

# REQUEST FOR PROPOSALS (RFP)

**RFP Number: DEV15OCA01**

The Ohio Development Services Agency, Community Services Division,  
is requesting proposals for:

## **Analysis on Changes to the Percentage of Income Payment Plan Plus (PIPP) Program**

RFP Issued: October 27, 2014  
Inquiry Period Begins: October 27, 2014  
Inquiry Period Ends: November 17, 2014  
Proposals Due: November 21, 2014 at 2:00 p.m.

Submit Proposals via e-mail to:

David Jende, Agency Procurement Officer  
Ohio Development Services Agency  
Budget & Finance Office  
[Procurement@development.ohio.gov](mailto:Procurement@development.ohio.gov)  
(614) 466-0419

**This RFP consists of five parts and four attachments, totaling thirty-two consecutively numbered pages. Please verify that you have a complete copy.**

**Please submit all inquiries about this RFP through the State Procurement web site at [www.ohio.gov/procure](http://www.ohio.gov/procure). Please refer to Part Three of this RFP, "General Instructions", for instructions on submitting inquiries through the State Procurement web site. All responses to inquiries submitted by Proposers will be posted on the State Procurement website for viewing by all prospective Proposers.**



**Development  
Services Agency**

## **PART ONE: STRUCTURE OF THIS RFP**

### **PARTS**

Part One	Structure of this RFP
Part Two	Services Requested Information
Part Three	General Instructions
Part Four	Evaluation of Proposals
Part Five	Contract Award

### **ATTACHMENTS**

- Appendix 1 – Executive Order 2011-12K
- Governing the Expenditure of Public Funds for Offshore Services
- Appendix 2 – Standard Affirmation and Disclosure Form, Standard Terms and Conditions
- Standard Affirmation and Disclosure Form must be signed by an authorized official of Proposer's organization and must be included for any proposal to be scored
- Appendix 3 – DSA's Standard Agreement for Services
- DSA's standard, or boilerplate, personal service contract document, including terms and conditions
  - This sample document is provided only for convenience and the terms and conditions contained therein are subject to change without notice
- Appendix 4 – PIPP Plus Program Frequently Asked Questions

## **PART TWO: SERVICES REQUESTED INFORMATION**

### **PURPOSE**

The Ohio Development Services Agency (ODSA or Development), Community Services Division is seeking proposals from a qualified Firm (Analysis Company or Proposer) to produce an evaluation report on the effectiveness of and changes to the Percentage of Income Payment Program (PIPP), now titled PIPP Plus.

### **BACKGROUND**

The PIPP program is a low-income customer assistance program, established in 1984, whereby income-eligible customers of gas and electric utilities subject to the jurisdiction of the Public Utilities Commission of Ohio (PUCO) can retain or restore service by paying a specified percentage of their household income each month to the serving utility in lieu of the amount charged for their actual consumption. Development administers the electric portion of the PIPP program. The following electric distribution utilities (EDU) participate in the electric PIPP program: AEP (Ohio Power, Columbus Southern Power), First Energy (Cleveland Illuminating Company, Ohio Edison, and Toledo Edison), Duke Energy, and Dayton Power & Light.

The new rules provide incentives to PIPP Plus participants to make regular, on-time payments and negative consequences for failing to adhere to the program rules. The focus of the analysis will be to assess the new rules changes and how effective they were at meeting our objectives for the PIPP Plus program. These objectives include, but are not limited to:

1. Reductions in accrued and accruing arrearages.
2. Standardize monthly payment amounts to increase number of annual payments made by participants while minimizing the burden on other rate payers.
3. Contain escalating costs while continuing to provide a valuable benefit.
4. Increase payment frequency (year round) while reducing PIPP payment requirements (percentage of income).
5. Create more program similarity between the gas and the electric PIPP programs.
6. Create a uniform arrearage crediting program for accruing and past arrearages.
7. Create a better way to repackage energy assistance programs, including LIHEAP, to make payment plans more affordable and reduce reliance on emergency LIHEAP.
8. Stabilize costs and reimbursement methods in order to avoid a cash-flow dilemma that has required Development to borrow funds to avoid paying penalties to companies.
9. Make the program more manageable.
10. Maximize customer participation to promote the financial viability of the Universal Service Fund.

## **SCOPE OF WORK**

The successful Analysis Company will develop an evaluation approach to the effectiveness of the PIPP Plus program. The Analysis Company will also assist in proposing measures to evaluate the PIPP Plus program changes and in turn, produce a detailed report outlining the findings of each measure established. The Analysis Company will provide a comprehensive summary on the effects of the PIPP Plus rules changes from the former PIPP to PIPP Plus that includes an evaluation piece on the core changes to the PIPP Plus program. The Analysis Company will evaluate the following measures using these sample data tables:

PUCO Metrics Report  
Customer Information Report (CIR) PIPP Plus data: November 2012 – October 2014  
PIPP information as provided by the Ohio Community and Energy Assistance Network (OCEAN)  
Universal Service Fund (USF) database  
PUCO Metrics

### **Customer Payments**

1. Do the new payment incentives (e.g. arrearage crediting program) correlate to more on time customer payments?
2. Do the newly imposed sanctions correlate to customers paying more often?
3. Is the 6% payment for baseload (non-electric heat) electric PIPP Plus and 10% payment for (electric heat) electric PIPP Plus more affordable for the customers? Are these payment amounts sufficient affordability for the customer and feasible to stabilize the Universal Service Fund?
4. Clients with no countable income pay a minimum of \$10.00 each month on PIPP Plus. What percent of minimum payment clients are paying on time? Is this \$10 payment the correct amount for the client and the fund?
5. Are client on time payments trending upward from October 2010-October 2014? What can be done to increase the number of payments received?

### **Customer Activities**

1. With the introduction of PIPP Plus, did the number of customers who refuse to stay on PIPP and opt for an alternate payment plan or no plan change from the number of customers who opt for a different payment option under PIPP?
2. How has the new arrearage crediting aspect of the program impacted the PIPP Plus enrollment?
3. Is PIPP Plus enrollment trending differently for electric and gas utilities?
4. Does paying a smaller, standardized amount throughout the year, including heating months, effect customer energy usage patterns? (Focus point is on summer and winter usage)?
5. Compare energy consumption between PIPP Plus Clients, HEAP clients, and residential customers not receiving aid. Client should be isolated by service provider.
6. Do the re-enrollment requirements help to keep the participants on PIPP Plus?

7. Has PIPP Plus impacted the number of clients who are disconnected or threatened with disconnection for missed payments?
8. What is the percentage of PIPP Plus clients who change residences in the course of a year? How does that compare to the general customer base for the utility. How does this impact payment behavior?
9. What percentages of clients have paid off arrearages left the program and then returned?
10. Do the participants have more discretionary income?
11. Do PIPP clients move more or less often?
12. Has customer energy consumption risen after enrolling in PIPP Plus?
13. What is the percentage of PIPP Plus clients who have received EPP services?
14. What is the percentage of PIPP Plus clients who have received HWAP services?
15. How can we link PIPP Plus to energy conservation in order to incentivize clients to conserve electricity?
16. What happens to clients who leave/have been removed from PIPP Plus owing over \$1,000 in arrearages, i.e., received other assistance, utilities currently off, found ways to pay arrearages? How many have returned to PIPP Plus?
17. How many and what percent of clients receive the winter crisis, summer crisis, or both seasonal aid programs? Are these subsidies encouraging clients to skip payments?
18. What are the success rates of Graduate PIPP Plus and Post PIPP Plus? What can be done to increase these rates?
19. What are the causes for increase or decrease in usage?
20. What is the disconnection rate for clients on PIPP Plus? For other utility ratepayers? Is PIPP Plus effective in reducing disconnections?

### **Utility Activities**

1. Is the customer's arrearage being properly credited when applicable?
2. Are the client's status identifiers indicated correctly?
  - a. When customers are being rejected, enrolled, dropped, etc., are the drops being documented with the correct reasons?
3. Is the company handling customer credits properly?
4. How does the company handle PIPP Plus customers who have credits of \$1,000 or more?

### **Customer Demographics**

1. The typical PIPP Plus customer income/ percent of poverty?
2. Household size and composition?

### **USF Impact**

1. Has the change in customer payments impacted the cost of PIPP?
  - a. EDUs cannot request reimbursement for unpaid/missed PIPP Plus installments from the USF; has this rule change help to lower the cost of PIPP?
  - b. How has this rule changed affected collection practices of the utilities?
  - c. Are consistent standardized monthly payments helping to lower the cost of PIPP?

- d. If an increase in energy use is found due to the standardized payment method, how is this impacting the cost of PIPP?
2. How is the customer arrearage crediting program impacting the cost of PIPP?
3. What would be the impact to the USF if PIPP Plus clients received arrearage credits for on time payments, but were only allowed to pay the lowest amount on their utility bills? *Example, the clients PIPP Plus installment is \$100 but the bill is only \$80. The client is then only allowed to pay the lower of the two amounts (\$80), and receives an arrearage credit for on time payment. The \$20 is not overpaid and does not return to the USF.*

### **ODSA Activities**

1. Examine the re-verification letters process 2011-2013, and identify the problem with the 2014 re-verification letters process.

### **PROPOSAL REQUIREMENTS**

The Department is requesting interested Bidders to respond to this RFP by addressing the following issues relevant to performing the services requested herein. Responses shall include an example of the proposed evaluation report, a summary on the proposed methodology on acquiring the measures laid out in the scope, and a written proposal for services. This is a state government project funded by public dollars and as such must stay within the limits of fiscal responsibility. The proposal shall address each of the following, and be separated into sections marked accordingly:

1. Proposals shall include the following information:
  - a. An executive summary;
  - b. A comprehensive overview of services the Analysis Company would provide under this request, including a statement of deliverables. Include a schedule indicating specific milestones and outcome dates, as appropriate. Identify meetings that would be required with the Department and/or other stakeholders, and indicate whether those meetings would be on-site or via conference call;
  - c. A comprehensively defined process under which the Analysis Company would provide assessment services under this RFP. Indicate how the Analysis Company would develop the project scopes, coordinate with Department staff, provide the outcomes of the analysis, etc.;
  - d. Identify a designated project manager who works for the Analysis Company who would serve as this project's primary point of contact for the Department;
  - e. The location from which the Analysis Company would provide services (inside and/or outside Ohio);<sup>1</sup>
  - f. A detailed compensation plan identifying the fixed price for the analysis services specifically requested in this proposal.
  - g. Proposed deliverables including but not limited to:

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<sup>1</sup> As part of the selection process under this RFP, the Department reserves the right to conduct site visits of Analysis Company's locations from which services would be provided. Further, under any contract awarded under this RFP, the Department will reserve the right to conduct on-going site visits of the Analysis Company's location(s).

- i. Surveys
  - 1. Client pre and post
  - 2. intake staff
  - 3. outreach and training efforts
- ii. Recommended metrics for the program evaluation
- iii. Analysis of results

### **PART THREE: GENERAL INSTRUCTIONS**

The following sections provide a calendar of events, details on how to respond to this RFP and how to get more information about this RFP. All responses must be complete and in the prescribed format.

#### **CALENDAR OF EVENTS & ON-LINE INFORMATION**

The schedule for this RFP is given below and is subject to change. DSA may change this schedule at any time. If DSA changes the schedule before the Proposal Due Date, it will do so through an announcement on the State Procurement web site area for this RFP at the following link: <http://procure.ohio.gov/proc/index.asp>. The web site announcement will be followed by an addendum to this RFP, which also will be made available through the same State Procurement web site.

It is each prospective Proposer's responsibility to check the State Procurement web site's question-and-answer area for this RFP for current information and the calendar of events scheduled through award of any contract.

Other than by adherence to the RFP Inquiry process, set forth below, no contact related to this RFP shall be made with DSA until a contract award is announced. Notwithstanding this prohibition, DSA, at its sole discretion, may request additional information as part of the review process outlined below.

#### **Firm Dates**

RFP Issued:	October 27, 2014
Inquiry Period Begins:	October 27, 2014
Inquiry Period Ends:	November 17, 2014
Proposal Due Date:	November 21, 2014 by 2:00 p.m.

#### **Estimated Dates**

Contract Award Notification:	December 2014
Issuance of Purchase Order:	To be determined

#### **PROPOSAL SUBMITTAL**

Proposals must be submitted in the following manner:

- **Proposals must be submitted via e-mail by no later than November 21, 2014 by 2:00 p.m. to [Procurement@development.ohio.gov](mailto:Procurement@development.ohio.gov).**
- Proposals are to be submitted on 8.5 x 11-inch paper.
- Margins must not be less than ¾ of an inch on all sides.
- Font must be 10 point or larger with no more than 6 lines of text per inch.
- Proposals should be no more than 40 pages in length. Forms required to be returned with the proposals, such as Appendix 2, will not be counted toward the maximum total.
- All pages must be numbered consecutively using the format "Page [#] of [total number of pages]" (e.g., Page 2 of 20).

Proposers are advised there will be no opportunity to correct mistakes or deficiencies in their submitted materials after the Proposal Due Date. Proposals that are incomplete or otherwise missing required information may not be evaluated.

It is the Proposer's responsibility to ensure timely submission of a complete Proposal. Late Proposals will not be scored. DSA is under no obligation to consider a Proposal which is received after the Proposal Due Date or that is incomplete. Proposals that are not submitted in the format requested will not be scored.

No supplementary or revised materials will be accepted after the Proposal Due Date unless specifically requested by DSA.

All costs incurred in the preparation of the Proposal shall be borne by the Proposer alone, and DSA shall not contribute, in any way, to the cost of the preparation of the Proposal.

Any and all documents developed by the Proposer during the course of this project will be provided to DSA upon request and will become the property of DSA, and the Proposer shall not assert any claims arising under copyright or otherwise inconsistent with the transfer of ownership of such documents.

All information submitted in response to this RFP shall be a public record unless a statutory exception exists that would protect the information from release to the public. Any information submitted with the Proposal which the Proposer reasonably believes to be a trade secret, as that term is defined in Section 1333.61 of the Ohio Revised Code, may be designated as such by marking the information as follows: the phrase "trade secret," marked with two asterisks on each side, must be placed at the beginning and end of the trade secret information (example: \*\* TRADE SECRET \*\*). In addition, the trade secret information shall be underlined. Information determined to be a trade secret under the laws of the State of Ohio may be protected as trade secrets by DSA in accordance with Ohio law.

DSA reserves the right to:

- Accept or reject any and all Proposals and/or bids if Development determines that it is in the best interests of the State to do so.
- Rebid this RFP, requesting new Proposals from qualified firms.
- Waive or modify minor irregularities in Proposals received.
- Negotiate with Proposer(s), within the requirements of this RFP, to best serve the interests of the State of Ohio.
- Require the submission of modifications or additions to Proposals as a condition of further participation in the selection process.
- Fund any Proposal in full or in part; any assignments of work by DSA under the scope of this RFP will be made dependent on need and the availability of adequate, specific funding.
- Not make an award at the end of the evaluation process; this RFP is not to be interpreted or construed to guarantee that one or more Proposers submitting responses will be awarded contracts.
- Adjust the RFP Calendar of Event dates for whatever reason it deems appropriate.
- Contact Proposer to clarify any portion of the Proposer's submittal.

If, during the review process, DSA determines that it is necessary to make further distinctions between certain Proposers, DSA may request certain selected Proposers to make a presentation to staff and reviewers.

In accordance with federal and state statutes and DSA policy, no person shall be excluded from participation or subject to discrimination in the RFP process on the basis of race, color, age, sex, national origin, military status, religion, or disability.

## **INQUIRIES**

Prospective Proposers may make inquiries or seek clarifications regarding this RFP any time during the inquiry period listed in the RFP Calendar of Events. To make an inquiry, prospective Proposers must use the following process:

1. Access the State Procurement web site at <http://www.ohio.gov/procure>.
2. From the Navigation Bar on the left, select "Find it Fast."
3. Select "Doc/Bid/Schedule #" as the Type.
4. Enter the RFP Number found on Page 1 of this document.
5. Click the "Find It Fast" button.
6. On the document information page, click the "Submit Inquiry" button.
7. On the document inquiry page, complete the required "Personal Information" section by providing the following:
  - a. First and last name of the prospective Proposer's representative who is responsible for the inquiry;
  - b. Name of the prospective Proposer;
  - c. Representative's business phone number; and
  - d. Representative's e-mail address.
8. Type the inquiry in the space provided, making certain to include the following:
  - a. A reference to the relevant part of this RFP;
  - b. The heading for the provision under question; and
  - c. The page number of the RFP where the provision can be found.
9. Click the "Submit" button.

Prospective Proposers submitting inquiries will receive an immediate acknowledgement by e-mail that their inquiry has been received. **The prospective Proposer who submitted the inquiry will not receive an e-mail response to the question, but will need to view the response on the State Procurement web site where it will be posted for viewing by all prospective Proposers.**

Prospective Proposers may view inquiries using the following process:

1. Access the State Procurement web site at <http://www.ohio.gov/procure>.
2. From the Navigation Bar on the left, select "Find it Fast."
3. Select "Doc/Bid/Schedule #" as the Type.
4. Enter the RFP Number found on Page 1 of this document.
5. Click the "Find It Fast" button.
6. On the document information page, click the "View Q & A" button to display all inquiries with responses submitted to date.

**DSA will try to respond to all properly posed inquiries within 48 hours, excluding weekends and state holidays. DSA will not respond to any inquiries received after 8:00 a.m. on November 17, 2014.** Prospective Proposers who attempt to seek information or clarifications verbally will be directed to reduce their questions to writing in accordance with the terms of this RFP and state purchasing policy. No other form of communication is acceptable, and use of any other form of communication or any attempt to communicate with DSA staff or any other agency of the State to discuss this RFP may result in the Proposer being deemed ineligible.

**PART FOUR: EVALUATION OF PROPOSALS**

**EVALUATION PROCESS**

DSA’s evaluation process of responses submitted to this request may consist of up to four distinct phases:

1. DSA’s initial review of all proposals for timely submission;
2. An evaluation committee review of the proposals for defects and scoring;
3. DSA’s request for more information (clarifications, interviews, presentations, and/or demonstrations); and,
4. Negotiations or best offer requests.

At its sole discretion, DSA will determine whether phases three and/or four are necessary under this RFP, reserving for itself the ability to eliminate or add phases three or four at any time during the evaluation process. DSA may add or remove sub-phases to phases 2 through 4 at any time if DSA believes doing so will improve the evaluation process.

**PROPOSAL EVALUATION CRITERIA**

In the proposal evaluation phase, Development staff or reviewers selected by Development (the committee) will rate the proposals submitted in response to this RFP based on the following criteria and weight assigned to each criterion.

Evaluation Criteria	Weight
The strength of the Analysis Company’s described overview of services to be provided under this request, including the statement of deliverables.	Up to 45 points
Project Budget in relation to the value services being offered.	Up to 20 points
The Analysis Company’s approach to the proposed requirements and the methodology used for acquiring the measures.	Up to 35 points
<b>Total:</b>	<b>100 points Maximum</b>

## **PART FIVE: CONTRACT AWARD**

### **CONTRACT AWARD PROCESS**

It is DSA's intention to award one or more contracts under the scope of this RFP and as based on the RFP Calendar of Events schedule, so long as DSA determines that doing so is in the State's best interests and DSA has not otherwise changed the award date.

Any award decision by DSA under this RFP is final. After DSA makes its decision under this RFP, all Proposers will be notified (in writing or by phone, at DSA's discretion) of the final evaluation and determination as to their Proposals.

DSA will issue a notice of contract award to the selected Proposer(s), and finalized contract terms and conditions will be forwarded for signature. Once three executed copies of the contract are submitted by the Proposer(s), and pending any further approvals that may be required (e.g., State Controlling Board), DSA will fully execute the contract.

Once the contract is fully executed, DSA will issue to the Proposer(s) one (1) copy of the signed instrument for its/their files.

Unless otherwise negotiated and included in the executed contract/scope of work, the selected vendor(s) shall be bound by all outlined services, policies and procedures as contained in the vendor's submitted and evaluated proposal.

### **NUMBER OF AWARDS**

DSA anticipates making at least one award depending on programs' needs and the fit of the Proposer(s) to the scope of this RFP.

### **FUNDING APPROVAL THRESHOLD**

In the event that contractual expenditures with the selected Proposer(s) will exceed \$50,000 in spending under any contract that results from this RFP, or that otherwise exceed \$50,000 in aggregate spending across all contracts between the Proposer and DSA, the contract will be subject to the approval of the State of Ohio Controlling Board.

# **Appendix 1:**

## **Executive Order 2011-12K**

*Governing the Expenditure of Public Funds for Offshore Services*

### **No Contract Funds May be Spent Offshore**

Executive Order 2011-12K “Governing the Expenditure of Public Funds for Offshore Services” prohibits the use of any public funds within the control of an executive agency to purchase services which will be performed outside of the United States.

To be considered by the Ohio Development Services Agency, a bid response must be accompanied by an Affirmation and Disclosure in the form attached to this RFP and a signed Standard Terms and Conditions Form (Appendix 2). Both of these forms must be signed at the end by an authorized representative of the proposer. Any bid response received that does not include a completed, signed copy of this form will be immediately disqualified.

A copy of the Executive Order and the Affirmation and Disclosure form are included in this RFP on the following pages. Additional information about the Executive Order is posted on the Department of Administrative Services State Procurements Help & Reference page at [http://procure.ohio.gov/pdf/EO201112K/EO20112K\\_Announcement.pdf](http://procure.ohio.gov/pdf/EO201112K/EO20112K_Announcement.pdf).



**JOHN R. KASICH**  
GOVERNOR  
STATE OF OHIO

## **Executive Order 2011-12K**

### Governing the Expenditure of Public Funds for Offshore Services

**WHEREAS**, State of Ohio officials and employees must remain passionately focused on initiatives that will create and retain jobs in the United States in general and in Ohio in particular, and must do so especially during Ohio's continuing efforts to recover from the recent recession.

**WHEREAS**, allowing public funds to pay for services provided offshore has the potential to undermine economic development objectives in Ohio.

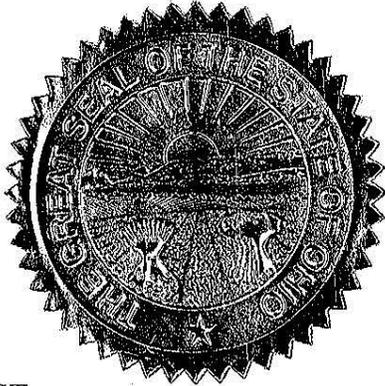
**WHEREAS**, the expenditure of public funds for services provided offshore may deprive Ohioans and other Americans of critical employment opportunities and may also undermine efforts to attract businesses to Ohio and retain them in Ohio, initiatives in which this State has invested heavily.

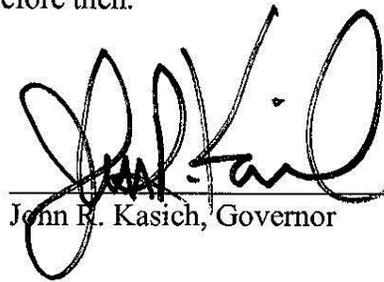
**NOW THEREFORE**, I, John R. Kasich, Governor of the State of Ohio, by virtue of the authority vested in me by the Constitution and the laws of this State, do hereby order and direct that:

1. No State Cabinet Agency, Board or Commission ("Executive Agency") shall enter into any contract which uses any public funds within its control to purchase services which will be provided outside the United States. This Executive Order applies to all purchases of services made directly by an Executive Agency and services provided by subcontractors of those providing services purchased by an Executive Agency.
2. This Executive Order will be personally provided, by the Director, Chair or other chief executive official of each Executive Agency, to the Chief Procurement Officer or other individual at that entity responsible for contracts for services.
3. The Department of Administrative Services, through Ohio's Chief Procurement Officer, shall have in place, by July 1, 2011, procedures to ensure all of the following:
  - a. All agency procurements officers (APOs), or the person with equivalent duties at each Executive Agency, have standard language in all Executive Agency contracts which:
    - i. Reflect this Order's prohibition on the purchase of offshore services.

- ii. Require service providers or prospective service providers to:
    - 1. Affirm that they understand and will abide by the requirements of this Order.
    - 2. Disclose the location(s) where all services will be performed by any contractor or subcontractor.
    - 3. Disclose the locations(s) where any state data associated with any of the services they are providing, or seek to provide, will be accessed, tested, maintained, backed-up or stored.
    - 4. Disclose any shift in the location of any services being provided by the contractor or any subcontractor.
    - 5. Disclose the principal location of business for the contractor and all subcontractors who are supplying services to the state under the proposed contracts.
  - b. All APOs confirm that all quotations, statements of work, and other such proposals for services affirm this Order's prohibition on the purchase of offshore services and include all of this Order's disclosure requirements.
    - i. Any such proposal for services lacking the affirmation and disclosure requirements of this Order will not be considered.
    - ii. Any such proposal where the performance of services is proposed to be provided at a location outside the United States by the contractor or any subcontractor will not be considered.
  - c. All procurement manuals, directive, policies, and procedures reflect the requirements of this Order.
  - d. All APOs have adequate training which addresses the terms of this Order.
4. Nothing in this Order is intended to contradict any state or federal law. In addition, this Order does not apply to:
- a. Services necessary to support the efforts of the Department of Development to attract jobs and business to the state of Ohio;
  - b. Academic, instructional, educational, research or other services necessary to support the international missions of Ohio's public colleges and universities; or
  - c. Situations in which the Director of the Department of Administrative Services, or the Director's designee, shall determine that it is an emergency or that it is necessary for the State to waive some or all of the requirements of this Order. The Director shall establish standards by which Executive Agencies may request a waiver of some or all of the requirements of this Order and by which such requests will be evaluated and may be granted.
5. Executive Order 2010-09S is hereby rescinded.

I signed this Executive Order on June 21, 2011 in Columbus, Ohio and it will expire on my last day as Governor of Ohio unless rescinded before then.



  
\_\_\_\_\_  
John R. Kasich, Governor

ATTEST:

\_\_\_\_\_  
Jon Husted, Secretary of State

# **Appendix 2:**

## **Standard Affirmation and Disclosure Form and Standard Terms and Conditions**

*The Standard Affirmation and Disclosure Form must be filled out and returned with a bid response in order for it to be eligible for scoring.*

STANDARD AFFIRMATION AND DISCLOSURE FORM  
EXECUTIVE ORDER 2011-12K

Governing the Expenditure of Public Funds on Offshore Services

All of the following provisions must be included in all invitations to bid, requests for proposals, state term schedules, multiple award contracts, requests for quotations, informal quotations, and statements of work. This information is to be submitted as part of the response to any of the procurement methods listed.

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By the signature affixed hereto, the Contractor affirms, understands and will abide by the requirements of Executive Order 2011-12K. If awarded a contract, both the Contractor and any of its subcontractors shall perform no services requested under this Contract outside of the United States.

The Contractor shall provide all the name(s) and location(s) where services under this Contract will be performed in the spaces provided below or by attachment. Failure to provide this information may subject the Contractor to sanctions. If the Contractor will not be using subcontractors, indicate "Not Applicable" in the appropriate spaces.

1. Principal location of business of Contractor:

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(City, State, Zip)

Name/Principal location of business of subcontractor(s):

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Address, City, State, Zip)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Address, City, State, Zip)

2. Location where services will be performed by Contractor:

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(City, State, Zip)

Name/Location where services will be performed by subcontractor(s):

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Address, City, State, Zip)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Address, City, State, Zip)

3. Location where state data will be stored, accessed, tested, maintained or backed-up, by Contractor:

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(Address, City, State, Zip)

Name/Location(s) where state data will be stored, accessed, tested, maintained or backed-up by subcontractor(s):

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Address, City, State, Zip)

Contractor also affirms, understands and agrees that Contractor and its subcontractors are under a duty to disclose to the State any change or shift in location of services performed by Contractor or its subcontractors before, during and after execution of any Contract with the State. Contractor agrees it shall so notify the State immediately of any such change or shift in location of its services. The State has the right to immediately terminate the contract, unless a duly signed waiver from the State has been attained by the Contractor to perform the services outside the United States.

On behalf of the Contractor, I acknowledge that I am duly authorized to execute this Affirmation and Disclosure form and have read and understand that this form is a part of any Contract that Contractor may enter into with the State and is incorporated therein.

By: \_\_\_\_\_  
Contractor

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

STANDARD TERMS AND CONDITIONS

EXECUTIVE ORDER 2011-12K

Governing the Expenditure of Public Funds on Offshore Services

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The Contractor affirms to have read and understands Executive Order 2011-12K and shall abide by those requirements in the performance of this Contract. Notwithstanding any other terms of this Contract, the State reserves the right to recover any funds paid for services the Contractor performs outside of the United States for which it did not receive a waiver. The State does not waive any other rights and remedies provided the State in this Contract.

# **Appendix 3:**

## **DSA's Standard Agreement for Services**

*This sample document is provided only for convenience and the terms and conditions contained herein are subject to change without notice.*

## AGREEMENT FOR SERVICES

This Agreement for Services (“**Agreement**”) is made and entered into between the **State of Ohio, Development Services Agency** (“**Sponsor**”), and \_\_\_\_\_ (“**Contractor**”). This Agreement shall have Ohio Development Services Agency Agreement Control Number of \_\_\_\_\_.

1. Statement of Work. Contractor shall undertake and complete the work and activities set forth in Exhibit I, “Scope of Work,” which is attached hereto, made a part hereof, and incorporated herein by reference as if fully rewritten herein. Contractor shall consult with the personnel of Sponsor and with other appropriate persons, agencies, or instrumentalities as necessary to ensure a complete understanding of the work and satisfactory completion thereof.

2. Sponsor’s Instructions. Sponsor may, from time to time as it deems appropriate and necessary, communicate specific instructions and requests to Contractor concerning the performance of the work described in this Agreement. Upon such notice and within a reasonable time, Contractor shall comply with such instructions and fulfill such requests to the satisfaction of Sponsor. It is expressly understood by the parties that the instructions and requests are for the sole purpose of performing the specific tasks requested and to ensure satisfactory completion of the work described in this Agreement. However, they are not intended to amend or alter the terms of this Agreement or any part thereof.

3. Term and Location of Performance.

(a) Term. This Agreement shall be binding upon both parties, and the work described in this Agreement shall commence on \_\_\_\_\_ and all activities under this Agreement shall be completed not later than \_\_\_\_\_, on which date this Agreement shall expire. In the event that the work hereunder is to be done in separate phases, each phase shall be completed within the time prescribed in Exhibit I.

(b) Change of Performance Location. Contractor also affirms, understands, and agrees to immediately notify Sponsor of any change or shift in the location(s) of services performed by Contractor or its subcontractors under this Agreement, and no services shall be changed or shifted to a location(s) outside of the United States.

4. Compensation. In consideration of the promises of Contractor herein, Sponsor agrees to pay Contractor at the rates set forth in Exhibit I on a reimbursement basis upon Sponsor’s receipt and approval of proper invoices. Contractor shall not be compensated for services rendered hereunder except as expressly set forth herein. The total compensation to be paid to Contractor under this Agreement shall not exceed \_\_\_\_\_ (\$\_\_\_\_\_.00).

5. Proper Invoicing Method. Contractor shall be required to submit proper invoices that are itemized and show all of the following:

- (a) Performance of the service described in Exhibit I;
- (b) Date or dates of the rendering of the service;
- (c) An itemization of the things or service done, the material supplied or the labor furnished; and
- (d) The sum due pursuant to that invoice in relation to the total compensation owed under the Agreement.

The adequacy and sufficiency of such invoices shall be determined solely by Sponsor. If Sponsor determines that an invoice is inadequate or insufficient, or determines that further documentation or clarification is required for a particular invoice, the burden of providing the required information or documentation is on Contractor. Costs incurred by Contractor which are associated with providing the required additional information or documentation and costs which are related to defending an inadequate or insufficient invoice

shall not be charged to Sponsor and shall not be considered an allowable expense under this Agreement. Failure to comply with this section shall delay payment to Contractor under this Agreement.

6. Contractor's Expenses. Contractor shall solely be responsible for all office, business, and personnel expenses associated with the performance of this Agreement.

7. Permissible Expenses. If "travel expenses," as defined in Ohio Administrative Code Section 126-1-02, are a cost of the Project eligible for reimbursement, Contractor shall be reimbursed for those permissible travel expenses in amounts in accordance with Ohio Administrative Code Section 126-1-02, as updated from time to time (the "Expense Rule) and Contractor agrees that it shall not be reimbursed and Sponsor shall not pay any items that are deemed to be "non-reimbursable travel expenses" under the Expense Rule, whether purchased by the Contractor or Sponsor or their respective employees or agents.

8. Termination.

(a) General. Sponsor may terminate this Agreement upon thirty (30) days written notice to Contractor if Sponsor determines that the product or services to be provided as further described in Exhibit I is inadequate for the intended use or cannot be feasibly adapted for the intended use. In addition, either Sponsor or Contractor may terminate this Agreement for just cause upon thirty (30) days written notice to the other party. Upon notice of termination, Contractor shall cease all work under this Agreement and shall take all necessary or appropriate steps to limit disbursements and minimize costs in ceasing all work. Contractor shall be required to furnish a report setting forth the status of all activities under the Agreement including, but not limited to, the work completed and the payments received by Contractor and such other information as Sponsor may require. Subject to any claim for damages arising from Contractor's breach, Contractor shall be entitled to compensation for work completed through the date Contractor received notice of termination upon submission and approval of proper documentation or invoices.

9. Records Maintenance and Access.

(a) Maintenance of Records. Contractor shall establish and maintain for at least three (3) years after the last day of the Term of the Agreement or earlier termination of this Agreement its records regarding this Agreement, including, but not limited to, financial reports, job creation and retention statistics, and all other information pertaining to Contractor's performance of its obligations under this Agreement. Contractor also agrees that any records required by Sponsor with respect to any questioned costs, audit disallowances, litigation or dispute between Sponsor and Contractor shall be maintained for the time needed for the resolution of such question or dispute.

(b) Inspection and Copying. At any time during normal business hours and upon not less than twenty-four (24) hours prior written notice, Contractor shall make available to Sponsor, its agents or other appropriate State agencies or officials all books and records regarding this Agreement which are in the possession or control of Contractor, including, but not limited to, records of personnel. Sponsor, its agents and other appropriate State agencies and officials may review, audit and make copies of such books and records, and any such inspection of books and records will be undertaken in such a manner as not to interfere unreasonably with the normal business operations of Contractor. Contractor shall, at its own cost and expense, segregate records to be made available for inspection pursuant to this Section 9(b) from Contractor's other records of operation.

10. Certification of Funds. It is expressly understood by the parties that none of the rights, duties, and obligations described in this Agreement shall be binding on either party until all applicable statutory provisions of the Ohio Revised Code, including but not limited to section 126.07, have been complied with and until such time as all necessary funds are made available and forthcoming from the appropriate state agencies.

11. Equal Employment Opportunity. Pursuant to Ohio Revised Code Section 125.111, Contractor agrees that Contractor, any subcontractor, and any person acting on behalf of Contractor or subcontractor, shall not discriminate, by reason of race, color, religion, sex, age, disability, military status, national origin, or ancestry against any citizen of this state in the employment of any person qualified and available to perform the work under this Agreement. Contractor further agrees that Contractor, any subcontractor and any person acting on behalf of Contractor or subcontractor shall not, in any manner, discriminate against, intimidate, or retaliate against any employee hired for the performance of work under this Agreement on account of race, color, religion, sex, age, disability, military status, national origin or ancestry.

12. Indemnification. Contractor agrees to indemnify and to hold the Sponsor and State of Ohio harmless and immune from any and all claims for injury or damages arising from this Agreement and Contractor's performance of the obligations or activities in furtherance of the Project which are attributable to the Contractor's own actions or omissions or those of its trustees, officers, employees, subcontractors, suppliers, third parties utilized by the Contractor, or joint venturers while acting under this Agreement. Such claims shall include, but are not limited to, any claims made under the Fair Labor Standards Act or under any other federal or state law involving wages, overtime, or employment matters and any claims involving patents, copyrights, and trademarks. Contractor shall bear all costs associated with defending the Sponsor and the State of Ohio against any claims. Notwithstanding the foregoing, Contractor's obligation to indemnify and hold Sponsor and the State of Ohio harmless shall be limited to actions and omissions which constitute gross negligence or violations of law and in no event shall the aggregate liability of the Contractor to the Sponsor or the State of Ohio for indemnification under this Agreement exceed the amount of compensation paid to the Contractor hereunder.

14. Drug-Free Workplace Compliance. In the event that work performed pursuant to the terms of this Agreement will be done while on state property, Contractor hereby certifies that all of its employees, while working on state property, will not purchase, transfer, use or possess illegal drugs or alcohol or abuse prescription drugs in any way.

15. Adherence to State and Federal Laws, Regulations.

(a) General. Contractor agrees to comply with all applicable federal, state, and local laws related to the Contractor's performance of the obligations of this Agreement. The Contractor accepts full responsibility for payments of all unemployment compensation, insurance premiums, workers' compensation premiums, all income tax deductions, social security deductions, and any and all other taxes or payroll deductions required for all employees engaged by Contractor in the performance of the requirements of this Agreement.

(b) Ohio Ethics Laws. Grantee, by its signature on this document, certifies: (1) it has reviewed and understands the Ohio ethics and conflict of interest laws including, without limitation, Ohio Revised Code §§ 102.01 *et seq.*, §§ 2921.01, 2921.42, 2921.421 and 2921.43, and §§ 3517.13(I) and (J), and (2) will take no action inconsistent with those laws, as any of them may be amended or supplemented from time to time. Grantee understands that failure to comply with the Ohio ethics and conflict of interest laws, is in itself, grounds for termination of this Agreement and the grant of funds made pursuant to this Agreement and may result in the loss of other contracts or grants with the State of Ohio.

(c) Ohio Elections Law. Contractor affirms that, as applicable to Sponsor, no party listed in Division (I) or (J) of Section 3517.13 of the Ohio Revised Code or spouse of such party has made, as an individual, within the two previous calendar years, one or more contributions totaling in excess of \$1,000.00 to the Governor or to his campaign committees.

16. Unresolved Findings. Contractor warrants that it is not subject to an unresolved finding for recovery under O.R.C. 9.24. If this warranty is deemed to be false, this Agreement is void *ab initio* and the

Contractor must immediately repay to the Sponsor any funds paid under this Agreement.

17. Miscellaneous.

- (a) Governing Law. This Agreement shall be governed by the laws of the State of Ohio as to all matters, including but not limited to matters of validity, construction, effect and performance.
- (b) Forum and Venue. All actions regarding this Agreement shall be forumed and venued in a court of competent subject matter jurisdiction in Franklin County, Ohio.
- (c) Entire Agreement. This Agreement and its exhibits and any documents referred to herein constitute the complete understanding of the parties and merge and supersede any and all other discussions, agreements and understandings, either oral or written, between the parties with respect to the subject matter hereof.
- (d) Severability. Whenever possible, each provision of this Agreement shall be interpreted in such a manner as to be effective and valid under applicable law, but if any provision of this Agreement is held to be prohibited by or invalid under applicable law, such provision shall be ineffective only to the extent of such prohibition or invalidity, without invalidating the remainder of such provisions of this Agreement.
- (e) Conflict of Provisions. Should it be determined that a provision within this Agreement conflicts with a provision set forth in Exhibit I, then the language of Exhibit I shall control as being the more specific terms and conditions of the Agreement.
- (f) Notices. All notices, consents, demands, requests and other communications which may or are required to be given hereunder shall be in writing and shall be deemed duly given if personally delivered or sent by United States mail, registered or certified, return receipt requested, postage prepaid, to the addresses set forth hereunder or to such other address as the other party hereto may designate in written notice transmitted in accordance with this provision.

In case of Sponsor, to:

Ohio Development Services Agency  
Office of  
P.O. Box 1001  
Columbus, Ohio 43216-1001  
Attention:  
Fax No.:

With a copy to Chief Legal Counsel, Ohio Development Services Agency

In case of Contractor, to:

Notwithstanding the foregoing, ordinary communications regarding the status of services being provided by Contractor may be sent by electronic mail to the designated representatives of Sponsor and Contractor.

(g) Amendments or Modifications. Either party may at any time during the term of this Agreement request amendments or modifications. Requests for amendment or modification of this Agreement shall be in writing and shall specify the requested changes and the justification of such changes. Should the parties consent to modification of the Agreement, then an amendment shall be drawn, approved, and executed in the same manner as the original agreement.

(h) Forbearance. No act of forbearance or failure to insist on the prompt performance by Contractor of its obligations under this Agreement, either express or implied, shall be construed as a waiver by Sponsor of any of its rights hereunder.

(i) Headings. Section headings contained in this Agreement are inserted for convenience only and shall not be deemed to be a part of this Agreement.

j) Assignment. Neither this Agreement nor any rights, duties, or obligations described herein shall be assigned or subcontracted by Contractor without the prior express written consent of Sponsor.

**IN WITNESS WHEREOF**, the parties have executed this Agreement For Services on the last day and year set forth below.

CONTRACTOR:

SPONSOR:

\_\_\_\_\_

**State of Ohio  
Development Services Agency**

David Goodman  
Director  
Ohio Development Services Agency

By: \_\_\_\_\_

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Exhibit I**  
**Scope of Work**

Scope of Work

Dates of Service

Budget

# **Appendix 4:**

## **PIPP Plus Program Frequently Asked Questions**



## Frequently Asked Questions

On November 1, 2010, a new and improved Percentage of Income Payment Plan (PIPP) will begin! Ohio's long standing income based payment program that helps lower income households maintain gas and electric service by paying a percentage of their household income instead of their actual energy bills is being changed for the better. The new program, called PIPP Plus, will make monthly payments more affordable on a year round basis. And if the PIPP Plus household pays the monthly PIPP Plus payment in full and on time, some of their old debt and the rest of that month's bill go away in the form of a credit on their utility account.

### How do I know if I am income eligible for PIPP Plus?

Households with a gross yearly household income at or below 150 percent of the federal poverty guidelines (see current income eligibility chart below) are eligible to participate in PIPP Plus.

Size of Household	Yearly Income Limit	Three Month Income Limit
1	up to \$xx	\$xx
2	\$xx	\$xx
3	\$xx	\$xx
4	\$xx	\$xx
5	\$xx	\$xx
6	\$xx	\$xx

For households with more than six members, add \$xx per member for 12 months or \$xx for three months.

### How do I sign up for PIPP Plus?

Contact your local community action agency (CAA). You must provide proof of your gross monthly household income for at least the last three months. To find your CAA, please call (800) 282-0880 or visit <http://development.ohio.gov/cdd/ocs/energyhelp.htm>.

### Will I have to pay a deposit when I sign up for PIPP Plus?

No. There are no deposits for PIPP Plus households. If you paid a deposit in the past, that amount will be used to reduce any debt you owe the utility company.

### What will my monthly payment or payment be?

*Natural gas:* You will be required to pay \$10 or 6 percent of your gross monthly household income, whichever is higher.

*Electric:* You will be required to pay \$10 or 6 percent of your gross monthly household income, whichever is higher.

*All-electric homes:* If you have an all-electric home, your payment will be \$10 or 10 percent of your gross monthly income, whichever is higher.

### Isn't this amount greater than the amount I am paying now for electric PIPP?

The six percent payment is more than the three percent or five percent payment that you currently are making during the winter months but it is much lower than the actual monthly bills that you pay in the summer. Over the course of a year, you will pay less with the six percent payment.

**When is my first PIPP Plus payment due?**

Your first payment will be due when you enroll in PIPP Plus. Or, if need be, can be added to your next monthly bill.

**Do I have to make a monthly payment if I am a zero income customer?**

Yes. You will be required to pay a \$10 minimum monthly payment for both natural gas and electric. For electric – the \$10 payment may be waived for up to 180 days.

**When do I pay the PIPP Plus amount and when do I pay the current amount due?**

For both gas and electric, you will pay your income-based PIPP Plus payment amount or if you are zero income, the minimum \$10 payment every month of the year.

**What are the new benefits of paying my PIPP Plus amount on time?**

When PIPP Plus payments are made on time and in full, customers earn an incentive credit and an arrearage credit. Each time you pay your required monthly payment on-time and in-full, you no longer owe the rest of that month's billed amount. And you also receive a 1/24 credit toward any old debt. If you make in-full, on-time payments for 24 straight months, you will pay off all of your arrearages or old debt.

**Will fees be assessed for late payments?**

No, but you will not receive the incentive or arrearage crediting benefits that come from paying your PIPP Plus payment amount on-time and in-full.

**As long as my income stays the same, will I remain on PIPP Plus?**

*Natural gas:* No. Every 12 months you must provide proof that your gross monthly household income is at or below 150 percent of the federal poverty level. At that time, you must also make up any PIPP Plus payments that you missed over the past 12 months. You will have one billing cycle from the date you provide proof of income to make up those payments. If you do not provide proof of income and make up missed payments, you will be removed from PIPP Plus, and your entire bill balance will become due. Your utility may offer you an extended payment plan to help you avoid disconnection.

*Electric:* No. To remain a PIPP Plus customer, you must provide proof of your gross monthly household income at least every 12 months. If you do not provide proof of income you will be removed from PIPP Plus, and your entire bill balance will become due. Your utility may offer you an extended payment plan to help you avoid disconnection.

**Can I re-enroll in PIPP Plus if I am removed for failure to prove that I am income-eligible?**

Yes. You may re-enroll in PIPP Plus as long as you still meet the income requirements. To do so, you must first pay all missed PIPP Plus payments.

**Can I re-enroll in PIPP Plus if I am disconnected for non-payment?**

Yes. You may re-enroll as long as you still meet the income requirements. To do so, you must first pay all missed PIPP Plus payments.

**What is my responsibility for reporting changes in my household income?**

You must report any change in your household income to your local community action agency. If your household income has gone down, the amount you must pay each month will also go down. If your household income goes up, the amount that you must pay each month will also go up. If your household income goes up so much that you are no longer income-eligible, help is still available.

**Natural gas:** Customers who become income ineligible for PIPP Plus, but are current on their PIPP Plus payment, will be placed on "Graduate PIPP Plus." This new program provides customers with a 12-month transition from PIPP Plus to full payments. Under Graduate PIPP Plus, customers pay an average of their most recent PIPP Plus amount and a budget billing amount calculated by their utility. Graduate PIPP Plus customers who make payments on-time and in full will continue to receive credits toward their monthly bill balance and a 1/12 credit to their old debt.

**Electric:** The electric transition and arrearage crediting program provides customers with a 12 month transition from PIPP Plus to full payments. Under the Electric Graduate PIPP Plus program, customers pay either an average of their most recent PIPP Plus amount and a budget billing amount calculated by their utility, or a regular budget payment or the cost of the electric service billed. Electric Graduate PIPP Plus customers who make payments on-time and in full will continue to receive credits toward their monthly bill balance and a 1/12 credit to their old debt.

**What if I no longer have electric service with the same company?**

If your electric account is closed, and you still owe money to the electric company and need help getting rid of that debt, you may enroll in the Electric Post-PIPP Plus program for the 12-month period beginning at the date your account was closed.

**How is the budget billing amount calculated?**

Your utility company will review your usage history and expected energy prices to determine your monthly budget amount. Budget billing spreads out the cost of energy used during high-demand times of the year, breaking down total yearly usage into more manageable monthly bills.

**What if I decide to stop participating in PIPP Plus even though I still qualify?**

You may request to be taken off PIPP Plus at any time. Simply contact your utility company. At this time, you may be placed on Graduate PIPP Plus for 12 months.

**Can I participate in customer choice and PIPP Plus at the same time?**

No. If you are participating in a customer choice program, and then become eligible for and participate in PIPP Plus, you will automatically be switched to the local utility. If you were under a contract with a marketer, they may assess an early termination penalty if you switch to PIPP Plus before your contract expires.