



REQUEST FOR PROPOSAL

PNM Good Neighbor Fund Energy Assistance RFP

General Purpose:

This Request for Proposal (RFP) seeks proposals to provide year-round energy assistance to PNM electric customers including short-term bill assistance, education information on low income weatherization assistance applications, educational information on PNM programs like energy efficiency, budget billing and payment plan programs and assistance with quarterly energy assistance fairs.

Amounts available for PNM's electric customers through the PNM Good Neighbor Fund (PNM GNF) Energy Assistance Grant will range from \$350,000 to approximately \$700,000 per year. The Grantee must be able to serve all of PNM's electric service territory including Alamogordo, Albuquerque, Bayard, Belen, Bernalillo, Clayton, Cochiti Pueblo, Deming, Isleta Pueblo, Las Vegas, Lordsburg, Los Lunas, Rio Rancho, Ruidoso, Sandia Pueblo, San Felipe Pueblo, Santa Ana Pueblo, Santa Fe, Santo Domingo Pueblo, Silver City, Tesuque Pueblo and Tularosa.

Grantee Responsibilities:

1. **Administer PNM GNF:** Administer PNM GNF energy assistance through contact with PNM electric customers throughout the calendar year. Provide energy assistance through grantee's existing administrative framework, expansion of own framework (for example, via 1-800 number addition), and/or through agreement with a partner organization serving another PNM service territory.
2. **Coordinate:** Coordinate availability of PNM GNF with other services currently provided by Grantee.
3. **Establish Client Eligibility:** Determine if the client meets the eligibility requirements established by PNM in consultation with Grantee. Ensure all clients who receive assistance under this grant are PNM electric customers. Clients eligible to receive support may include those customers that qualify for the federally funded Low-Income Home Energy Assistance Program. The funds also may be used to assist PNM customers unable to obtain assistance whose incomes may exceed other programs' guidelines.
4. **Establish and Maintain Quality Control Measures:**
 - a. Establish and implement audit quality control measures to ensure funds are used for intended purposes.
 - b. Provide to PNM, at a minimum, a monthly report of the number of PNM customers served, their locations and dollar amounts provided, dollars received, and referrals to other PNM or governmental support programs.
 - c. Provide every six months, a progress report narrative indicating challenges in administering the program, what has worked well and areas for improvement for future program administration and delivery.
 - d. Provide a year-end (12 month) report of the number of PNM customers served, their locations, dollars received, and referrals to other PNM or governmental support programs.
5. **Distribute Information:** Coordinate with other agencies that provide weatherization and education with a focus on directing clients on how to access information, applications and receive assistance. Ensure that PNM clients know of existing PNM low-income programs, including, but not limited to, energy efficiency, budget billing, and payment programs, and encouraging client participation in such programs where appropriate.
6. **Ensure Document Security and Compatibility:** Ensure security and protection of documents (electric or paper copies) of clients applying for and/or receiving assistance. Grantee shall ensure that its computer system is compatible with the systems operated by PNM.
7. **Provide Branding/Marketing Support:** Allow PNM access to selected Grantee(s) name, logo and organizational image to assist PNM in branding and marketing efforts to allow PNM to raise funds for the PNM GNF. No fundraising on the part of Grantee is required. PNM and Grantee agree to demonstrate their partnership through limited common use of grantee's name and logo.
8. **Assist with Energy Fairs:** Assist PNM in coordinating, staffing and qualifying applicants at PNM energy fairs.

9. **Provide Bilingual Staff Capabilities:** Ensure staff capability includes interpretation and translation for Spanish speaking clients.
10. **Follow GAAP Accounting Practices:** The selected applicant will follow Generally Accepted Accounting Principles. The selected applicant's overall financial management system must ensure effective control over and accountability for all funds received. Accounting records must be supported by acceptable source documentation.

Grantee Information

Eligibility Requirements: Applicants must be a registered non-profit organization offering service to low-income residents in all or a part of the following New Mexico communities including Alamogordo, Albuquerque, Bayard, Belen, Bernalillo, Clayton, Cochiti Pueblo, Deming, Isleta Pueblo, Las Vegas, Lordsburg, Los Lunas, Rio Rancho, Ruidoso, Sandia Pueblo, San Felipe Pueblo, Santa Ana Pueblo, Santa Fe, Santo Domingo Pueblo, Silver City, Tesuque Pueblo and Tularosa. (Grantee must be able to serve the entire PNM territory via either direct representation in these communities, toll-free phone service to and from an area in which there is no local representative, or a relationship with a registered non-profit or public organization which could partner to deliver services to the PNM service territory.

Faith-based organizations otherwise eligible may submit an RFP, however, no religious outreach can be conducted as a part of the administration of the PNM GNF grant.

The selected applicant will be required to assume responsibility for all services offered in its proposal. The selected applicant will ensure that all entities with whom the selected applicant contracts to carry out the work of this Agreement comply with the standards specified in this RFP and subsequent contract.

Grantor Information:

1. **Administrative Fee:** PNM will pay to applicant an administrative fee equal to 15% of the amount of the grant.
2. **Rejection of RFP Response:** PNM reserves the right to reject any and all proposals received as a result of this RFP.
3. **Liability:** PNM is not liable for any costs incurred by the applicant before the start of the date of the Grant Agreement or after the end date of the Grant Agreement.
4. **Pre-Proposal Conference:** No pre-proposal conference will be held for this RFP. If any questions arise as a result of the RFP, they must be submitted electronically to Amy Miller, Manager Stakeholder Engagement, PNM at Amy.Miller@pnmresources.com.
5. **Changes to RFP:** If there are any clarifications to the RFP as a result of inquiries described in 4 above, such information will be made available to all prospective applicants via the PNM website.
6. **Due Date:** Proposals in response to this RFP must be submitted via email no later than 5:00 pm, August 21, 2009 to Amy.Miller@pnmresources.com. An electronic confirmation will be sent by PNM within 48 hours of receipt of the proposal.
7. **News Releases:** News releases pertaining to this RFP or the service or project to which it relates shall not be made without prior approval and coordination with PNM representative.

PNM Contact Information:

Amy Miller is the point of contact for PNM. Contact information is:

Amy M. Miller
PNM Resources Stakeholder Engagement
Alvarado Square MS 0401
Albuquerque, NM 87158-0401
(505) 241-2721
Amy.Miller@PNMResources.com



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October 1, 2009 TO September 31, 2010

PART 1 - ORGANIZATIONAL INFORMATION

Agency Name: _____

Executive Director Name: _____

Phone Number: _____ Email: _____

Mailing Address: _____

Location Address (if different): _____

Website: _____

General overview of programs offered and clients served:

Please indicate the communities your organization serves:

- | | | | |
|------------------|-------------|----------------------|-------------------|
| Alamogordo | Albuquerque | Bayard | Belen |
| Bernalillo | Clayton | Cochiti Pueblo | Deming |
| Isleta Pueblo | Las Vegas | Lordsburg | Los Lunas |
| Rio Rancho | Ruidoso | Sandia Pueblo | San Felipe Pueblo |
| Santa Ana Pueblo | Santa Fe | Santo Domingo Pueblo | Silver City |
| Tesuque Pueblo | Tularosa | | |

Please explain how you would administer the grant in the following communities. Examples include direct service through Applicant's office, partnership with local entities (provide details) or using means such as toll free numbers or web-based access.

Alamogordo:

Albuquerque:

Bayard:

Belen:

Bernalillo:

Clayton:

Cochiti Pueblo:

Deming:

Isleta Pueblo:

Las Vegas:

Lordsburg:

Los Lunas:

Rio Rancho:

Ruidoso:

Sandia Pueblo:

San Felipe Pueblo:

Santa Ana Pueblo:

Santa Fe:

Santa Domingo Pueblo:

Silver City:

Tesuque Pueblo:

Tularosa:

Are you a non-profit 501(c)3? Yes No

If you are a 501(c)3, please provide your federal tax identification number: _____

Is your organization bonded? Yes No

Does your agency have a non-discrimination policy that includes race, ethnicity, gender, age, sexual orientation and religion?

Yes No

Does your organization maintain an established accounting system according to GAAP and conduct an annual audit?

Yes No

If you do not conduct an annual audit, please explain:

Does your organization currently provide utility assistance as part of your general support efforts?

Yes

No

If you have dollars dedicated to utility assistance as part of your ongoing support, please list the current utility assistance program budget in dollars: _____

Please describe your current utility assistance program, including your guidelines for providing assistance:

What is the date that your agency started providing utility assistance services? _____

This space is provided for you to tell the PNM selection committee anything you would like them to know about your organization (250 words or less):

In addition to your completed RFP application, please send the following documents via e-mail or in hard copy to the attention of Amy Miller.

Most recent fiscal budget

Form 990

Last annual audit

List of board members

Please provide two references from organizations with knowledge of your outreach efforts.