RFP Question: "Does your software already have a built-in rebate module for Weatherization jobs?" Respondent's Question: Please define what a rebate is in this context, and how it works within the Weatherization Job process.**

- A: We currently have two utility rebate programs. When certain weatherization measures are completed in a home by an agency, the utility will give "rebate" dollars for the work. Those funds go back to the agency that completed the work to be used for other weatherization projects, with limited restrictions.

**80. Please explain what is being referred to by changeover time. Is this related to how the software handles changing from one program year to the next, or is this about something else altogether?**

- A: Please see our response to Question 15.

**81. What is a utility rebate exactly in the context of Weatherization service? Is the 'utility rebate' referred to in this question the same as the 'rebate' referred to in the question about a rebate module for Weatherization jobs, or are there multiple types of rebates?**

- A: It is the same. Please see our response to Question 79.

**82. Do IHCDAs subgrantees have crews that perform the work or is it subcontractor based, or a combination of both?**

- A: Both.

**83. At some or all of the subgrantees, is there an inventory of items stored and used, whereby an inventory management tool would be needed?**

- A: Yes.

**84. There are many references to applicant submittal for weatherization work. Does IHCDAs want the applicant to have a single application page or an interface with credentials that would allow them to edit their information and work through their application in phases?**

- A: We would be open to exploring both options. We want to make sure any application is not overly burdensome on the applicant while also being secure.

**85. Is IHCD looking for an installed mobile application or a mobile friendly web application?**

- A: IHCD is looking for a mobile friendly web application. However, we are open to the idea of a mobile application.

**86. Does IHCD track both heating and cooling measurements or just heating?**

- A: Indiana is identified as a heating state. However, the cooling savings from some Weatherization measures are tracked.

**87. Could you give an example of date auto-population that you are looking for? Is this auto-population of current date or a date based on the population of another field?**

- A: Current dates could be auto-populated (assuming the field was one that was filled out in real time)- but also auto-population so if information is in multiple areas it pulls from those fields and does not make the user manually enter the same information multiple times.

**88. IHCD's RFP Question: "Can you see all actions on an individual application from a system audit?" Respondent's Question: Does this refer to the actions of the weatherization staff when updating the application in the system?**

- A: Yes. We also want to ensure any changes are tracked.

**89. IHCD's RFP Question: "Does the system auto populate dates? Show date of walk through?" Respondent's Question: Could you give another example of date auto-population that you are looking for?**

- A: Depends on the capabilities of the system but here is an example. If the system allows for an energy auditor to complete the audit in the field the date would populate so it matched when the work was done.

**90. Is a web interface on a phone display format sufficient for mobile or must it be a program through an app store?**

- A: A web interface is sufficient. We do want to stress that it has to be user-friendly.

**91. IHCD's RFP Question: "Does the system allow users to go back to the original forms and fill out what has been completed?" Respondent's Question: Does this refer to weatherization staff users? Could you give an example of what type of information they would need to fill out if it has already been completed?**

- A: Here, we are looking for information on what might occur if there was an issue found during the interim inspection. If the LSPs/contractors correct the issue, can they go back in and inform the LSP/IHCD that the issue has been corrected? Additionally, we want to know if people can go back in and correct typos and errors that are found.

**92. IHCD's RFP Question: "Is there a custom calculation capability?" Respondent's Question: Could you expand upon or give an example of the custom calculation capability that this is referring to?**

- Among other things, we would like for the system to track the average cost per unit (ACPU) and quantify items such as what percent was Energy Conservation Measures (ECM) vs Health and Safety (H&S).

**93. Would the Authority entertain an extension to the posted submission deadline of November 20?**

- A: No, we are unable to extend the submission deadline at this time. As we have set times and dates scheduled for the finalist presentations and software demonstrations, we do need to give our team enough time to review each proposal and select the finalists.