



NW DUCTLESS HEAT PUMP PROJECT

REQUEST FOR PROPOSAL GUIDE FOR DUCTLESS HEAT PUMP BULK INSTALLATION EFFORTS

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EXECUTIVE SUMMARY

In 2008, the Northwest Energy Efficiency Alliance (NEEA) launched the Northwest Ductless Heat Pump Project (NWDHPP) as a pilot to demonstrate the viability of inverter-driven ductless heat pumps to displace electric resistance heat in existing Northwest homes. The Ductless Heat Pump Initiative, which NEEA launched at full scale in 2010, encompasses a range of activities to accelerate the adoption of ductless heat pump technology by working with upstream and midstream market actors, promoting and supporting effective installation of ductless systems in existing homes, supporting initiatives offered by Northwest utilities, and building consumer and market awareness. A goal of the NWDHPP is to develop and support market conditions for adoption of ductless heat pumps. In support of this goal, NEEA seeks to build strategic alliances with community organizations as market transformation partners. Community organizations are a trusted resource between the communities they serve and the opportunity of ductless heat pump technology.

Community organizations are well-positioned, through their interactions with their clients, to identify homes that are good candidates for ductless systems, with potential for high electric utility bill savings. NEEA seeks to support these organizations, as they can act as strong market partners by providing referrals, educating clients about the technology, aggregating customers, and providing skilled labor for installs, which may contribute to sustained adoption in the target market homes as well as lowering costs to the consumer.

As advocates for their clients, community organizations can provide access to information on the benefits of ductless heat pumps and facilitate access to qualified and relatively low-cost installations. To that end, community organizations may wish to issue a Request for Proposals (RFP) to qualify installers, standardize equipment and installation pricing, and/or support community development and job creation.

This document provides examples of ductless heat pump-related RFPs that could be utilized by community organizations in the creation of a ductless heat pump program for their clients. A summary has been provided for each sample to provide a sense of how an RFP can be created that aligns with the individual needs of a community organization. Certainly, other variations are possible, and resources are available from the NEEA ductless heat pump project team and Spark Northwest to support community organizations in the creation of their own RFPs.

This document is a companion guide to the Community Organization Recommended Practices Guide which can be located by contacting info@GoingDuctless.com. The NWDHPP would like to thank the generous partners who shared their time, experience, and RFP samples to create this reference guide: Energy Trust of Oregon, Energize Rogue, and Community Action Team.

RESOURCES

- Check out GoingDuctless.com for a multitude of materials for understanding and marketing ductless heat pumps.
- View the Recommended Practices for a Ductless Heat Pump Program guide. Email a team member at info@GoingDuctless.com to obtain copies.
- Spark Northwest is a nonprofit organization that provides technical services to organizations looking to implement heat pump programs. Reach Spark Northwest at 206-328-2441 or connect@sparknorthwest.org

Created: January 2019

SAMPLE #1: ENERGY TRUST OF OREGON

About Energy Trust of Oregon

Energy Trust of Oregon is an independent nonprofit organization, selected and overseen by the Oregon Public Utility Commission, to lead Oregon ratepayers in benefiting from saving energy and generating renewable energy. Since 2002, the organization's leadership has been a contributing factor in the region's low energy costs and in building a sustainable energy future. Energy Trust of Oregon launched a limited-time promotion for electric heating equipment installed in manufactured homes. Eligible residents of manufactured homes could qualify for increased cash incentives from Energy Trust to upgrade inefficient electric resistance and forced-air heating systems to energy-efficient heat pumps or ductless heat pumps. In addition to increased incentives, customers could receive reduced pricing for professional installation. Energy Trust completed a competitive selection process to choose contractors and worked with 11 trade allies spanning the state to deliver the offer.

Summary: Increased Incentive for Fixed-Price Heat Pump Installations in Manufactured Homes

The following RFP, published by Energy Trust of Oregon in 2018, seeks to qualify installers offering both ducted and ductless heat pump products and solicits pricing for various sizes of equipment. Although specific to manufactured homes, the services requested in the RFP would apply to both manufactured and non-manufactured single-family homes.

Key features of this RFP are as follows:

- Leverages an established network of participating installers known as Energy Trust Residential Trade Allies, which serves as a basic prerequisite installer qualification;
- Requests fixed pricing for heat pump systems from trade allies;
- In addition to requiring participation as an Energy Trust trade ally, the RFP requests specific experience with ductless heat pumps and manufactured housing;
- Seeks installers that offer financing products that can reduce the up-front costs;
- Establishes a proposal scoring and selection criterion heavily weighted to work quality; and
- Provides specific equipment sizing and installation criteria.

Energy Trust of Oregon Request for Proposals: Increased Incentive for Fixed-Price Heat Pump Installations in Manufactured Homes

RFP Issued: June 11, 2018

Proposals Due: July 13, 2018

[REDACTED]

Project Coordinator

100 SW Main St, Suite 1500

Portland, OR 97204

[REDACTED]

[REDACTED]



Introduction

Energy Trust of Oregon, Inc. (“Energy Trust”) is seeking proposals through this Request for Proposals (“RFP”) for qualified Residential HVAC contractors to install ducted or ductless heat pumps in existing manufactured homes. Displacing electric resistance heat in manufactured homes with a ducted or ductless heat pump system offers significant energy saving opportunities in a housing stock with historically low access to HVAC upgrades. **Energy Trust is prepared to provide increased program incentives** to enable a select network of trade allies chosen through this RFP process to offer participants the lowest possible out-of-pocket costs for these upgrades.

Individuals or companies responding to this RFP (“Respondents”) may submit a proposal that addresses one or more of the Energy Trust Regions (see **Appendix A**). Respondents submitting a proposal may also act as a subcontractor to other Respondents. Energy Trust expects to execute agreements with selected contractors by early August 2018 with this promotion beginning shortly thereafter and continuing through the heating season with an end date of March 31, 2019.

Key Dates

Questions and requests for clarification due	June 27, 2018, 5:00 p.m.
Proposal submission deadline	July 13, 2018, 5:00 p.m.
Interviews	July 23 – 26, 2018

See **Schedule** for additional information.

About Energy Trust

Energy Trust is an independent nonprofit organization, selected and overseen by the Oregon Public Utility Commission, to lead Oregon ratepayers in benefiting from saving energy and generating renewable energy. Energy Trust operates under a [Five-Year 2015-2019 Strategic Plan](#) that sets aggressive savings and generation goals. The plan includes strategies for continuously improving program designs and services, managing the total cost of delivering energy efficiency, expanding customer participation, and replenishing the energy-efficiency resource through a portfolio of new technologies and product development strategies.

Energy Trust’s services, cash incentives, and solutions have helped participating customers of Portland General Electric, Pacific Power, NW Natural, Cascade Natural Gas, and Avista save nearly \$2.7 billion on their energy bills. Since 2002, the organization’s leadership has been a contributing factor in the region’s low energy costs and in building a sustainable energy future. More information about Energy Trust’s background, funding sources, strategic and action plans, policies and programs are available on our website at www.energytrust.org/about.

About this Promotion

The offer will help serve the following goals: improve comfort and energy savings for manufactured home residents, increase business and workforce opportunities for participating organizations, expand programs to low/moderate income and people of color, and grow the number of ducted and ductless heat pump installations in a housing category with historically low Energy Trust participation rates for HVAC upgrades. Selected Respondents will act as a network of Energy Trust trade allies to collectively serve Portland General Electric and Pacific Power customers in Oregon.

This offer serves as the implementation of recommendations from a 2016 heat pump pilot with subsequent third-party evaluation of the pilot¹ and a recent analysis of ducted and ductless heat pump installations in manufactured homes.² Key findings informing the development of this promotion include similar energy savings and installation costs for both ducted and ductless heat pump systems and that contractors were interested in the opportunity to

¹ [Existing Manufactured Homes Heat Pump Pilot Evaluation Final Report](#).

² [Comparison of Ductless and Ducted Heat Pump Retrofits in Manufactured Homes](#).

install ductless heat pumps. This market segment has been slow to adopt heat pump technology due to high up-front costs and space limitations for some equipment. Building upon the success of the pilot, this promotion is designed for simple, easy participation with minimal paperwork. This relatively homogenous housing stock enables the use of simple equipment guidelines designed ultimately to minimize out-of-pocket costs to manufactured home residents. Limiting ductless heat pump system configurations to a single interior head and not requiring the replacement of air handlers for ducted systems maintains this simplicity and is intended to decrease installed costs for HP and DHP systems installed through this promotion.

Selected contractors will commit to a price structure that allows participants to pay low fixed out-of-pocket costs for this home retrofit paired with a flat **incentive payment from Energy Trust that exceeds current incentives**. Energy Trust has established simple installation sizing guidelines for ducted and ductless heat pumps in manufactured homes to facilitate simplicity with the installation of appropriate equipment (**Appendix B**).

Interested contractors are invited to respond to the RFP as specified below. Energy Trust highly encourages Respondents to negotiate bulk/promotional pricing with suppliers. Collaboration with distributors, subcontractors, and dealer marketing efforts is also encouraged. Energy Trust is offering support for contractor-driven marketing tactics with this promotion and preference will be given to Respondents with plans to promote and sell the offer independently.

In responding to this RFP, among other things, Respondents should specify intended equipment to be used for each size of ducted and/or ductless heat pump. Respondents are not required to offer all sizes of these devices, nor are Respondents required to offer both ducted and ductless installations, but preference will be given to those who do, in accordance with the RFP scoring guideline, below.

Basic Requirements and Obligations for Proposing Contractors

To be selected to participate in this promotion, Respondents must:

- Demonstrate experience working in manufactured homes and with ducted and/or ductless heat pumps.
- Be an Energy Trust Residential Home Retrofit trade ally before promotion launch. Respondents are encouraged to [enroll as a trade ally](#) and attend [orientation webinars](#) early to avoid being disqualified from promotion participation. Subcontractors of Respondents do not need to be trade allies.
- Agree to the terms and conditions of the promotion participation agreement.
- Advertise fixed installation costs to customers.

Selected trade allies must agree to follow sizing and installation specifications as outlined in **Appendices B and C**. This includes ensuring that cross-over ducts are in adequate operating conditions for all customers and installing advanced controls for central heat pump installations. The replacement of the cross-over duct may be bid and billed separately and beyond the advertised fixed price to the participant.

Selected trade allies installing ducted heat pump systems will not be required to replace the home's air handler.

Although not required, special consideration will be given to Respondents:

- Offering:
 - Financing options to customers
 - Marketing and/or sales support behind the promotion
 - Bi-lingual services to customers
 - Both ducted and ductless installations
- Demonstrating:
 - Successful participation in Energy Trust programs and holding 3-star trade ally ranking
 - Success in customer education (e.g., through leave-behind fliers, maintenance training, etc.)

Proposal Outline and Instructions

Respondents to this RFP should use the following formatting structure in their proposals. Proposals should be complete with the Respondent's experiences, qualifications, and implementation capabilities to perform all responsibilities as described in this RFP. Energy Trust may determine that Respondents that do not include the

following sections and information in proposals are unqualified. Page lengths indicated are recommendations. Proposals will not be judged based on the length of answers.

<p>PROPOSAL FORMAT</p> <p>1) Introduction (1-2 pages)</p> <p style="padding-left: 20px;">a) Cover Letter</p> <p style="padding-left: 20px;">b) Representations and Signatures Page</p> <p>2) Qualifications (1-3 pages)</p> <p style="padding-left: 20px;">a) Contractor Profile</p> <p style="padding-left: 20px;">b) Demonstrated Experience</p> <p>3) Promotion Delivery and Management (1-2 pages)</p> <p style="padding-left: 20px;">a) Promotion Support</p> <p style="padding-left: 20px;">b) Customer Service</p> <p>4) Technical Proficiency, Work Quality, and Pricing (1-4 pages not including manufacturer’s cut sheet)</p> <p>5) Appendix (Optional)</p>

Scoring Criteria

Energy Trust’s selection committee will evaluate each proposal and assign points based on the categories outlined below. Energy Trust may invite top scoring Respondents for interviews in accordance with the **Schedule** timeline (section 4). Energy Trust plans to re-score following these interviews and initiate negotiations with the leading Respondent(s) whose proposals ranked highest in the evaluation process. Proposal ranking and interviews will be the central valuation in determining successful applicants and final award. All contractors will be notified of the outcome of the RFP.

Criteria	Weight	Description
Qualifications	20%	<ul style="list-style-type: none"> • Participation interest • Demonstrated experience • Trade ally or other special designation(s)
Promotion Delivery and Management	20%	<ul style="list-style-type: none"> • Financing • Marketing/sales strategies • Partnerships
	15%	<ul style="list-style-type: none"> • Incident support • Bi-lingual support • Customer education
Technical Proficiency, Work Quality & Pricing	40%	<ul style="list-style-type: none"> • Installation and quality control procedures • Offering of both heat pump technologies • Product description with established guidelines for recommended installations • Pricing
Other	5%	<ul style="list-style-type: none"> • Awarded at discretion of proposal review team

Introduction

Cover letter

Please use a cover letter to discuss the highlights, key features and distinguishing points of your proposal. Include specifically why you want to work with Energy Trust to service existing manufactured homes with ducted and/or ductless heat pump installations. This cover letter should be prepared and signed by a manager having the

authority to make offers and enter into financial agreements on behalf of the Respondent or Respondents.

Representations and Signature Page

For Energy Trust to consider a proposal, a manager must sign and attach a Representations and Signature Page as set forth in **Appendix D**.

Qualifications

- A. Using the map in **Appendix A**, identify all regions you will commit to servicing during this promotion. Regions chosen should be 100 miles or less from your company's office(s).
- B. Describe the size and local organizational structure of the company. Discuss financial stability, number of employees, length of time in business, capacity, and resources.
- C. Discuss your company's experience with:
 - a. Designing/installing ducted and/or ductless heat pump systems.
 - b. Working in the existing manufactured homes market.
- D. If applicable, note contractor(s) Energy Trust trade ally star rating (<http://energytrust.org/library/find-a-contractor/>) and any other special designations with utilities, low-income agencies or other community organizations.

Promotion Delivery and Management

Promotion Support

- A. Discuss any financing that you will be able to offer to customers.
- B. Discuss any marketing or sales strategies including any community and/or manufactured home park partnerships that you will be able to offer as well as any previously successful campaigns targeted towards manufactured homeowners.
- C. Discuss any distributor partnerships planned that offer promotional pricing for this promotion.
- D. Identify any subcontractors you plan to use, and provide brief background information on their size, experience, management, licensing, and subcontracting agreements.

Customer Service

- A. Describe how you plan to handle incident reports, warranty enforcement, and customer inquiries.
- B. Describe any additional customer service qualifications and capabilities to serve non-English speaking customers.
- C. Describe education you will provide the homeowner, including materials or manuals, customer care books, and/or support for later questions and system performance.

Technical Proficiency, Work Quality, and Pricing

- A. Describe the installation process, including how you will minimize disruption during preparation, installation, and clean up. Note any differences for your process between ducted and ductless heat pump installations.

- B. Describe quality control procedures such as final testing and sign-off procedures, including punch lists, permits, inspection, and other necessary requirements.
- C. Quote fixed prices for the equipment you plan to use/offer.
 - a. Price should be inclusive of all materials and based on the installation requirements in the Specifications section (**Appendix C**). Be sure to quote a price that will cover your normal variances in materials costs; in most cases, neither Energy Trust nor the homeowner will pay extra for unusual or time intensive installations (or less for easy installations). Any exceptions to the fixed out-of-pocket costs will need to be approved in advance by Energy Trust. Quote prices for each system that you will offer:
 - i. Ducted heat pump systems (no HSPF minimum requirement; no replacement of air handler required): 1.5, 2, 2.5, and 3-ton.
 - ii. Single head ductless heat pumps (HSPF 9.0+): 15K and 18K (±2K) BTU/hr systems.
 - b. For each system bid, describe the products you plan to use or offer. Please indicate any assumptions or justifications that make your system choices appropriate for this promotion. Provide descriptions of warranties and customer support that ensure the long-term durability, operation, and maintenance of each installation. Include performance and efficiency figures. The manufacturer's cut sheet will suffice for much of this.
 - c. Identify any factors or special conditions which would result in additional costs (such as additional refrigerant line, ease of access, maintenance contract) and provide estimates of additional charges for each such factor or condition to arrive at a maximum offer for out-of-pocket costs to homeowners. Use a different table for each system offered.
 - d. Using **Exhibits A** and **B** as guidelines, use a separate table for each size or configuration of heat pump and ductless heat pump system that you plan to offer.
 - i. **Please note:** Respondents are not limited nor required to present itemized pricing on equipment to arrive at a fixed-rate bid for each system installation.

▪ **Exhibit A** – Sample Itemized Cost: 1.5-ton Heat Pump

Item	Amount
<i>Outdoor Unit Model #</i>	<i>Price of Outdoor Unit</i>
<i>Indoor Coil Model #</i>	<i>Price of Indoor Coil</i>
<i>Thermostat Model # (with Advanced Heat Pump Controls Capability)</i>	<i>Price of Thermostat</i>
<i>Permit</i>	<i>Price of permit</i>
<i>Electrical circuit, reconnect or added per code</i>	<i>Price of electrical to code</i>
<i>New base and pad, as needed</i>	<i>Price of base and pad</i>
<i>New refrigeration lines</i>	<i>Price of refrigeration lines</i>
<i>Condensate pump or gravity drain line</i>	<i>Price of condensate pump/gravity drain line</i>
<i>Refrigerant charge adjustment as needed</i>	<i>Price of refrigerant charge adjustment</i>
1.5-ton Fixed-Price Bid	Total sum of costs

▪ **Exhibit B** – Sample Itemized Cost: 18K BTU/hr Ductless Heat Pump

Item	Amount
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<i>Ductless Heat Pump Outdoor Unit Model #</i>	<i>Price of Outdoor Unit</i>
<i>Ductless Heat Pump Indoor Unit Model #</i>	<i>Price of Indoor Unit</i>
<i>Permit</i>	<i>Price of Permit</i>
<i>Electrical</i>	<i>Price of Electrical</i>
<i>New refrigeration lines</i>	<i>Price of refrigeration lines</i>
<i>Condensate pump or gravity drain line, as needed</i>	<i>Price of condensate pump/gravity drain line</i>
18K BTU/hr Fixed-Price Bid	Total sum of costs

Appendix (As Appropriate)

Include any supporting information that will support your company such as resumes, references, etc.

Proposal Submittal Process

Schedule

Posting of Request for Proposals	Monday, June 11, 2018
Deadline to submit written questions and requests for information	June 27, 2018, 5:00 p.m.
Proposal Submission Deadline	Friday July 13, 2018, 5:00 p.m.
Invitations for interviews issued to finalists	Friday July 20, 2018
Interviews conducted	Thursday, July 26- Friday, August 3, 2018
Selection and notification to Respondents	Wednesday, August 8, 2018
Selected Respondent Onboarding	Monday, August 13-Friday August 17, 2018
Promotion Launch	Monday, August 20, 2018
Promotion End	Monday, April 1, 2019

All times are displayed in Pacific Time.

Questions and Requests for Additional Information

Any questions and/or requests for clarification or additional information regarding this RFP should be submitted in writing, via email and received by **June 27, 2018 at 5:00 p.m. PDT** to the RFP point of contact, [REDACTED]. These emails should be clearly labeled with a subject line "**Request for Clarification—Ducted and Ductless Heat Pump RFP**". Energy Trust staff is not available for verbal conversations with individual bidders. Confirmation of receipt of inquiries will be sent via reply email within one business day and will be answered within 3 business days of original receipt date.

Proposal Submittal and Method of Delivery

All proposals should be clear, complete, and concise. Energy Trust requests that proposals are completed in 8.5-inch by 11-inch document size using fonts no smaller than 11-point. For consideration, proposals must be submitted electronically in PDF format to [REDACTED] by **July 13, 2018 at 5:00 p.m. PDT**. Energy Trust will not be obligated to consider information received after this deadline. Faxed proposals will not be accepted.

Confirmation of receipt will be sent via reply email within one business day. If you do not receive a confirmation email, please call [REDACTED].

Energy Trust welcomes proposals from individual contractors or partnering contractors and distributors submitting

a joint proposal. Energy Trust will evaluate all proposals on their abilities to meet project requirements and will not confer special preference to contractors that choose to submit a joint proposal. Contractors that do choose to submit a joint proposal should present one point of contact to program participants.

Withdrawal and Modification of Proposals or RFP

Respondent may withdraw their proposal and submit a revised proposal prior to the response deadline. After the response deadline, Respondent-initiated changes will not be accepted unless Energy Trust, in its sole discretion, determines otherwise. Respondent may withdraw their proposal from consideration at any time.

Any material submitted by a Respondent will become the property of Energy Trust. Energy Trust may amend the RFP at any time prior to the proposal due date by issuance of a written amendment to all Respondents participating in the process. Energy Trust may also cancel, delay, or suspend this solicitation if in the best interest of the promotion. Energy Trust may reject any or all proposals, in whole or in part, if in the best interest of the promotion as determined by Energy Trust.

Proposal Evaluation

Proposal Selection Criteria

Proposal selection will be the sole responsibility of Energy Trust. A team of reviewers consisting of Energy Trust staff and experts from external organizations will evaluate the proposals. All external reviewers sign confidentiality agreements related to their review. Proposals may be eliminated from consideration at Energy Trust's sole discretion for any reason including, but not limited to:

- The proposal is substantially incomplete;
- The proposal is not responsive to the objectives and requirements of this RFP;
- The Respondent firm or team has not demonstrated financial stability;
- The proposal is inconsistent with Energy Trust policies or requirements;
- The proposal does not meet financial criteria; or
- Energy Trust determines that a conflict of interest exists.

Notification for Interview

During the evaluation process, Energy Trust will request any clarification needed to understand the proposing contractor's approach. Energy Trust will interview the highest ranked Respondents and anticipates notifying selected Respondents according to the **Schedule** above. Contractors selected to participate in the promotion will be selected at the sole discretion of Energy Trust.

Governing Provisions

All submitted proposals are subject to the following governing provisions:

1. Agreement to All Terms

By submitting a response to this RFP, the Respondent represents that it is authorized to submit a response, all information provided in the response is true and correct, and the Respondent explicitly agrees and accepts the following provisions of this RFP and all other terms and conditions set forth in this RFP.

2. Right to Accept or Reject

This RFP is not an agreement to purchase goods or services. Energy Trust is not bound to enter into a contract to purchase goods or services with any Respondent. Energy Trust reserves the right to modify the terms of this RFP at any time in its sole discretion. This includes the right to cancel this RFP at any time. Further, Energy Trust reserves the right to waive any nonconformity in submissions received, to accept or reject any or all of the items in the submission and award any ultimate contract in whole or in part as it is deemed in Energy Trust's best interest.

3. Ownership of Responses

All materials submitted in response to this RFP shall become the property of Energy Trust and shall not be returned to the Respondent.

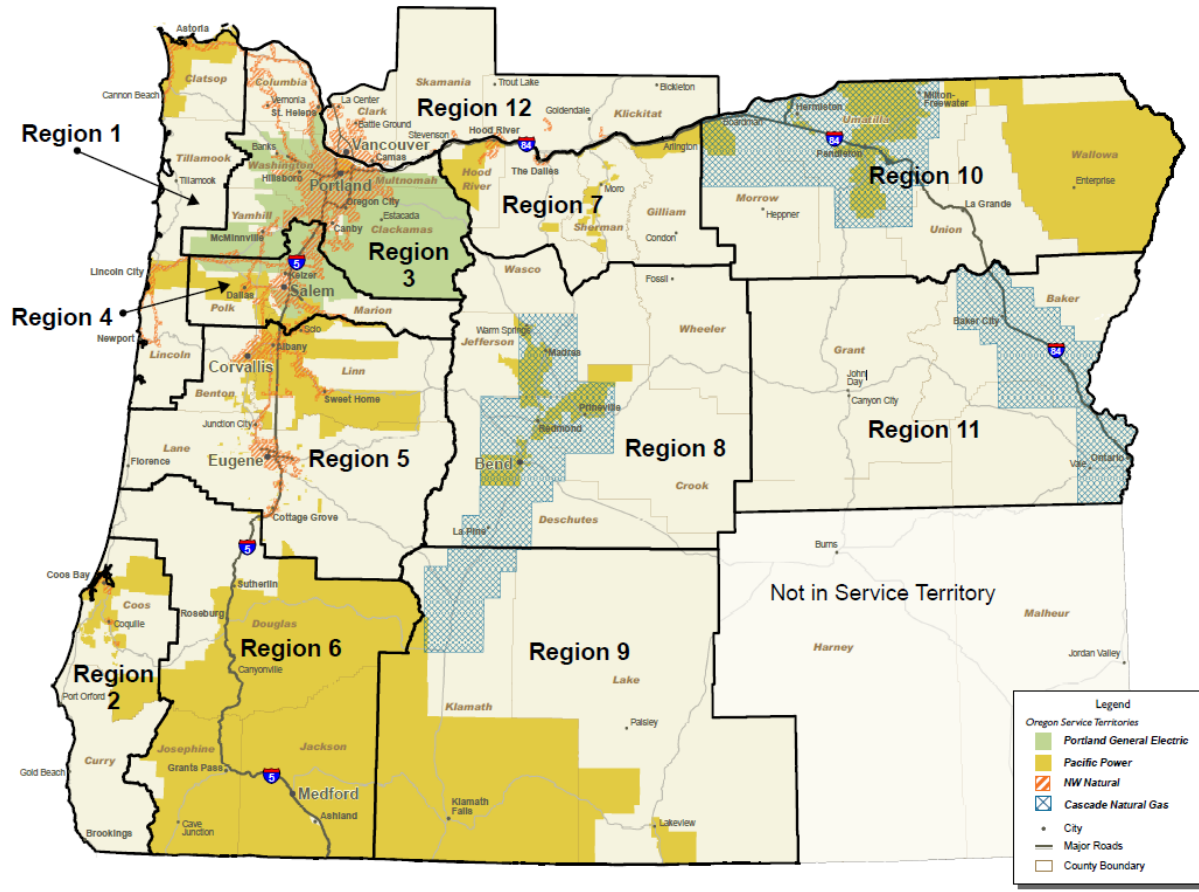
4. Confidentiality

Respondents shall clearly identify those portions for their responses that they do not want revealed to third parties and label such portions as “Confidential Information.” Except as required under law or for regulatory purposes, Energy Trust will maintain confidentiality of such information.

5. Respondent Expenses and Waiver of Claims

Respondents are solely responsible for their own expenses in preparing a response and for any subsequent negotiations. Energy Trust will not be liable to any Respondent for any claims, whether for costs or damages incurred by the Respondent in preparing the response, loss of anticipated profit in connection with any final contract or any other matter whatsoever. Respondent waives any right it might have to bring a claim against Energy Trust, its Board of Directors, employees, contractors, or agents with respect to any matter arising out the RFP.

Appendix A. Energy Trust Service Regions



Energy Trust regions are outlined in the map, above. This promotion is for Portland General Electric and Pacific Power customers only. Regions 11 and 12 will not be represented through this promotion.

Appendix B. Basic Sizing Calculators

Heat Pump Sizing Calculator

Heat pump auxiliary heat sizing limited to 10 kW. Installations east of the Cascades may go up to 15 kW.

XMH Size	Width	2x4 Walls	2x6 Walls
Single Wide	Single	2 Ton	1.5 or 2 Ton
Double Wide	28 x 48	2 Ton	2 Ton
	28 x 52	2.5 Ton	2 Ton
	28 x 56	2.5 Ton	2 Ton
	28 x 60	2.5 Ton	2 Ton
	28 x 72	3 Ton	2.5 Ton

Ductless Heat Pump Sizing Calculator

DHPs limited to 15-18k single head systems. Documented capacity at 47 degrees.

XMH Size	Width	2x4 Walls	2x6 Walls
Single Wide	Single	18K +/- 2K BTU/hr	15K +/- 2K BTU/hr
Double Wide	28 x 48	18K +/- 2K BTU/hr	15K +/- 2K BTU/hr
	28 x 52	18K +/- 2K BTU/hr	15K +/- 2K BTU/hr
	28 x 56	18K +/- 2K BTU/hr	15K +/- 2K BTU/hr
	28 x 60	18K +/- 2K BTU/hr	15K +/- 2K BTU/hr
	28 x 72	18K +/- 2K BTU/hr	15K +/- 2K BTU/hr

Appendix C. Installation Specifications

1. Introduction

1.1. “Should and Shall” will be interpreted as follows:

- 1.1.1. Where “shall” or “shall not” is used for a provision, that provision is mandatory if compliance with the standard is claimed.
- 1.1.2. Where “should” is used it will indicate provisions which are not mandatory but which are desirable as good practice.

2. New Equipment Requirements

- 2.1. **Approved Manufacturer:** Equipment shall be manufactured by a company appearing in the AHRI Unitary Directory.
- 2.2. **Ratings:** Heat pump equipment shall meet the performance, safety, and rating requirements as given in the latest revision of Air-Conditioning, Heating, & Refrigeration Institute ([AHRI](#)) Standard 240. Units shall be listed by Underwriters’ Laboratories, or equal, and shall display the AHRI symbol of certification.
- 2.3. **AHRI Certified Performance:** Ducted Heat Pumps shall have an HSPF rating consistent with federal minimum standards; Ductless Heat Pumps shall have an HSPF of not less than 9.0.
- 2.4. **Central Ducted Heat Pump Installations**
 - 2.4.1. **Indoor Coils:** Equipment indoor and outdoor coils shall match according to AHRI certification. Existing air handlers are not required to be replaced.
 - 2.4.2. **Protective Devices:** Equipment should be provided with a crankcase heater and a liquid-line filter drier. Delay timers to protect against damage from short cycling of the compressor and compressor motor start-assist kits shall be installed when recommended by the manufacturer. The compressor shall be protected from abnormal operating pressures, temperatures, and loss of refrigerant by suitable pressure or temperature overload devices

3. Participating Installer Requirements

- 3.1. Participating installer shall use sizing calculator (**Appendix B**) to determine appropriate heat pump sizing for home serviced.
- 3.2. Participating Installer shall be responsible for the technical competence and qualifications of all salespeople, installers, and service mechanics. These personnel should participate annually in at least one manufacturer’s training session on heat pump application, installation, or service or receive equivalent training. At least one fourth of all the Participating Installer’s installers should be Refrigeration Service Engineers Society (RSES) or North American Technical Excellence (NATE) heat pump certified or have equivalent certification.
- 3.3. **New System Warranty:** The participating Installer shall provide to the consumer in writing the manufacturer’s warranty. Heat pump equipment shall be warranted by the manufacturer against defects in material and workmanship for a minimum of 5 years from the date of start-up of the equipment. In addition, the compressor shall be warranted by the manufacturer against defects in material and workmanship for a minimum of 5 years from the date of startup. Warranties shall cover parts and labor. Participating Installers may offer to consumers the manufacturer’s extended warranty or service agreement to comply with the warranty requirements. This warranty should not be considered to cover equipment failure caused by failure to perform normal maintenance, abuse, or external causes beyond the control of the installing Participating Installer.
- 3.4. **Consumer Education:** Participating Installer shall instruct the consumer in proper operation and

maintenance of the heat pump or ductless heat pump system. Participating Installer shall provide the consumer with the manufacturer's owner's manual. Include an active post installation "energy education" designed to inform the homeowner how best to maximize the benefit of their system.

3.4.1. Central Ducted Heat Pump: Participating Installer shall demonstrate filter replacement (or cleaning) and demonstrate the operation of all indoor thermostat controls and indicator lights to the consumer. Participating Installer shall explain to the consumer the different operating modes of the heat pump system (e.g., heating, emergency heat, defrost, and the effects of obstructing registers). All this information shall be provided in an operation manual given to the owner.

3.4.2. Ductless Heat Pump: Participating Installer shall demonstrate the operation of all indoor thermostat controls and indicator lights to the consumer. Participating Installer shall explain to the consumer the different operating modes of the ductless heat pump system. All this information shall be provided in an operation manual given to the owner.

4. New Equipment Selection

4.1. Heating and Cooling Calculations: All systems shall be sized in accordance with the sizing calculator (**Appendix B**).

4.2. Central Ducted Heat Pump Auxiliary Heat

4.2.1. Auxiliary Heat Sizing Installed: auxiliary heat capacity shall not exceed the size given in the calculator (**Appendix B**).

4.2.2. Control of Auxiliary Heat: New systems shall employ control strategies that minimize the unnecessary use of auxiliary heat. In all systems, auxiliary heat shall not operate during a first stage heating call (unless system is switched to emergency heat). Auxiliary heat shall be controlled in the following manner depending on system type:

4.2.2.1. For systems with a single stage of compression and for systems with multiple stages of compression but without supply air temperature sensor control: Auxiliary heat shall be controlled in such a manner that it does not engage when the outdoor air temperature is above 35°F, except when supplemental heating is required during a defrost cycle or when emergency heating is required during a refrigeration cycle failure.

4.2.2.2. For systems with a single stage of compression and the option of supply air temperature sensor control, supply air temperature sensor shall not be allowed to bring on auxiliary heat when the outdoor air temperature is above 35°F, except when supplemental heating is required during a defrost cycle or when emergency heating is required during a refrigeration cycle failure.

5. New Equipment Installation

5.1. Access: Equipment shall be located to allow easy service access and adequate working space for servicing any component without removal of piping, duct work, or other permanently installed fixtures. Special care shall be taken in locating components which require frequent attention, such as filters.

5.2. Location and Support of Outdoor Units: Outdoor units shall be located to avoid restrictions in the outdoor airstream. Units shall be mounted on an adequate, solid, secure pad which provides proper drainage and prevents a buildup of water, snow, or ice. A minimum clearance shall be provided as per manufacturer's instructions and recommendations. When necessary for stability of the pad a gravel base shall be installed to support the pad. In any installation there shall be a minimum of 3 inches of free and clear area under the outdoor coil drainage area. Water forming during the defrost cycle shall not drain onto areas where ice formation may create a hazard (e.g., walkways).

5.2.1. Ductless Heat Pumps: In lieu of pad mounting, the outdoor unit may be wall mounted using hardware designed specifically for this purpose and installed per the manufacturer's instructions and recommendations. Condensate shall be mitigated to prevent damage to building finishes and

structure.

- 5.3. Documentation:** Refrigerant charge test shall be performed and documented using the PTCS Heat Pump Startup Form.

6. Installation Requirements

6.1. Central Ducted Heat Pump Systems

- 6.1.1. **Age of Manufactured House:** The manufactured house shall not have been built before 1985.
- 6.1.2. **Location of indoor units:** The indoor equipment shall be placed in the Mechanical closet of the manufactured home
- 6.1.3. **Refrigerant Charge:** Technician shall follow manufacturer's guidelines when charging a new system and make any needed adjustments for non-standard line set lengths. Technician shall perform a refrigerant charge verification test on all systems installed or serviced in accordance with manufacturer's specifications and document on the PTCS startup form.
- 6.1.4. **Filters:**
- 6.1.4.1. **Location:** Air filters shall be installed in the return air system in a location that will be easily accessible to the user for filter servicing and in a position where all return air and outside air will pass through the filters before entering the indoor coil.
- 6.1.4.2. **Type and Size:** Filter types and sizes shall meet the standard manufacturer's instructions and recommendations. Filters and/or air cleaners that are not an integral part of the equipment and selected by the manufacturer shall be accepted if the total CFM is within the range as specified by the manufacturer. Any filter that exceeds 0.10 inches pressure drop as installed shall not be allowed. Filter must fit the filter rack in a manner that allows no air to bypass of the filter.

6.2. Ductless Heat Pump Systems:

- 6.2.1. **Age of Manufactured House:** There are no age restrictions for manufactured houses receiving DHP installations
- 6.2.2. **Location of indoor unit:** Single head must be installed in the main living space of the manufactured home.
- 6.2.3. **Filters:** Installers shall use filters supplied by DHP manufacturer.

7. Duct Work

- 7.1. A visual inspection of all cross over ducting must be conducted.
- 7.2. In all cases, regardless of whether any other duct work is performed, new tension ties must be installed on both ends of the cross over duct.
- 7.3. If the system has been sealed but the cross over duct is found to be in a deteriorated condition it must be replaced. Contractor may bill the customer separately for this service.
- 7.4. When new cross over ducts are installed, the minimum duct size shall be 12". Flex duct shall be supported in a manner that does not create restrictions in air flow and located to minimize bending.
- 7.5. Elbows: When new flex duct is installed elbows shall be installed at both ends of the cross over.
- 7.6. Velocity shall not create unacceptable noise levels and return air shall be sufficient size to meet requirements of installed systems.
- 7.7. Newly installed cross over ducting shall be insulated to an installed value of at least R-8. A vapor barrier meeting a flame spread rating of 25 or less and smoke developed rating of 50 or less (in accordance with ASTM E-84) shall be installed on the outside surface of the insulation.

7.8. Newly installed cross over ductwork must be sealed.

8. Refrigerant Piping

- 8.1. Materials:** Field-supplied refrigerant piping shall be clean, dehydrated, and sealed Types K and L seamless copper tubing or the manufacturer's pre-charged tubing. Fittings shall be wrought copper. Field supplied tubing shall be evacuated to 500 microns and purged and pressure tested as per manufacturer's recommendation; soft solders shall not be permitted.
- 8.2. Sizing:** To maintain oil return to the compressor and avoid inefficiency and capacity loss, refrigeration piping or refrigeration line set shall be sized and installed in accordance with the manufacturer's instructions and recommendations. Piping between the two sections of split units shall not exceed the manufacturer's maximum recommended length, horizontally or vertically, and shall be run parallel to building lines and in a straight and workmanlike manner to prevent oil traps.
- 8.3. Support:** Refrigerant piping shall be properly supported in accordance with manufacturer's specifications, AHRI, and IMC (International Mechanical Code).
- 8.4. Penetrations:** Refrigerant piping passing through openings in the unit cabinet or the building structure shall be installed to prevent wear or sound generation due to contact with the cabinet or building structure. All penetrations shall be properly sealed.
- 8.5. Insulation:** Suction lines shall be insulated with a minimum of 1/2-inch-thick continuous closed-cell foam rubber. Where insulation is exposed to the elements, it shall have a weatherproof covering. Vapor and liquid lines shall be separated so that heat exchange does not take place. Factory insulated pre-charged lines will be accepted.
- 8.6. Exposed Piping:** All refrigerant piping exposed to possible damage from foot traffic around or near an outdoor unit shall be protected or buried in PVC or other corrosion-resistant pipe, in accordance with the manufacturer's instructions, to prevent damage to piping or pipe insulation or injury to people, and to permit replacement if necessary.
- 8.7. Leak Testing, Evacuation, and Charging:** Factory, as well as field joints, shall be checked and any leaks found shall be repaired. Evacuation and charging shall be done in accordance with the manufacturer's instructions and recommendations.

9. Condensate Piping

- 9.1. Materials:** Condensate drain piping shall meet IMC and should be copper, plastic, or other corrosion-resistant material.
- 9.2. Drains:** Condensate drain lines shall be trapped and run to an open drain or outside of the building foundation. Under no circumstances may condensate be drained into a crawl space or direct connected into a sewer line.
- 9.3. Condensate Pump:** Condensate drain lines shall be pitched in the direction of flow to prevent backup of overflow of water in the drain pan. If the indoor unit is lower than the floor drain or dry well, a condensate pump shall be installed to pump condensate to the level of the drain or dry well. An automatic control to shut down system in case of pump failure should be installed. A check valve shall be installed if pump is not equipped with one.

10. Electrical

- 10.1. Field Wiring:** All field wiring, line and low-voltage, shall comply with the manufacturer's recommendations, the National Electrical Code, and all local codes and ordinances.

APPENDIX D. REPRESENTATIONS AND SIGNATURE PAGE

I, the undersigned declare that;

1. I am an authorized agent of the Respondent and have authority to submit this request on behalf of the Respondent.
2. The information provided in this proposal is true and correct to the best of my knowledge.
3. I have read this Request for Proposals in its entirety and agree unconditionally to all of its conditions and requirements.
4. The Respondent has not directly or indirectly induced or solicited any other respondent to submit a false or sham proposal.
5. The Respondent has not solicited or induced any other person, firm or corporation to refrain from proposing.
6. The Respondent has not sought by collusion to obtain for itself any advantage over any other respondent or Energy Trust.
7. The Respondent's proposal is genuine; not made in the interest of, or on behalf of, any undisclosed person, firm or corporation; and is not submitted in conformity with an agreement of rules of any group, association, organization or corporation.
8. I understand and accept that the approval or rejection of Respondent's proposal is within the sole discretion of Energy Trust and that there is no legal commitment until all due diligence has been performed and a properly authorized contract has been duly and properly executed.
9. I authorize the representatives of Energy Trust to investigate the business history of the Respondents, its affiliates, and all associated partners, principals and management and authorize the release of all said information.
10. I agree that I will report immediately in writing to Energy Trust any changes to the information contained herein at any time while Respondent's proposal is under consideration.

The information contained in this proposal and any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to Energy Trust, is true, accurate and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead Energy Trust as to any material fact.

Date:

Proposing Contractor Firm Name:

Authorized Signature:

Printed Name:

Title:

SAMPLE #2: ENERGIZE ROGUE

About Energize Rogue

Made possible by a USDA Rural Business Development Grant to advance a clean energy economy in southern Oregon, Energize Rogue is a partnership of nonprofits, community organizations, and energy professionals who have teamed up to help make energy efficient upgrades simpler and more affordable. Led by Rogue Climate and Spark Northwest, Energize Rogue completed three limited-time group purchase campaigns for homes and businesses in Josephine, Jackson, and Douglas counties to install ductless heat pumps at a discounted rate and reduce utility bills. Rogue Climate is a nonprofit with a mission to bring communities together for practical solutions to climate change that result in clean energy, sustainable jobs, and a healthy environment. Spark Northwest is a regional nonprofit that accelerates the transition to clean energy one community at a time. Spark Northwest has partnered with community organizations to complete 24 similar group purchase campaigns since 2011.

The group purchase was a community-driven campaign that engaged volunteers from each county to conduct outreach about the opportunity to save energy and money by installing ductless heat pumps. Information about the campaign was disseminated by email (using the Rogue Climate list), published news articles, and word of mouth. Interested homeowners attended workshops held in different locations. Energize Rogue also used local volunteers to help select a local installer through a competitive bidding process. Spark Northwest provides technical assistance to organizations planning to implement a heat pump program and can be reached at 206-328-2441 or connect@sparknorthwest.org.

Summary: Request for proposals for installations of ductless heat pumps

The following RFP seeks to accelerate the adoption of ductless heat pumps in **Southern Oregon** and through application of group pricing, reduce installation costs. Key features of this RFP are as follows:

- Utilizes the RFP process to establish a network of participating installers. Installers participating as Energy Trust Residential Trade Allies receive additional credit in the scoring process;
- Features a third-party (Spark Northwest) to provide technical support, assisting the Rogue Community Coalition in managing the RFP process;
- Establishes a scope of work (SOW), which sets expectations for installer attendance at coalition-sponsored events and reporting requirements. The SOW also specifies the coalition's responsibilities and obligations to the installers;
- Establishes a proposal scoring and selection criterion heavily weighted to work quality; and
- Provides specific equipment sizing and installation criteria.

Energize Rogue Request for Proposals (RFP)

Date of Issue: 10/12/2017

Proposal Due Date: 10/27/2017 12:00pm PST

Issued by: Energize Rogue Josephine County Community Coalition

RFP Point of Contact:

[REDACTED]
Project Manager, Spark Northwest
1402 3rd Ave, Suite 901
Seattle, WA 98101
[REDACTED]



REQUEST FOR PROPOSALS
FOR INSTALLATION OF DUCTLESS HEAT
PUMPS Energize Rogue

The Energize Rogue Community Coalition (hereafter the Community Coalition), in collaboration with Spark Northwest, is seeking proposals from qualified firms willing to provide for group purchase of ductless heat pumps in conjunction with the Energize Rogue campaign in Josephine County. The goal of Energize Rogue is to accelerate ductless heat pump education and installations in the Rogue Valley through group purchasing and a competitive bidding process. Energize Rogue participant eligibility is primarily targeted to residents within Josephine County.

The intent of this RFP is to select one or more firms to provide installation services for eligible participants of Energize Rogue. Proposing firms are invited to submit proposals individually or collaborate with other firms to submit a joint proposal.

BACKGROUND

Founded in 2001, Spark Northwest (www.sparknorthwest.org) is a 501(c)(3) nonprofit organization with a mission to create communities powered by locally controlled clean energy.

Rogue Climate (www.rogueclimate.org), founded in 2013, is a 501(c)(3) nonprofit organization with a mission to bring communities together for practical solutions to climate change that result in clean energy, sustainable jobs and a healthy environment.

The Community Coalition is comprised of a group of community organizations and local volunteers coming together to support and assist in facilitation of Energize Rogue.

Energize Rogue Josephine County will build on the success of our 2016-17 campaign that resulted in 73 families and businesses installing ductless heat pumps, 182 people attending educational workshops, and 3 jobs created and 1 retained with our installer partner. Spark Northwest has completed 21 similar group purchase campaigns since 2011. Like past campaigns, Energize Rogue Josephine County will use grassroots organizing, a group purchase discount, and a limited time offer to encourage ductless heat pump installations.

The project goals include educating at least 80 people, installing at least 20 ductless heat pump systems, and creating one new job. To contact Spark Northwest, email to [REDACTED]@sparknorthwest.org, or call 206-[REDACTED].

ENERGIZE ROGUE CAMPAIGN TIMELINE

Dates are subject to change and should be used for planning purposes only.

Contractor Workshop	10/11/17
RFP Issued	10/12/17
RFP Questions Due in Writing	10/19/2017 5:00pm PST
Response to Questions Posted	10/20/2017
Proposals Due	10/27/2017 12:00PM PST
Firms Notified of Interview Schedule	10/31/2017
Interviews (tentative)	11/3/2017
Firm Selected (tentative)	11/4/2017*
MOU Complete	Early November
First Workshop Date	Early-Mid November
Participant List Available to Contractor, bids to customers and installations completed	On a rolling basis after each workshop
Contract signing deadline [estimated date]	1/30/2017
Installations Completed [estimated date]	3/1/2017 or as arranged

QUESTIONS RELATING TO THE RFP

Questions, including requests for explanations of the meaning or interpretations of the provisions of the RFP, shall be submitted in writing (via email) to the RFP Point of Contact [REDACTED] at [REDACTED] by 10/19/2017 5:00pm PST. In the interest of fairness, **no telephone questions will be accepted or considered.** Questions and answers will be posted in FAQ format at www.sparknortwhwest.org by 10/20/2017.

PROPOSAL DUE DATE & SUBMITTAL

Proposals must be received no later than 10/27/2017 12:00pm PST. Proposals must be submitted electronically in PDF format. Electronic submissions must be sent to [REDACTED] at [REDACTED]. All emailed proposals will generate an emailed response within one business day confirming receipt of the proposal. If you do not receive a confirmation email within that timeframe, please call (206) 457-5403.

Faxed proposals and late proposals will not be accepted. Proposals may be withdrawn at any time before the due date and time noted above via an emailed request.

In order to maintain the fairness and integrity of the selection process, proposals must conform to the requirements of this RFP. All communications shall be through the RFP Point of Contact listed on the RFP Cover Sheet.

Communications with members of the evaluation committee for the purpose of unfairly influencing the outcome of this RFP may be cause for the proposal to be rejected and disqualified from further consideration.

Any material submitted by a Proposer will become the property of Spark Northwest and the Community Coalition.

Spark Northwest and the Community Coalition may amend the RFP at any time prior to the proposal due date by issuance of a written amendment to all Proposers participating in the process. Spark Northwest and the Community Coalition may also cancel, delay, or suspend this solicitation if in the best interest of the communities represented as determined by Spark Northwest and the Community Coalition. Spark Northwest and the Community Coalition may reject any or all proposals, in whole or in part, if in the best interest of the communities represented as determined by Spark Northwest and the Community Coalition.

FIRM SELECTION

Spark Northwest will provide technical assistance to the Community Coalition during the selection process and is a non-voting member of the selection committee. The Community Coalition is responsible for selecting one or more firms to procure and install ductless heat pumps for participating residents. During the evaluation process, the Community Coalition and Spark Northwest reserve the right to require any clarification needed in order to understand the Proposer's approach. The Community Coalition and Spark Northwest will interview the highest ranked Proposers. The Community Coalition anticipates making a decision by 11/4/2017.

BASIC REQUIREMENTS AND OBLIGATIONS FOR PROPOSING FIRMS

- Proposing firms will provide a group-based pricing structure (as outlined in Exhibit B).
- Proposing firms must be registered and in good standing with the appropriate Business License divisions in order to be considered for this project.
- Proposing firms must hold an active Contractor Registration with Oregon Construction Contractors Board.
- Firms must be headquartered in Josephine county and qualify as a rural small business according to the USDA (under 50 employees or \$1 million in gross revenue). The selected firm must complete reporting required by the USDA.

Bonus points will be awarded to:

- Energy Trust of Oregon 3 Star Allies (or equivalent attributes)

The Community Coalition welcomes proposals from single firms, or partnering firms submitting a joint proposal. The Community Coalition will evaluate all proposals on a level playing field, and will not confer special preference to firms that choose to submit a joint proposal. Firms that do choose to submit a joint proposal should prioritize appearance as a unified provider to program participants. All proposals will be evaluated based on their ability to meet anticipated project capacity, regardless of proposal as a single firm or firm partnership.

PROPOSAL FORMAT AND EVALUATION CRITERIA

Please create project proposals in 8.5 x 11" document size using a minimum 11 point font size. Proposals shall not exceed 10 pages, including cover page, cover letter and appendices and/or attachments, but not including the contract copy.

I. Cover letter (0 points)

The cover letter shall discuss the highlights, key features and distinguishing points of the Proposal. As part of this discussion, please describe specifically why you want to participate in the community endeavor. The cover letter must be prepared and signed by a manager having the authority to make offers and enter into financial agreements on behalf of the firm(s).

II. Proposing firm profile (15 points)

- A. Describe the size and local organizational structure of the proposing firm(s). Discuss financial stability, number and location of employees, length of time in business, capacity, and resources. Note the location of the firm's principal place of business and any additional locations.
- B. Discuss the demonstrated experience of the firm(s) in installing ductless heat pump systems, and how that experience is relevant to Energize Rogue.
- C. Present your plan to accommodate large demand within the timeline stated above, while maintaining quality of work and customer service. Provide your best estimate of the number of average installations the firm can complete per week.

III. Qualifications of the project team (10 points)

- A. Identify any partnerships associated with your firm which offer financing arrangements, manufacturer discounts, or other incentives that you will be able to offer to prospective customers. These would be in addition to existing Federal, State and utility-based incentives.
- B. Identify key personnel for this project including roles, experience, and relevant licenses and certificates. Key personnel should include all managers who will direct the firm's participation, such as: Owners/Principals; Lead Sales Staff; Lead Installers; and Office Manager who will provide data to Spark Northwest per the specifications outlined in the Scope of Work (see Exhibit A).
- C. Identify any subcontractors you plan to use, along with their value to the project, and provide background information on their size, experience, management, licensing, and subcontracting agreement.

IV. Business practices (10 points)

- A. **Lead management practices:** Describe the process for in-office management of a large volume of leads, from receipt of lead information from Spark Northwest through customer contact, scheduling of site assessments and installations, and processing of relevant paperwork. Indicate what software and systems are used to facilitate sales and reporting. *(Note: Spark Northwest will use Salesforce to manage the Energize Rogue participant database. To facilitate information sharing between project partners, the selected firms will be required to use Salesforce for lead management and reporting as it pertains to the Energize Rogue project. Salesforce training will be provided by Spark Northwest.)*
- B. **Billing practices:** Provide a representative copy of the customer contract you plan to use in the Energize Rogue project that includes a sample scope of work, equipment to be installed, terms of payment, and installation timeline, from execution of contract to final system commissioning. The sample contract does not count towards the 10-page limit. Identify whether and how the billing cycle and process for this project might differ from your typical billing cycle and process. If partnering firms are submitting a joint proposal, we encourage the customer contract to be consistent between firms. *(Note: All Contracts will be executed between the participant and the selected firm. The Contract between the participant and the selected firm will not identify Spark Northwest and the Community Coalition as parties to the Contract. The selected contractor will be solely liable for any claims, losses or damages arising out of the Contract.)*
- C. **Work practices:** Address the health, safety and environmental record and practices of the firm(s). Identify any communications with Oregon OSHA's Department of Consumer & Business Services, and Oregon Department of Environmental Quality regarding workplace issues in the last three years.
- D. **Sustainability practices:** Describe any sustainable business and operation practices adopted by your firm(s).

V. Community practices (10 points)

- A. **Marketing and educational practices:** Identify and describe how any of the proposed project team members are engaged in activities that support building public awareness and education about energy efficient technologies and other sustainability issues within the Energize campaign area. Identify any means by which the firm(s) could contribute to outreach efforts for Energize and provide at least 3 specific examples. Identify the individual(s) who plan to be present at Energize public workshops, and briefly describe their experience in conducting similar educational activities. Please refer to the Scope of Work in Exhibit A for further information on the workshops.

- B. **Apprenticeship and mentoring practices:** Describe your firm's participation in employee training, apprenticeship, and certification or credential-granting programs, as well as any innovative training models that you have deployed, or intend to implement for this program, in order to grow the local ductless heat pump industry workforce. Describe any partnerships or involvement in local technical training programs.
- C. **Workforce Diversity:** Describe your firm's commitments to providing equal employment opportunities, including specific hiring practices, if any, to recruit a diverse workforce. Optionally, identify your current diversity of workforce. Include any plans to provide innovative mentoring, technical training, or professional development opportunities to veterans, minorities and women in your workforce in relation to this project, or plans to employ veterans, minorities and women on this project. Describe your history of subcontracting to or partnering with businesses owned by minorities or women.

VI. Work quality (20 points)

- A. Describe the ductless heat pump and related products you plan to use and explain why the products included in your response to this proposal are appropriate for this project. Provide descriptions of warranties and customer support that ensure the long-term durability, operation, and maintenance of ductless heat pump installations. Include performance efficiency, and mechanical specifications. Include information on workmanship warranties provided by your company.
- B. Describe the site assessment process, including how you size equipment and how you determine whether a DHP is appropriate for a site. Describe whether and how your firm evaluates home performance factors, such as insulation, air sealing, existing ductwork, and ventilation needs.
- C. Describe the installation process, including how you will minimize disruption during preparation, installation, and clean up. List the proper permits required.
- D. Describe final testing and sign-off procedures, including punch lists, permits, inspection, and other necessary requirements.

VII. Customer service (15 points)

- A. Describe how you plan to handle incident reports, including service calls, warranty enforcement, and additional inquiries. Discuss your typical response time on calls, hours of customer service availability, and process for providing status reports after an incident is logged.
- B. Discuss the most common problems and reported issues that the firm has experienced, and how they have been resolved. List any complaints received by the Better Business Bureau over the last three years.

- C. Describe the training you provide the homeowner, including materials or manuals, customer care books, and/or support for later questions and system performance.
- D. Provide references from at least three recent residential installations including size, date of installation, and location, with a contact name and telephone number. If possible, at least one reference should be from a customer whose ductless heat pump was installed at least two years ago and at least one reference should be located within the target area of the Energize Rogue campaign.

VIII. Working with Spark Northwest and the Community Coalition (0 points)

Identify the main point of contact between Spark Northwest/the Community Coalition and the Proposing firm(s). Confirm this individual's ability to provide weekly progress reports per the specifications outlined in the Scope of Work (see Exhibit A).

IX. Pricing and financing schedule (15 points)

Customer contact, site assessments, and cost estimates are to be provided free of charge.

Using Exhibit B, Proposers should present pricing by size of equipment, exclusive of any eligible incentives or tax credits on a single-family residential dwelling. Pricing should be given for 1 ton, 1.5 ton, 2 ton and 2.5 ton residential systems. Pricing shall include equipment costs, labor costs, and all other associated costs pertaining to the standard installation of a ductless heat pump system. Pricing is to apply to all work described in the Scope of Work identified in Exhibit A.

Identify any factors or special conditions which would result in additional costs (such as additional refrigerant line, additional heads, ease of access, maintenance contract) and provide estimates of additional charges for each such factor or condition.

Note that pricing will be considered in concert with other factors, and the selection committee will not necessarily choose the lowest priced proposal.

X. Appendix (0 points)

The Appendix may include any supporting information, such as resumes, references or other data that will support your firm as the best for this project. If present, the Appendix is included in the maximum allowed length of 10 pages for the entire proposal.

PROPOSAL SCORING & BONUS POINTS

The selection committee shall evaluate each proposal and assign points based on the categories outlined above, with bonus points awarded for 3-star ETO contractors (5 points). Scores may range from a

minimum of zero to a maximum of 100 points. **Spark Northwest is providing technical assistance to the Community Coalition and is a non-voting member of the selection committee.** Spark Northwest and the Community Coalition will invite top scoring firms for interview and evaluation. Proposal ranking and interviews will be the central valuation in determining successful applicants and final award. All firms will be notified of the outcome of the selection.

CONDITIONS AND RESERVATIONS

Spark Northwest, and the Community Coalition reserve all rights regarding this RFP, including, without limitation, the right to:

- Amend, delay or cancel the RFP without liability if Spark Northwest and the Community Coalition finds it is in the best interest of the project to do so. In the event it becomes necessary to amend any part of this RFP, notice will be provided in the same manner as notice of the original solicitation;
- Reject any or all Proposals received upon finding that it is in the best interest of the project to do so;
- Waive any minor informality or non-conformance with the provisions or procedures of the RFP, and seek clarification of any Proposal, if required;
- Reject any Proposal that fails to comply with all prescribed RFP procedures and requirements; Negotiate and/or amend the Scope of Work to serve the best interest of the project.

EXHIBIT A

SCOPE OF WORK

INTRODUCTION

The selected firm will provide for installation of residential ductless heat pumps for a group of Rogue Valley residents and small businesses in accordance with the general scope of services outlined below.

GENERAL SCOPE OF WORK

The purpose of this project is to enable the installation of ductless heat pumps on residences in Josephine County at a lower total installation cost than that typically offered by the firm. Through Energize, the selected firm will access cost efficiencies by combining lowered customer acquisition costs with group procurement and installations. Project participants will be made aware of the opportunity by Spark Northwest and the Community Coalition through grassroots organizing and community outreach. The number of participating homes and small businesses and total capacity of the project is unknown. However, the previous Energize Rogue campaign in Jackson County Oregon, resulted in 73 installations, and the project goal is at least 20 installations.

Between the months of October-December 2017, the Community Coalition, Spark Northwest, and other project partners will promote and deliver educational workshops at easily accessible public locations in the project area. The selected firm is expected to have staff available to help present workshops and to answer questions at workshops. Additional neighborhood outreach opportunities may present themselves, and the selected firm is expected to work with the Community Coalition to ensure that the campaign is effective in reaching the community at large.

As prospective participants are identified, their names and contact information will be provided to the selected firm after each workshop. If more than one firm is selected, Spark Northwest and the Community Coalition will refer homeowners to the firms in an equitable manner determined at the time of firm selection and before the campaign is launched.

The selected firm will provide weekly progress reports via Salesforce to Spark Northwest regarding campaign progress and lead status. Weekly reporting must be submitted by Monday at 12:00 pm PST for the previous week's work. All discrepancies should be resolved prior to the next reporting period. Progress reports should include the following:

- Contact status
- Date of scheduled/completed site assessment
- Date of contract signing
- Date of scheduled installation
- Date of targeted completion
- Type of system installed
- Size of system installed
- Price of system installed

- Building type and current heating type

The selected firm(s) will provide site assessments and installation proposals for each participant. Individual installations should be aesthetically pleasing, taking into consideration the preferences of the owner while minimizing project costs and maximizing energy efficiency. System proposals should also take into consideration each owner's self-identified financial limitations including, if applicable, any owner-arranged financing with a bank, credit union or other financing entity. The selected firm(s) should recommend the appropriate heating and cooling equipment for the customer even if it is not a DHP, and should also address other considerations, such as air sealing and insulation, that may affect customer satisfaction and savings from the equipment.

The installations will be carried out by the selected firm in conformance with all applicable laws, codes and jurisdictional requirements.

For each installation, the selected firm will be responsible for securing all required permits, completing and submitting all incentive applications, and scheduling and passing all jurisdictional inspections. The firm will provide each owner with the information, documentation, and certified signatures required to complete the appropriate incentive applications. The firm will provide introductions and support materials to banks, credit unions, and other interested financing entities as needed.

SERVICES TO BE PROVIDED BY SPARK NORTHWEST AND THE COMMUNITY COALITION

Spark Northwest will provide overall project administration for Energize Rogue:

- Develop the Energize Rogue project model and plan
- Draft and execute Memorandum of Understanding (MOU) between partners to solidify commitments
- Provide templates, tools and training to community partners and ductless heat pump installers on running a successful Energize Rogue campaign
- Assist community partner with drafting the RFP, interviewing and selecting ductless heat pump installer(s)
- Update workshop curriculum and materials, co-leading the first workshop with the community partner and the selected installer
- Manage the participant registration process and maintain the participant database
- Conduct participant survey and project evaluation
- Provide status reports to ensure project deliverables are met within budget and on time

The Community Coalition (led by community partner Rogue Climate) will serve as the community liaison for the Energize Rogue project with the following responsibilities:

- Draft the RFP to ductless heat pump installers
- Interview and select ductless heat pump installer(s)
- Manage project media and outreach logistics and implementation of the Energize Rogue project
- Coordinate outreach, including hosting the project website and drafting marketing materials

- Generate volunteers for assistance with outreach
- Schedule, organize and co-lead Energize Rogue public workshops
- Schedule, organize and lead community meetings and outreach
- Participate in project reporting
- Participate in project evaluation

EXHIBIT B: PRICING WORKSHEET for Residential DHP Installations Energize Rogue

Proposer Firm Name	
Contact Name	
Contact email	
Date	

System Equipment Information

Size	Manufacturer	HSPF
1 ton (~12,000 BTU, 1 Head)		
1.5 tons (~15,000 BTU, 1 Head)		
2 tons (~24,000 BTU, 2 Heads)		
2.5 tons (~30,000 BTU, 2 Heads)		

Price

Standard	
ENERGIZE	
Standard	
ENERGIZE	
Standard	
ENERGIZE	
Standard	
ENERGIZE	

Additional Cost Factors (if any)	Estimated Cost Increase/Criteria
Additional Refrigerant Line	\$/foot above standard length of ____
Additional Head	
Electrical	
Access	
Extended Warranty	
Maintenance Contract Other (Please describe)	