



REQUEST FOR QUALIFICATIONS (RFQ)

Manufactured Home HVAC Contractors

Manufactured Home Heat Pump Promotion

Energy Trust of Oregon, Inc. ("Energy Trust"), an Oregon non-profit 501(c)(3) corporation, is seeking qualifications from respondents ("Respondents") with skills installing central and ductless heat pumps in manufactured homes to create a selective pool of qualified contractors for Energy Trust's 2020 Manufactured Home Heat Pump Promotion. Multiple contractors per region may be selected for the pool based on submissions to this RFQ.

1. Energy Trust Overview

Energy Trust is an independent nonprofit organization dedicated to energy efficiency and renewable power development. 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 more than \$3.4 billion so far 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.

2. RFQ Background

The purpose of this RFQ is to solicit pricing from qualified expert HVAC contractors that are committed to improving comfort and energy savings for manufactured homes residents, creating new opportunity for under-served customers to access Energy Trust programs and ensuring effective installations in a housing category with great potential for energy savings. Selected contractors act as a network of Energy Trust trade allies to collectively serve eligible Portland General Electric and Pacific Power customers in Oregon.

Respondents will provide fixed prices for central and ductless heat pumps that, paired with an **increased incentive from Energy Trust**, allow eligible customers to pay low out-of-pocket costs for their energy efficiency upgrade. Increased incentive levels available for this promotion are as follows:

- Central Heat Pump: \$3,000
- Ductless Heat Pump: \$2,500

Selected contractors ("Participating Contractors") will install central heat pumps no greater than 2.5 tons in size and single-head, single compressor (1:1) ductless heat pumps (**see Section 5**). In most cases, Participating Contractors will keep costs low by adding a coil to the existing electric furnace. In responding to this RFQ, Respondents should specify the equipment and prices they would offer as a part of this promotion. Respondents are not required to provide pricing for all sizes indicated in this RFQ, but they must include systems and pricing for **both ducted and ductless installations**.

Energy Trust anticipates entering into written agreements with a limited number of Respondents through this RFQ process. It is not expected that all Respondents, even those that meet the minimum participation criteria, will be selected as Participating Contractors. Prior to becoming Participating

Contractors in this promotion, selected Respondents must attend an onboarding orientation and sign a participation agreement. Contracts will have a term ending December 31, 2020.

3. RFQ Schedule

Statements of qualifications are accepted on an ongoing basis through **November 15, 2019**. Respondent submissions will be reviewed and Respondents will be contacted by Energy Trust within 30 business days of Energy Trust's receipt of a complete submission. Energy Trust may request an interview with Respondents prior to making final contractor selections. Energy Trust may enter into agreements with Respondents **accepted into the RFQ pool** to begin installations on or after January 1, 2020.

All submissions, including questions, must be submitted electronically to partners@energytrust.org. Any questions and/or requests for clarification or additional information regarding this RFQ should be submitted in writing, via email, and received by **November 7, 2019 at 6:00 PM** to partners@energytrust.org. Inquiries will be answered via email within 2 business days of original receipt date. Submitted questions with answers will be posted online no later than November 12, 2019.

4. Participating Contractor Requirements

A) Company Profile and Service Area

Participating Contractors must meet the following criteria:

- Energy Trust trade allies for the Residential Home Retrofit program in good standing.
- Enrolled as Energy Trust [Instant Incentive](#) provider or willing and eligible to enroll.
- Able to support up-front discounts of up to \$3,000 per project, with Energy Trust incentives approximately 4-6 weeks after the receipt of completed paperwork for eligible projects.
- Willing and able to serve customers heating their homes primarily with electricity provided by Portland General Electric or Pacific Power.

B) Demonstrated Experience

Participating Contractors will have experience installing both ductless and central heat pumps in manufactured homes. Respondents should be prepared to market this offer themselves with minimal support from Energy Trust.

C) Pricing

Respondents must submit pricing for both central and ductless systems and prices must include electrical costs that cover most, if not all, installation scenarios. Preference will be given to candidates who are able to keep customer out-of-pocket costs low. Re-use of the existing air handler is expected in most central heat pump installations. Energy Trust continues to identify ways to increasing operational efficiency and homeowner comfort at low prices for its program design. Energy Trust is also requesting, but not requiring, pricing for replacing the existing furnace's blower with an Electronically Commutated Motor (ECM). However, this option is not intended to be included as a part of this promotion. These configurations may be considered for future program design.

D) Additional Services

Additional consideration will go towards Respondents:

- With existing relationships to Energy Trust manufactured home free service providers, who provide free air and duct sealing services in eligible manufactured homes.
- That are minority, women or veteran-owned businesses, and those that serve rural areas.

- That have experience providing financing to manufactured homeowners.

5. Description of Work

Participating Contractors will be responsible for abiding by this promotion’s participation requirements, marketing this promotion, seeking customers and installing systems in eligible homes. Energy Trust will provide marketing support in the form of co-branded flyers. Marketing by Participating Contractors may be eligible for [Business Development Funds](#).

Participating Contractors must install systems in eligible houses (Table 1), using the equipment in the pricing to Energy Trust in response to this RFQ and in accordance with the sizing calculator (Table 3). System requirements are outlined in Table 2.

Participating Contractors will provide an Energy Trust incentive to customers up front, thereby reducing the customer’s out-of-pocket costs. Customer invoices will include heat pump system installed, total installation cost and their Energy Trust incentive as a line item deduction. Participating Contractors will submit incentive application paperwork no later than 30 days after the date of project installation.

Table 1. Eligible House Requirements

Heat Pumps	Eligible House Requirements
Central heat pump	<ul style="list-style-type: none"> • Manufactured home built on or after 1985 • Currently uses electric forced-air furnace as primary heat source • Portland General Electric or Pacific Power customer
Ductless heat pump	<ul style="list-style-type: none"> • Currently uses electric forced-air furnace as primary heat source • Portland General Electric or Pacific Power customer • Limited to single-head interior systems installed in the main living area of the home*

Table 2. System Requirements

	Central heat pumps	Ductless heat pumps
Efficiency Requirements	<ul style="list-style-type: none"> • No HSPF minimum requirements 	<ul style="list-style-type: none"> • HSPF must be 9.0+
System Sizes	<ul style="list-style-type: none"> • 1.5 to 2.5 ton systems only 	<ul style="list-style-type: none"> • Systems must have a documented capacity between roughly 12 and 21 kBTU/hr at 47°F • Single zone ductless heat pumps only
Installation Requirements	<ul style="list-style-type: none"> • Re-use existing air handler (unless it is determined to be in disrepair) • Approved thermostat model with auxiliary heat set to lockout above 35 °F. Eligible models: http://www.energytrust.org/heatpumpcontrols 	<ul style="list-style-type: none"> • Must be installed in the main living area of the home* • If the home uses non-utility supplied supplemental fuels (e.g., wood), it must have functioning electric resistance heating equipment

* A large area of the home that is open to the living room. This can include a kitchen, dining room, or other location that serves the living room and otherwise optimizes a ductless heat pump for this home. Ineligible spaces include bedrooms, bathrooms, utility rooms, offices, play rooms, retreats or other small areas of the home.

In addition to the requirements for the products as stated above, Participating Contractors must:

- **Include electrical costs** as a part of their fixed-price responses
- Include a **5+ year warranty** for both the heat pump and compressor against manufacturer defects in material and workmanship which must cover parts and a **one-year labor warranty** from the installing contractor.
Perform a **visual inspection of all crossover ducts** during installation and install **new tension ties** on both ends of the crossover duct.
- Use the sizing calculator (Table 3), which is based on a combination of square footage and the exterior wall construction. Any **exception requests to this sizing calculator must include heat loss/gain calculations (ex: Manual J) using verified housing data.**

Table 3. Sizing Calculator for Central and Ductless Heat Pumps in Manufactured Homes

System	Manufactured Home Size	Width	2x4 Walls	2x6 Walls	
Central Heat Pump	Single Wide	Single	2 Ton	1.5 or 2 Ton	
	Double Wide	28 x 48	2 Ton	2.5 Ton	2 Ton
		28 x 52	2.5 Ton		
		28 x 56			
		28 x 60			
		28 x 72	2.5 Ton		
	Triple Wide	One duct system	2.5 Ton	2.5 Ton	
Two separate duct systems*		2 Ton	2 Ton		
Ductless Heat Pump	Any	Any	18K +/- 3K BTU/hr†	15K +/- 3K BTU/hr†	

* Participating Contractor may install two central heat pumps in this scenario; however, only one will be eligible for the increased incentive of \$3,000. The other system may be eligible for standard heat pump and advanced heat pump controls incentives.

†Rated capacity at 47 degrees.

Participating Contractors will be responsible for **seeking and receiving exception approval prior to installation** for any project that deviates from program participation rules as outlined in their participation agreement. Systems installed are subject to Work Quality Verification inspections by Energy Trust staff.

If a Participating Contractor is found to have violated program participation agreements, such as for violating pricing agreements or for claiming incentives for placing 1:1 DHPs in bedrooms or other

secondary living spaces, they will be required to surrender their incentive and may be removed as a Participating Contractor from this promotion.

6. Submission Requirements

Please provide answers to the following prompts that describe your qualifications and abilities to meet the requirements and goals of the promotion as outlined above. Be sure to quote a price that will cover your normal variances in materials costs, remembering that any exceptions to the fixed out-of-pocket costs captured in the participation agreements must be approved in advance by Energy Trust. **To assist in the submission process, Respondents may use the optional application form that is posted on [Energy Trust's RFPs and RFQs](#) webpage alongside this RFQ.**

Evaluators will assess RFQ responses on the following criteria and select Respondents eligible to become Participating Contractors by region:

Criteria	Weight	Description
Company Profile and Service Area	10%	<ul style="list-style-type: none"> • Demonstrates high professionalism, financial security and operational capacity • Clearly demonstrates participation interest • Energy Trust program participation experience clear
Demonstrated Experience	30%	<ul style="list-style-type: none"> • Well-established company in the heat pump market • Expresses clear experience in manufactured homes
Pricing	40%	<ul style="list-style-type: none"> • Low prices systems without sacrificing system quality
Additional Services	20%	<ul style="list-style-type: none"> • Strong partnership with Free Services Providers for air and duct sealing, if available in the area • Minority, woman, or veteran-owned business • Bi-lingual support • Serves underserved areas • Offers additional services to serve these customers
Other	5%	<ul style="list-style-type: none"> • At evaluator discretion

A) Company Profile and Service Area (10%)

- 1) Provide basic organization information (name, location and the appropriate contact, or contacts, for matters regarding this promotion)
- 2) Please describe the local structure of your organization including financial stability, number of employees, and other resources. Please include your trade ally status and a description of your participation with Energy Trust. Include any other information about your organization that is relevant to this promotion.
- 3) Provide information about your office location and preferred range of travel.
- 4) Why are you interested in participating in this promotion?

B) Demonstrated Experience (30%)

Describe your organization and its ability to meet the Participating Contractor requirements specified in **Section 4**. Specifically:

- 1) **Installations:** How many ducted and/or ductless heat pumps do you install weekly, monthly and/or annually?
 - a. Roughly what percentage do you install in manufactured homes?
 - b. What factors show us that you are experienced designing and installing ducted and ductless heat pumps in manufactured homes?
- 2) How you will **ensure the rated airflow** of your installed systems? Knowing that system performance is important to us, is there anything that you don't do with your standard installations, but are willing to include as a part of this promotion?
- 3) What would you consider success for your organization's participation in this promotion? (e.g. project volume goals, etc.)
- 4) What marketing or sales strategies do you have and what will you use if selected for participation in this promotion? Include 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) Pricing (40%)

Respondents should offer one price per product that will cover all installation requirements. Re-use of the existing air handler is expected for central heat pump installations. Note that you may include more than one model at each system size. **Installation price should include all materials needed for a standard installation, including standard electrical costs.** Please include the following information with your pricing:

1) Central Heat Pumps (1.5 ton, 2 ton and 2.5 ton systems):

- a. *Thermostat* manufacturer, model name and model number. The thermostat must be able to set auxiliary heat lockout and should appear on Energy Trust's qualified product list: <http://www.energytrust.org/heatpumpcontrols>
- b. *Model numbers* of units with matching HSPF and AHRI numbers
- c. Descriptions of *warranties* that ensure the long-term durability, operation, and maintenance of each installation
- d. Identify any factors or special conditions which would result in *additional costs*
- e. **Additional pricing requests:** At each central heat pump quoted, please provide pricing for the following information:
 - i. *Price to install new air handler* (please provide updated AHRI number and the indoor coil used, indicating if it is different from above)
 - ii. *Price to install appropriate ECM*
- f. Manufacturer's cut sheet for each system

2) Ductless Heat Pump: (12 K - 21 K BTU/hr rated capacity at 47°F):

- a. *Model numbers* of units with matching HSPF, AHRI, nominal and rated capacities
- b. Descriptions of *warranties* that ensure the long-term durability, operation, and maintenance of each installation
- c. Identify any factors or special conditions which would result in *additional costs*
- d. Manufacturer's cut sheet for each system

D) Additional Services (5%)

- 1) **How do you plan to educate customers**, particularly DHP customers, about their systems? (e.g. Will you leave any information behind? Will you remind customers via email 6 – 12 months after install about recommended settings?) Please note who you expect to educate, and how.
- 2) What **financing** will you be able to offer to customers, and how frequently do you currently

- use it for manufactured home HVAC upgrades?
- 3) Do you have a partnership with manufactured home free air and duct sealing service provider(s)?
 - a. Which company/companies do you currently have a relationship/partnership with?
 - b. How and when do you intend to refer customers to them for free air and duct sealing?
 - c. How often are you currently referring customers to the no-cost provider? (i.e. 5 per month)
 - 4) Please indicate if you are a minority, woman or veteran-owned businesses, if you serve rural areas (please include which ones), if you have bilingual support and/or any additional services you include or may want to offer customers of this promotion.
 - 5) Do you have the equipment and materials necessary for or interest in becoming a manufactured home free services provider (offering air and duct sealing and repair)? If so, do you have Performance Tested Comfort Systems® (PTCS)-certified staff and/or airflow testing equipment (blower door, duct blaster and/or flow plate)?
 - a. If you have PTCS certification and a flow plate, would you be interested or available to verify cubic feet per minute (CFM) of installed equipment?

7. Governing Provisions

All Respondents are subject to the following governing provisions:

A) Agreement to All Terms

By submitting a response to this RFQ, 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 RFQ and all other terms and conditions set forth in this RFQ.

B) Right to Accept or Reject

This RFQ 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 RFQ at any time in its sole discretion. This includes the right to cancel this RFQ 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.

C) Ownership of Responses

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

D) 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.

E) 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.