



## 2019 RI WAP/IES HEATING SYSTEM REPAIR AND REPLACEMENT PROGRAM (HSRRP) CONTRACTOR APPLICATION AND QUALIFICATION PROCEDURES

### Overview

This Contractor Application and Qualification document provides the procedures for heating contractors to apply and qualify for the RI WAP/IES Contractor Roster. Heating contractors may apply for the Roster at any time during the program year, so it is an open enrollment process.

In order to qualify for the Roster, Contractors must have the qualifications specified in *Minimum Requirements for HSRRP Contractors*. Contractors must maintain all requirements in order to remain on the Roster. RI WAP/IES reserves the right to modify the qualifications as necessary to serve the needs of the Program and its stakeholders. The Program will make every effort to give advance notice of such modifications and to assist current Contractors in obtaining any new qualifications.

Contractors who are on the Roster are eligible to perform weatherization work for the six (6) RI Community Action Agencies.

### Program Scope and Description

The RI Weatherization Assistance Program (RI WAP) provides weatherization services for low-income, single-family households located within the State of Rhode Island. Single-family households served may be located in structures containing between one and four dwelling units.

By providing weatherization and HSRRP services, the Program aims to:

- Reduce energy consumption by installing weatherization measures and related repairs which improve the thermal efficiency of the home
- Enhance client health and safety by providing adequate ventilation, safely functioning combustion appliances, proper zonal pressures, and smoke/CO detectors.

Qualified CAP Agency energy auditors conduct weatherization audits on each household served. The work is contracted out to Contractors on the Roster and the work is completed according to Program specifications. CAP Agency Energy Auditors inspect the work and approve it for payment. The State and CLEAResult, the lead vendor for National Grid's Income Eligible Services

program, also inspects 10% of all completed work for compliance with RI WAP/IES standards and specifications.

### **Program Funding**

Weatherization funds are provided by the Department of Energy (DOE), the Department of Health and Human Services (HHS); and National Grid (NGRID). Federal funds are administered by the State of Rhode Island's Department of Human Services and the utility funds are administered by CLEAResult.

### **Contractor Application and Qualification Process**

Contractors can apply for the Roster at any time during the program year by submitting the following completed documentation:

- Completed RI WAP/IES HSRRP Contractor Application, including references and all
- documentation specified therein
- Proof of insurance in the amounts specified
- Copies/evidence of appropriate business license(s); registration(s); and certifications(s)
- Completion of NGRID background check process\*

\*Contact David MacLellan, CLEAResult Program Manager, at 401-351-1800 for further information on the NGRID background check process

All documents should be submitted to:

Julie Capobianco  
RI Department of Human Services  
25 Howard Avenue  
Louis Pasteur Building, Bldg. #57  
Cranston, RI 02920

By submitting application materials for the Roster, the Contractor accepts all terms and conditions specified herein, as well as all State and Federal regulations and requirements pertaining to the operation of the solicited services. The Program reserves the right to introduce additional terms and/or conditions as necessary.

### **Right to Reject and/or Cancel**

The Program reserves the right to reject any or all applications if such a rejection is in the Program's best interest. Application and qualification on the Roster is not to be construed as an offer, guarantee or a promise that the solicited services will be purchased by the Program.

### **Evaluation Process**

As Program needs and time permit, the Program will review all submitted materials for completeness. The Program may make such investigations (including contacting

references, past clients, etc.) as deemed necessary to determine the ability of the Contractor to perform the work, and the Contractor shall furnish to the Program all such information for this purpose as the Program may request. The Program reserves the right to reject any application if the evidence submitted by, or investigation of, the Contractor fails to satisfy the Program that the Contractor is properly qualified to carry out the contractual obligations and to complete the work contemplated therein.

### **Notification to Contractor**

When the evaluation process is complete, the Program will inform the Contractor of qualification decision. If the Contractor is not qualified, the Program will explain the reasons for non-qualification; the Contractor may reapply at such time as it believes it has acquired the missing qualifications.

### **Suspension or Removal from Roster**

The Program may remove a Contractor from the Roster at its discretion, should Program needs, procedures, funding, or requirements change. Further, the Program may remove a Contractor from the Roster should the Contractor at any time be out of compliance with the requirements of the Program, the state, or any other applicable guidelines governing the work.

Such reasons for removal include, but are not limited to, the following:

- Lack of current insurance, license, registration, or other certifications on file with the state and/or Community Action Agency;
- Failure to follow federal regulations, state laws, state codes or RI WAP/IES program rules;
- Failure to notify RI WAP/IES offices prior to starting work, either by fax or e-mail. Work notifications should be sent to all field monitors, preferably via e-mail.

[John.Costello@dhs.ri.gov](mailto:John.Costello@dhs.ri.gov)

[Dennis.Lopes@dhs.ri.gov](mailto:Dennis.Lopes@dhs.ri.gov)

[Ramon.Lantigua@dhs.ri.gov](mailto:Ramon.Lantigua@dhs.ri.gov)

[Rui.Pires@cleareresult.com](mailto:Rui.Pires@cleareresult.com)

Faxes for start work notifications must be sent the day before work begins. Fax Number for DHS office is 401-462-6425. Email is preferred over fax.

- Deficient performance in terms of quality of work, timeliness of completion, or customer service. Rude or vulgar language toward clients is not allowed. Three (3) or more valid complaints by a client or CAP Agency may be reason for suspension.
- Billing for work not performed;
- Conducting illegal activity while on the job site;

- Refusal to return to repair work under warranty;
- Any failure to meet financial obligations to Contractor's employees, subcontractors, suppliers, the homeowner, or CAP agencies.

Contractor complaints must be documented by the Subgrantee on *Form A28: Contractor Warning Notice*. A copy must be forwarded to DHS and CLEAResult for review. DHS and CLEAResult will investigate all complaints. First infraction may result in a 14-day suspension from the program; second infraction 30 days and third infraction one year. The Program shall determine whether a Contractor who has been removed from Roster will be allowed to re-qualify for the Roster, and if so, the conditions and timeframe for this process.

### **Minimum Requirements for RI WAP/IES HSRRP Contractors**

#### 1. Licensing, Insurance, and Contractual Requirements

All Contractors working in the HSRRP must sign an Agreement for Services with the Subgrantee. This contract must meet the minimum requirements outlined in the HSRRP Procurement Guidance. This requirement includes Service Dealers of Record.

The following are the licensing requirements for service technicians working in the HSRRP:

- A servicing technician completing any work on oil-fired equipment must possess a current Oil Burner Technician PJF Oil license from the State of RI and must be working under a Master.
- A servicing technician completing any work on gas-fired heating equipment must possess a current Gasfitters PJF Gas license from the State of RI and must be working under a Master.
- A servicing technician completing work on any electric heating equipment must possess a current (Master, Journeyman A, B License) Electrical license from the State of RI.
- A servicing technician completing work on duct work or appliance venting system must possess a Sheet Metal Workers license from the State of RI, or a Master Mechanical license from the State of RI. (SF Residential)

#### 2. Contractor's Insurance Coverage

All Contractors and Service Dealers of Record involved with the HSRRP shall maintain insurance coverage as listed below with respect to the operations of the Program. This insurance shall be provided at the Contractor's expense and shall be in full force and effect for the full term of the

Contract. All policies shall be issued by companies authorized to write that type of insurance under the laws of the State of RI.

Contractors shall provide the following minimum coverage with respect to the operations performed by any employee, subcontractor or supplier:

- Minimum Insurance Requirements
  - Workman’s compensation insurance is required
  - General Liability - \$599,000 bodily injury
  - General Liability - \$100,000 property damage

The policy shall include coverage relating to explosion, collapse, and underground property damage and shall include contractual liability coverage.

3. Workers’ Compensation:

Contractors must provide the following coverage unless they are a sole proprietor:

Workers’ Compensation	Provide Statutory Minimum
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If a company claims exemption from the Workers’ Compensation requirement the owner must provide a notarized statement detailing the reasons for exemption.

Contractors must provide both the Subgrantee and RI WAP/IES with valid Certificates of Insurance detailing the coverage listed above.

4. In addition to the provisions listed above, all Asbestos Abatement contractors shall provide evidence of specific coverage under its Commercial General Liability policy. The policy shall:

- Be written on a “true occurrence” basis without any “sunset” clause;
- Have pollution exclusion amended to add back coverage for all pollution claims;
- Include separate products and completed operations coverage which shall be maintained for two (2) years after Substantial Completion of the project.

5. The subcontractor must be able to work with low-income and minority households a professional manner.

**General Guidelines**

The Contractor will furnish all of the materials, supplies, tools, equipment, labor, and other services necessary to perform the work. The Contractor shall be solely responsible for all methods, techniques, safety precautions, and procedures and for coordinating all portions of the work according to the following specifications and/or procedures:

- All applicable state and local building codes. The Contractor is responsible for obtaining all required permits.

- Explanatory notes and specifications included as reference along with the unit price list.
- The Work Order for the specific job, which contains specific measures and quantities, along with notes from CAP Agency or state program staff.
- Other verbal or written instruction from CAP Agency or state program staff during the course of the job.

If the Contractor performs any work contrary to such laws, specifications, ordinances, rules, regulations, and procedures, the Contractor shall assume full responsibility and shall bear all costs attributable thereto. If during the course of the job the work provided does not comply with the laws, specifications, ordinances, rules, regulations, and procedures, the Contractor shall take such corrective action as the Program may require.

**Safety Data Sheets (formerly referred to as MSDS)**

Contractors shall maintain Safety Data Sheets (SDS) for all products used in the performance of the work in their office(s) and on all job sites. Contractors shall provide copies of the SDS to the Program upon request.

**Warranty**

All work (labor and materials) shall be warranted for a period of one (1) year. Contractors shall also provide customers with any manufacturer’s warranties for all products installed by the Contractor.

**Customer Service**

Customer service is a priority of the Program. Contractors are expected to maintain positive customer relationships at all times.

- All Contractors must insure that the Contractor’s employees, subcontractors, and subcontractor’s employees shall treat each customer with dignity and respect.
- Recognizing that customers may not be knowledgeable about the work to be performed, the Contractor must communicate with customers regarding the work to be performed and the proposed work schedule.
- Contractors must maintain a work environment that minimizes inconvenience to the household.
- Contractors must educate customers in how the proper use and care of the products and materials installed can help them save energy and money, the ways in which customers can maintain and extend the life of any installed products and educate customers in the use and care of any customer adjustable products.
- Contractors must provide product warranties and documentation to the household.

**Work Authorization**

All work must be authorized in advance by the CAP Agency. The CAP Agency will provide the Contractor with Hancock Energy System (HES) generated work orders that detail measures to be installed and individual unit costs. Any changes to the scope of work detailed in the work order

must be authorized in advance by the CAP Agency. The Program shall not be responsible for any unauthorized work, nor for payment of such.

### **Inspection and Approval**

The CAP Agency will inspect all completed work to determine compliance with all specifications, policies and procedures. The Program may also conduct in-progress inspections at its discretion. The Contractor may be required to attend inspections. The Contractor must correct any completed items which do not pass inspection. Only completed work that has passed inspection will be approved for payment.

### **Other HSRRP Program Requirements**

- All vehicles being use by the company must be properly lettered with the company name, phone number and license number
- All invoices, letterhead, business cards must contain the company Name, address, telephone number, and license number.
- Must be able to provide 24-hour emergency response
- Must be able to respond to NO HEAT or emergency calls in a timely fashion
- Must leave contact information with the client
- Must leave all pertinent information regarding new system in a conspicuous place in the basement

**2019 RI HEATING SYSTEM REPAIR AND REPLACEMENT PROGRAM (HSRRP)  
CONTRACTOR APPLICATION**

Company Name:	
Contact Name:	
Address:	
Office Telephone:	
Cell Phone:	
E-Mail:	

Please verify the following program requirements. Check all that apply.

- Workman's Compensation Insurance
- General Liability Insurance
- Owns a Combustion Analyzer
- Owns a CO Analyzer (separate from the Combustion Analyzer)
- Must possess all tools to complete a proper heating repair or replacement
- Registered as a valid corporation with the RI Secretary of State
- Registered as a Minority Business Enterprise (MBE) with the State of Rhode Island
- Copies of all professional licenses\*\*
- OSHA Training (OSHA 10 for workers, OSHA 30 for Crew Chiefs. Please provide copies.
- Copy of completed Certification Regarding Debarment and Suspension (page 9)
- NGRID Accurate Background Check approval for all workers

*\*\*A servicing technician completing any work on oil-fired equipment must possess a current Oil Burner Technician PJF Oil license from the State of RI and must be working under a Master. A servicing technician completing any work on gas-fired heating equipment must possess a current Gasfitters PJF Gas license from the State of RI and must be working under a Master. A servicing technician completing work on any electric heating equipment must possess a current (Master, Journeyman A, B License) Electrical license from the State of RI. A servicing technician completing work on duct work or appliance venting system must possess a Sheet Metal Workers license from the State of RI, or a Master Mechanical license from the State of RI (SF Residential).*

Sign: \_\_\_\_\_

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

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



**CERTIFICATION REGARDING DEBARMENT AND SUSPENSION**

The undersigned certifies, to the best of his or her knowledge that as an applicant to the RI WAP/IES Roster, this agency or its key employees:

- a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transaction by any Federal Department of agency, or by the State of Rhode Island;
- b. have not within a 3-year period preceding this application have been convicted of or had a civil judgement rendered against them for commission of fraud or a criminal offense, in connection with obtaining, attempting to obtain, or performing a public (Federal, State or Local) transaction or contract; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c. are not presently indicted or for otherwise criminally charged by a government entity (Federal, State or Local) with commission of any offense enumerated in paragraph (b) of this certification; and
- d. have not within a 3-year period preceding this application had one or more public transactions (Federal, State or Local) terminated for cause or default.

Name of Company: \_\_\_\_\_

Name of Official signing for the Company: \_\_\_\_\_

Signature of above Official: \_\_\_\_\_

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