

Introduction

The Arkansas Public Service Commission's (APSC) Order No. 7 in Docket No. 13-002-U directed the development of a consistent weatherization approach across all investor owned utilities, which resulted in an APSC approved consistent approach for weatherization programs called the Core Program. Order Nos. 22 and 23 approved the Core Program which will offer eligible residential customers the following core energy efficiency measures at no cost:

- Comprehensive energy assessment
- Air sealing
- Attic insulation
- Duct sealing
- Wall insulation
- Direct installation of
 - Advanced power strips
 - LEDs
 - Faucet aerators with electric water heating
 - Low-flow showerheads with electric water heating

Southwestern Electric Power Company (SWEPCO) will implement a 2018 Home Performance with ENERGY STAR® Program (HPwES) to align with the Core Program and is seeking qualified contractors to participate.

Scope of Work

The purpose of this Request for Qualification (RFQ) is to facilitate selection of qualified and experienced contractors to participate in the 2018 HPwES Program. The Program will provide the core energy efficiency measures to SWEPCO residential customers who meet the following requirements:

1. Owner or tenant occupied single family or duplex homes.
2. Home is a minimum of 10 years old or the customer's highest electric bill in the past 12 months has been at least \$0.10/square foot of conditioned space, and
3. The home must have been occupied for the previous 12 months and cannot have participated in a utility weatherization program in the past five years.

Table 1 below provides a list of the core measures and direct install (DI) measures available through this program and a range of incentives. Existing conditions of the home will determine the measures installed and the incentive amount. The incentive rate may vary depending on market barriers, measure adoption rates, and overall program performance.

Table 1

Measure	SWEPCO only Incentive Level	Joint Utility Incentive Level
Comprehensive Assessment	\$300	\$150
Ceiling Insulation	\$0.60-\$0.80/sq-ft	\$.33-\$0.40/sq-ft
Wall Insulation	\$1.20/sq-ft	\$1.20/sq-ft
Air Infiltration	\$0.12 per CFM Reduced	\$0.07 per CFM Reduced
Duct Sealing	\$1.25 per CFM Reduced	\$0.57 per CFM Reduced
Advanced Power Strip (DI)	\$30	\$30
LED Bulbs (DI)	\$4-\$8/bulb	\$4-\$8/bulb
Faucet Aerators (DI) Electric W/H only	\$3/aerator	n/a
Low-Flow Showerheads (DI) Electric W/H only	\$12/showerhead	n/a

Contractors should illustrate their experience, capabilities, and qualifications as defined in the sections below and through completion and submission of the RFQ Questionnaire. Minimum areas of qualification and experience by applicants are as follows:

- Appropriate state of Arkansas licenses: HVAC Class D, Arkansas General Contractor License, etc.,
- Building Performance Institute (BPI) certified crew leader(s), and
- Previous experience installing Core Program measures including comprehensive energy assessment, insulation, air sealing and duct sealing.
 - Crew members experienced in the installation of the above mentioned measures

The 2018 HPwES Program will begin January 1, 2018 and end approximately December 15, 2018. Participating contractors will be required to attend a Kickoff Meeting in late November 2017, as well as Quarterly Program Meetings in January, April, July and October of 2018.

Due to the geographic nature of the SWEPCO Arkansas service territory, there will be three distinct regions divided among participating contractors to ensure coverage of the entire territory. Contractors will list in preferential order; the regions they would like to service. However, contractors selected to participate may be assigned more than one region. The regions are

detailed on a map in the RFQ Questionnaire, and are comprised of a North, Central and South region respectively.

Contractors will be assigned monthly performance goals/allotments, which will include the number of completed homes and/or total kWh energy savings. These goals are intended to maintain a certain level of work each month throughout the year and consistent savings. It is the desire of SWEPCO that eligible customers have access to the program from January through December.

It will be the responsibility of the contractor to market themselves and the program to secure participating customers. SWEPCO will use a variety of marketing methods which may include print, radio, internet and direct marketing to promote the program. If customer leads are received by SWEPCO, the leads will be provided weekly to the participating contractors on an equitable basis, by region.

Each of the Core Program measures will be incentivized according to the 2018 HPwES Rebate Rate Schedule found in Table 1. Homes with natural gas heating and/or water heating will have a separate rebate rate schedule, as the natural gas company will also be incentivizing the installed Core Program measures. Any other installed measures (windows, HVAC, etc.) beyond the Core Program measures will be paid according to SWEPCO's 2018 Residential Energy Improvement Program (REIP) rebate rate schedule and are designed to help offset a portion of the cost of energy efficiency upgrades. Work in the home beyond the Core Program measures is highly encouraged, but not required.

Completed HPwES projects will be submitted by the contractor using a program web portal, which will be available via most internet connected devices. It is expected that contractors will submit the data while in the home. Paper forms will not be used for the program. Other items such as the customer's Energy Assessment Report, customer signature page etc. will also be required to be uploaded to the portal.

General Instructions / Submittal Requirements / Qualification Process

The contractor applicant will submit the Acknowledgement/Intent Form by **October 27, 2017** to notify SWEPCO of their intent to apply for program participation. The completed RFQ response and all required documentation shall be submitted to SWEPCO no later than **5:00 PM central time on November 6, 2017** for consideration in the 2018 HPwES Program.

The following documentation in the contractor's RFQ response packet is required to be completed and submitted.

- RFQ Questionnaire,
- Organizational chart showing all company personnel and their roles, expected to participate in the 2018 HPwES program,

- Copies of all crew member and key personnel certifications,
- Copies of licenses held that apply to the scope of work listed, and
- Certificate of Insurance (if not on file with a current SWEPCO program).

Table 2 shows a program timeline showing application deadlines, meetings, and trainings that selected contractors will be required to attend in preparation for the January 1st program launch.

Table 2

October 23, 2017	RFQ is supplied to contractors and made available on the web at: SWEPCOgridSMART.com/arkansas/contractor-center
October 30, 2017	Acknowledgment / Intent to Apply Form is returned
November 6, 2017	Contractors submit their completed RFQ and all documentation
November 17, 2017	Contractors selected and all applicants notified
November 28, 2017	Program Kickoff Meeting for all participating contractor's crew and office staff

Point of Contact

Jacob Nielson – Program Lead
 CLEARResult Consulting
Jacob.Nielson@CLEARResult.com
 Phone - 479-439-8627
 Fax - 479-234-4972

Existing SWEPCO Home Performance with ENERGY STAR Contractors

Current 2017 SWEPCO HPwES contractors will only need to amend their 2017 RFQ application by updating Questions 1-11 and any others questions that are outdated. You will also submit any new or not currently on file; BPI Certificates, licenses and applicable insurances. Your 2017 performance will be also be factored into the selection process for 2018. Performance factors include quality of work, average savings per home, average cost of savings per home, customer satisfaction, and quality assurance/quality control (QAQC) results.

Selection Process

All RFQ responses shall be submitted no later than 5:00 PM central time on November 3, 2017. SWEPCO will review all submitted RFQ response packets. Utilizing a point system and the supporting documentation submitted, SWEPCO will select contractors to participate in the 2018 HPwES program, assign them a region(s), and an expected performance level. All applicants will be notified the status of their application by November, 15, 2016, by email or by USPS, depending on the contact info listed on the completed questionnaire.

Acceptance

Contractors accepted into the program will be provided with a general estimate of their expected 2018 monthly allotment. Before work may commence, the contractor will need to sign and return both the 2018 SWEPCO Contractor Agreement as well as the 2018 SWEPCO Home Performance with ENERGY STAR addendum.

Withdrawal of Qualification Package

If at any time an applicant chooses to withdraw their RFQ response, they can do so by emailing the above point of contact to indicate their withdrawal. If they decide to withdraw after their RFQ response has been approved, they must notify the point of contact before December 1, 2017.

Appendix

- Acknowledgment/Interest Form
- HPwES Program Work Flow
- RFQ Questionnaire
- Program Territory Map

Acknowledgment / Intent to Apply

- Due: October 27, 2017 by 5:00 PM

Company: _____

Company Contact: _____

Contact Email: _____

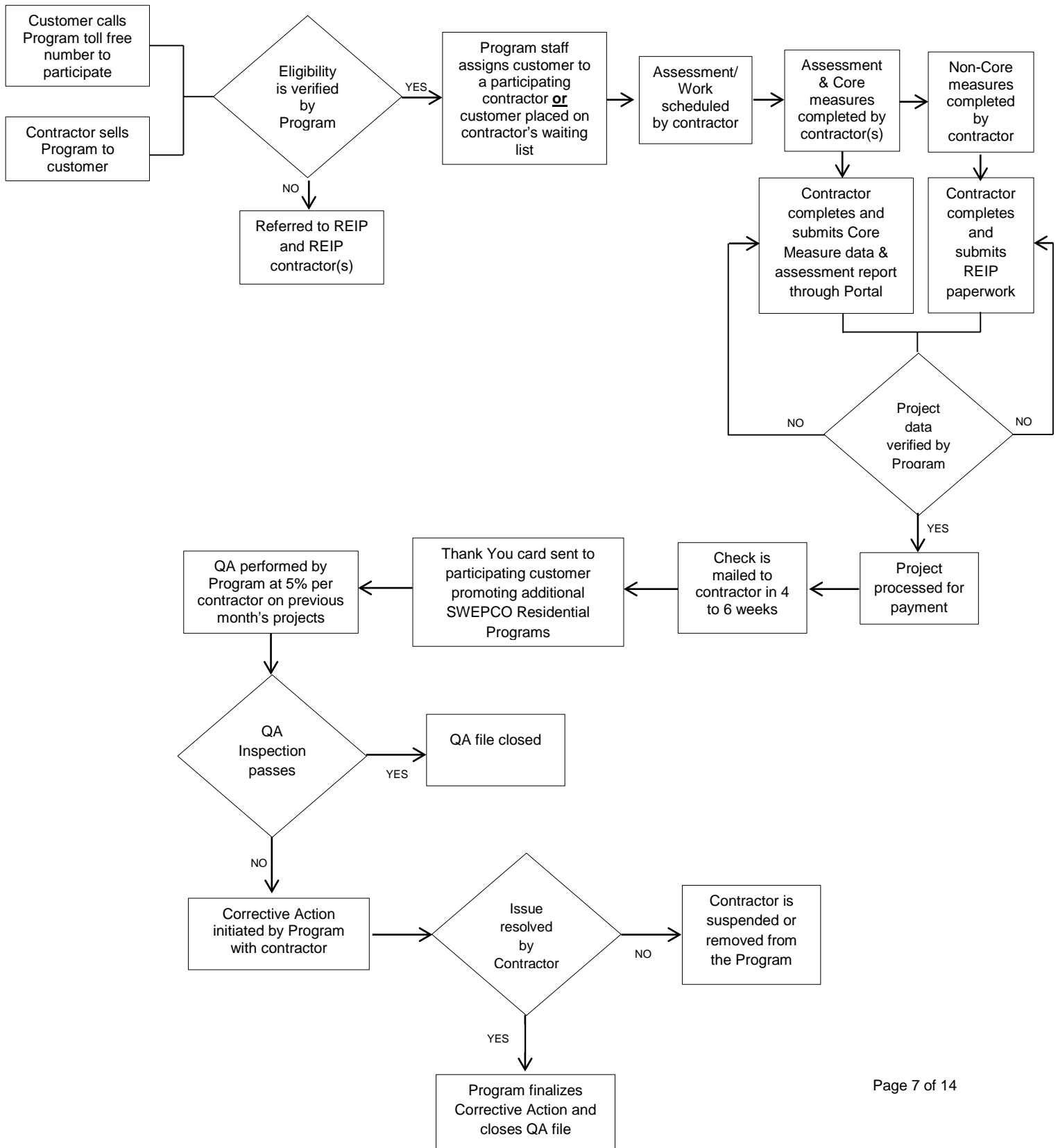
It is the intent of the above company to apply to the 2018 SWEPCO Home Performance with ENERGY STAR® Program via the Request for Qualifications (RFQ) that has been provided. The completed RFQ response is due no later than **5:00 PM central standard time, October 27, 2017**. If for any reason the above company decides not to apply, they will communicate such via email or writing to the contact listed below.

Signature: _____ Date: _____

Please address any questions to:

Jacob Nielson – Program Lead
CLEARResult Consulting
Jacob.Nielson@CLEARResult.com
Phone - 479-439-8627
Fax - 479-234-4972

2018 Home Performance with ENERGY STAR Process



6. Please indicate which region(s) in order of preference that you would like to offer your services (see attached region map):

Region (See Territory Map)	Preference (1-3 scale)
North Region	
Central Region	
South Region	

7. Do you currently have a local office your preferred region? (5 points)

7a. If “no” do you have plans to establish one if awarded work in this program?

7b. If “yes” do your crew(s) live local to the region?

8. How many crews would you like to operate in the program? (2 points)

9. In addition to this program, do you plan to participate in any other utility programs, including any outside of Arkansas? If “yes”, how many programs?

10. Please list all company personnel you anticipate working on this program, their roles and any certifications they currently hold. (Management, office & field) (5 points)

Name	Role	Certifications	Certifications & Expirations

Name	Role	Certifications	Certifications & Expirations

11. Please list all licenses your company currently carries: (5 points)

License & License #	License holder	Expiration

12. Please list all of the Core Program measures your company offers: (3 points each)

Measure	Currently Offering	Will Offer in 2018*	Sub contract	Sub-Contractor Name
Comprehensive Assessment				
Attic Insulation				
Wall Insulation				
Duct Sealing				
Air Sealing				
LED bulb installation				
Low Flow Showerheads				
Low Flow Aerators				

Advanced Power Strips				
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*Will offer in 2018" indicates the contractor will have full capability to offer service Jan 1st 2018

13. Please list all other measures (non-Core) your company offers: (1 point each)

Measure	Currently Offering	Will Offer in 2018*	Sub contract	Sub-Contractor Name
Attic Encapsulation - Foam Insulation				
Crawl Space Encapsulation – Foam Insulation				
HVAC Change outs				
HVAC Tune-ups				
CoolSaver Tune-ups				
ENERGY STAR Windows				
Window Film				
Pool Pump				
Other _____				
Other _____				
Other _____				

*Will offer in 2018" indicates the contractor will have full capability to offer service Jan 1st 2018

14. Based on the above Core Program measures, please indicate the number of quality jobs that each crew would be capable of completing in 2018, both minimum and maximum number of jobs. (5 points)

Crew # or Name	Minimum # of Jobs	Maximum # of Jobs	Region	Notes

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15. What internal education and continuing education unit (CEU) processes do you currently employ internally for your crews and office employees? (5 points)

16. Describe any internal QA/QC processes you currently employ? (5 points)

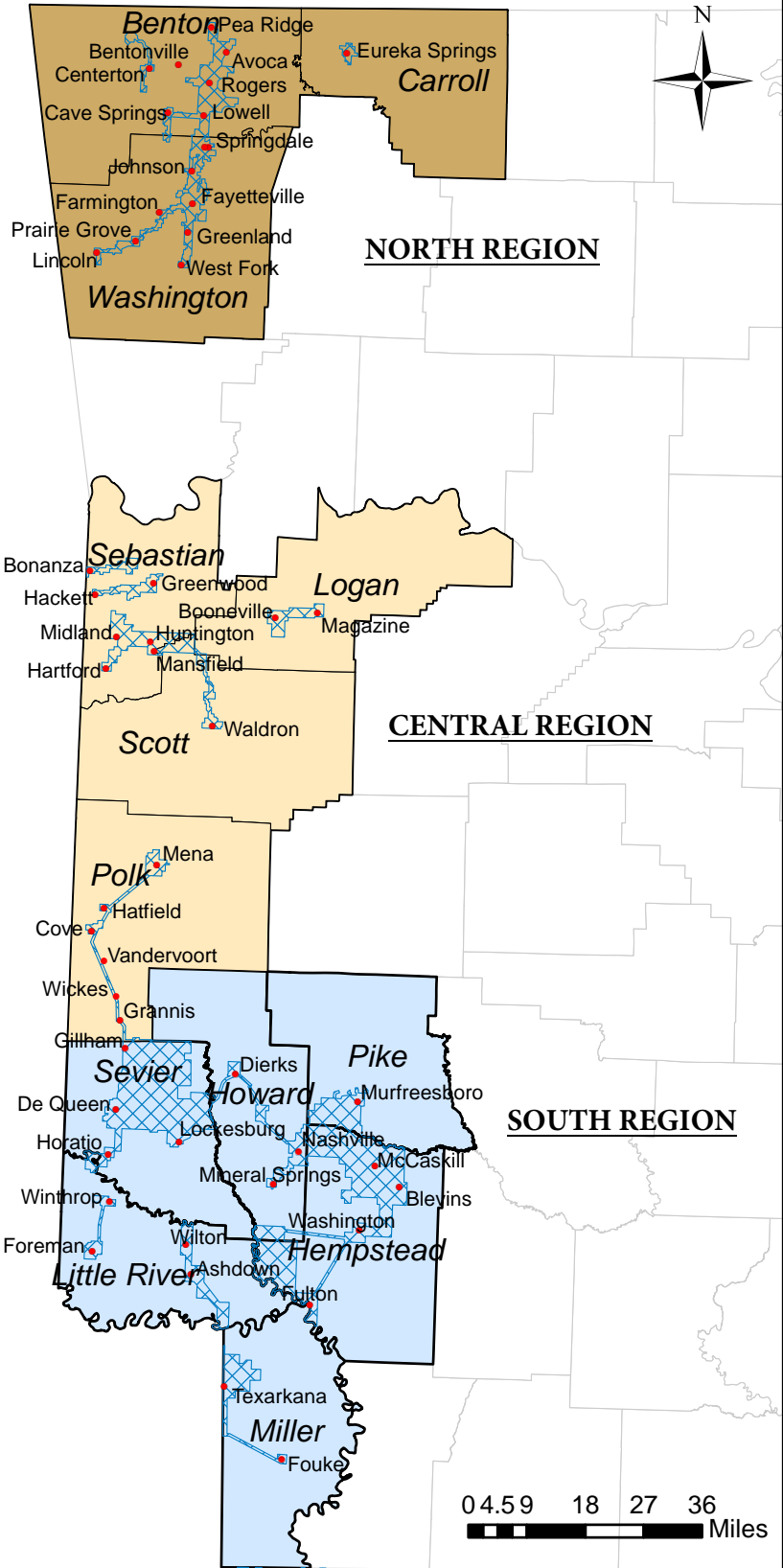
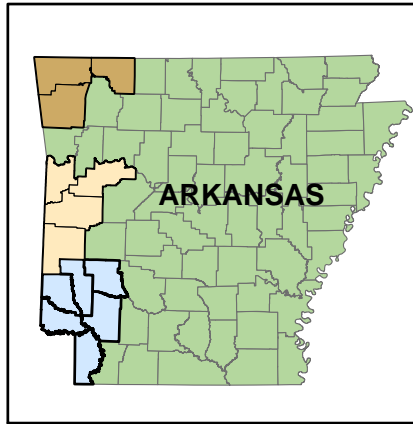
17. Describe what marketing efforts you would implement to secure customers for this program? (5 points)

18. How do you define good customer service? (5 points)

19. Has your company had any on the job safety related incidents while conducting energy efficiency work during the previous three years? (3 points)

20. Any other information you deem helpful to the program that was not covered above? (5 points)

21. Please list three professional references. (5 points)



Legend

- SWEPSCO_Cities
- ▨ SWEPSCO_Territory



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SWEPSCO TERRITORY