



**EFFICIENCY MAINE TRUST
REQUEST FOR PROPOSALS (RFP) FOR
WHOLE HOME HEAT PUMP SOLUTIONS**

RFP EM-015-2021

Date Issued: April 20, 2021

Proposals Due: June 4, 2021 3:00 p.m. Eastern Time (US)

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Separate attachments:

Attachment A – Proposal Cover Sheet Form

Attachment B – Standard Agreement

Attachment C – Project Proposal Cost Form

SECTION 1 – RFP INFORMATION AND INSTRUCTIONS

1.1 Purpose

The Efficiency Maine Trust (the Trust) seeks a qualified contractor or team of contractors to identify and test a whole home heat pump solution that can directly replace an existing heating system in a mobile or stick-built home. This heat pump system should replace 100% of the heat load of an existing structure currently heated by a delivered fuel. The project will include researching and proposing specific equipment that can be placed in existing mobile or stick built homes; recruiting Maine installers and customers to implement the proposed technology; and metering and analyzing data collected from those participants.

The Trust will refer to this request as the Whole Home Heat Pump Solutions RFP.

1.2 Designated Contact Person for this RFP

Dan Mistro
Strategic Initiatives Manager
Efficiency Maine Trust
168 Capitol Street, Suite 1
Augusta, ME 04330-6856
Phone: (207) 213-4152
Email: dan.mistro@efficiencymaine.com

1.3 Schedule

	Milestone	Date/Deadline
1	RFP Issued	04/20/2021
2	Questions Due	05/07/2021
3	Responses to Questions Posted	05/14/2021
4	Proposals Due at Efficiency Maine Trust Office	06/04/2021, 3:00 p.m. Eastern Time (US)
5	Anticipated Award Date	06/14/2021

Schedule changes: The Trust reserves the right to modify this schedule at its discretion. Any changes or additional information regarding the RFP schedule and pre-bid activities, including responses to questions, will be posted on the Trust's website at: <http://www.efficiencymaine.com/opportunities>

1.4 Anticipated Contract Term

The Trust anticipates awarding to a single bidder or team of bidders to cover a period of performance from June 2021 through December 2022.

1.5 Anticipated Contract Budget

This program will be funded through the Trusts innovation program and a budget will be determined contingent on the bids received. The bidder must supply an itemize budget with hourly rates and not-to-exceed costs for management, labor, and equipment to satisfy this RFP. The Trust anticipates 20 homes will be included in this project. However, this number may be expanded depending on the technology (or technologies) identified. Bidders are encouraged to provide a bid for the overall project assuming 20 sites, as well as include a fixed cost per additional site added to the project.

1.6 Proposal Submittal Deadline

Proposals must be received at the Trust's office by the due date and time specified in section 1.3. Any proposal received after the deadline will not be considered. Proposals must be complete when submitted; changes or additions will not be accepted after the specified due date and time, except for any clarifications requested of bidders by the Trust.

1.7 Submitting Questions

It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions. Questions regarding this RFP must be submitted by email to the Designated Contact Person listed in section 1.2 prior to the due date above. The subject line of the email should be: "EM-015-2021 Questions". Responses to questions will be posted on <http://www.energymaine.com/opportunities>. All clarifications and amendments released in regard to the RFP will be posted on <http://www.energymaine.com/opportunities>. It is the responsibility of all interested parties to check this website periodically to obtain clarifications and amendments. Only those clarifications and amendments posted on this website are considered binding.

1.8 Proposal Confidentiality

Bidders should be aware that information provided to the Trust is subject to the Maine Freedom of Access Act (FOAA), 1 M.R.S. §§ 401 et seq., unless there is a specific confidentiality exemption in the Efficiency Maine Trust Act, 35-A M.R.S. §10106. Bidders should assume that all information submitted in response to this RFP will be considered public records available for public inspection pursuant to the Maine FOAA following announcement of an award decision.

1.9 Contract Award

The Trust will notify all bidders of the contract award decision by email. The Trust reserves the right to negotiate the final terms and conditions of the contract award with a winning bidder whose proposal is selected by the Trust, and to reject any winning bidder with whom the Trust cannot agree to terms and conditions meeting the Trust's needs, in the Trust's sole judgment. The Trust reserves the right to reject any proposal that does not meet these requirements.

1.10 Contracting Process

The selection process is governed by the Efficiency Maine Trust Rule Chapter 1: Contracting Process for Service Providers and Grant Recipients, which can be found on the Trust's website: <http://www.energymaine.com/docs/Chapter-1-Contracting-Process-for-Service-Providers-and-Grant-Recipients.pdf>.

1.11 RFP Process – Reservation of Rights

The Trust reserves the right to cancel or extend the RFP process at any time, and to issue clarifications and amendments to the RFP. The Trust also reserves the right to reject noncompliant submissions in response to this RFP. The Trust, in its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to this RFP.

Issuance of this RFP does not commit the Trust to make an award or to pay any costs or expenses incurred by a bidder in connection with preparation of a proposal or response to this RFP.

1.12 Contract Agreement

A copy of the Efficiency Maine Trust Standard Agreement appropriate to this RFP is provided as **Attachment B – Standard Agreement**. This is the standard document that will complete the agreement for

services between the winning bidder and the Trust. Information regarding a customer that has participated or that may participate in a Trust program is deemed confidential by the Efficiency Maine Trust Act. The winning bidder and its agents and subcontractors will be required to execute a nondisclosure agreement. See <http://legislature.maine.gov/statutes/35-A/title35-Asec10106.html> for additional information on related confidentiality restrictions.

1.13 Request for Reconsideration

An aggrieved person may request a hearing for reconsideration of a contract award decision by filing a written petition with the Executive Director of the Trust within 14 calendar days of the notification of the contract award. Each petition to reconsider must meet the requirements specified in Efficiency Maine Trust Rule Chapter 1, Contracting Process for Service Providers and Grant Recipients, Section 5(B), which can be found on the Trust's website under Documents and Services:

<http://www.energymaine.com/docs/Chapter-1-Contracting-Process-for-Service-Providers-and-Grant-Recipients.pdf>

SECTION 2 – BACKGROUND INFORMATION

2.1 Efficiency Maine Trust

The Trust is the independent administrator for programs to improve the efficiency of energy use and reduce greenhouse gases in Maine. The Trust does this primarily by delivering financial incentives on the purchase of high-efficiency equipment or changes to operations that help customers save electricity, natural gas and other fuels throughout the Maine economy. The Trust is a quasi-state agency governed by a Board of Trustees with oversight from the Maine Public Utilities Commission.

2.2 Background and Context

The Trust's Innovation Program provides funding to support pilot projects that demonstrate new types of energy efficiency, conservation, or alternative energy measures or new strategies for using or promoting such measures. The program focuses on measures or strategies that show significant potential to be cost effective and provide energy or greenhouse gas savings but that are not yet well understood or established in the marketplace. The measures piloted may or may not prove to be cost-effective or popular in the Maine marketplace. Part of the purpose of the Innovation Program is to use smaller pilot projects to generate findings of cost-effectiveness and market demand before making larger investments on incentives and program delivery.

In June 2019, Governor Janet Mills signed Maine L.D. 1766 - *An Act To Transform Maine's Heat Pump Market to Advance Economic Security* into law. This legislation outlined a path towards installing 100,000 new high-performance heat pumps in Maine over a five-year period. These new heat pumps will join over 45,000 others previously operating in homes and businesses across the state. Additionally, the Maine Climate Council (MCC) has created goals in their four-year action plan to have heat pumps in 245,000 Maine homes by 2030, including 115,000 homes using a whole home heat pump solution for heating. Efficiency Maine would like to explore options to transition homes to whole home heat pump solutions when their current combustion-based system reaches end of life. The focus of this pilot will be on stick-built or mobile homes with delivered fuels.

2.3 Additional Sources of Information

Following are links to additional information that bidders may find helpful in preparing a response to this RFP:

TITLE	LOCATION (link)
Efficiency Maine Trust website	www.energymaine.com
Existing Efficiency Maine Heat Pump Programs	https://www.energymaine.com/heat-pumps/
MCC four-year action plan	https://climatecouncil.maine.gov/future/sites/maine.gov/future/files/inline-files/MaineWontWait_December2020_printable12.1.20.pdf

SECTION 3 – SCOPE OF WORK

Following is a task-by-task description of the work covered by this RFP. As explained in section 4.3, below, bid proposals must reflect the bidder's plan, approach, capacity for each task and describe related experience.

3.1 Overview and Objectives

This RFP seeks a contractor or team of contractors to identify whole home heat pump solutions that can directly replace existing delivered fuel heating systems. The project will include researching and proposing specific equipment that can be placed in existing mobile or stick built homes; recruiting Maine installers and customers to implement the proposed technology; and metering and analyzing data collected from those participants.

3.2 Awardee Expectations

At a minimum, the winning bidder must conduct the following activities:

- Propose a plan to identify equipment that satisfies the requirements outlined in section 3.3 of this RFP;
- Recruit installers who are willing and able to install the equipment selected;
- Administer installation costs to the installers participating in the project on behalf of the Trust;
- Recruit Maine residents who are deemed eligible, outlined in section 3.3 of this RFP;
- Measure heat produced and energy consumed from heat pumps systems at homes participating in the project;
- Survey participants of this project on behalf of the Trust;
- Clean and analyze all collected data; and
- Summarize results in a final write-up.

3.3 Project Objective

The winning bidder must research and implement a whole home heat pump solution to the Trust that satisfies the following objectives:

- Directly replaces a delivered fuel heating system that serves the entirety of a mobile or stick built home's heating needs;
- Serves as the only heating source in the home;
- Maintains a comfortable temperature throughout a harsh Maine winter;
- Includes insulation and air sealing measures, if needed for the heat pump to meet the design load, provided the overall project is still cost-effective;
- Able to be metered for consumption as proposed by the bidder; and
- Goes beyond the simple installation of multiple ductless heat pumps alone.

For a home to be eligible for this project, it needs to be:

- An existing mobile home or stick-built structure;
- Located in the state of Maine;
- Occupied throughout the winter heating season; and
- Currently meeting its heating needs entirely by a delivered fuel.

The Trust anticipates 20 homes will be included in this project. However, this number may be expanded depending on the technology (or technologies) identified. Bidders are encouraged to provide a bid for the overall project assuming 20 sites, as well as include a fixed cost per additional site added to the project.

3.4 Project Task Descriptions

Task 1: Project Kickoff Meeting

The winning bidder, in consultation with the Trust, will organize and facilitate a Project Kickoff Meeting to be held at the Trust's offices with virtual participation as appropriate. The purpose of the meeting is for the Trust and the contractor to establish a common understanding of the deliverables, the overall project schedule, and expectations regarding the conduct of the program, and to provide the foundation for development of the work plan. At a minimum, this meeting should include discussion of the proposed statement of work and schedule, initial data requests, and communication protocols and expectations.

Task 1 Deliverable: *Kickoff Meeting materials*

Task 2: Project Implementation Plan

The awardee must develop a detailed Project Implementation Plan that details the specific approach, schedule, and quality assurance plan for each task, sub-task and deliverable required in the proposed project and consistent with the objectives of this RFP.

Task 2 Deliverable: *Project Implementation Plan*

Task 3: Qualifying Equipment Report

The awardee is expected to research and propose whole home heat pump solutions that would meet the requirements of this RFP. The Trust will work with the awardee to refine a list of requirements to help narrow the search to the optimal equipment. The awardee will make a recommendation on the best equipment to move forward with. Based on the results of this report the Trust and the successful bidder will adjust the equipment budget for the project.

Task 3 Deliverable: *Qualifying Equipment Report and Recommendation*

Task 4: Installer and Customer Recruitment

The winning bidder, in consultation with the Trust, will work with local Maine installers to ensure that they are familiar with the solution(s) proposed in the RFP. The bidder, with the assistance of participating installers, will also need to recruit customers for which the selected equipment is eligible for in satisfying this RFP. The Trust can aid in outreach for recruitment and will make final approvals on the customers selected.

Task 5: Equipment and Meter Installation

The participating installers will need to install the equipment and metering solution proposed by the bidder to this RFP. The heat pump system should be installed per all manufacturer recommendations and the meters should capture all isolated electric consumption from system.

Task 6: Meter Recovery and Analysis

The bidder is required to recover all meters from the field and analyze the electric consumption of the equipment. The consumption should be compared with heating degree day (HDD) data from a monitoring station close to the participant. Conclusions should be drawn on electricity consumed, and heat produced per heating season and per HDD that can be compared to conventional heating equipment.

Task 6 Deliverable: *All project metering data*

Task 7: Participant Surveys

All installers and customers should be surveyed on their experience installing and using the equipment. The installer survey should compare installation and maintenance ease compared to ductless mini split heat pumps. Customers surveys should ask about comfort, ease of use, and perceived consumption that can be compared with metered data. The data should be analyzed and prepared for the final report.

Task 7 Deliverable: *Draft and finalize survey, gather responses, and provide data*

Task 8: Write Up and Reporting

The bidder is required to summarize all the data found from the metering and survey results. This write up should receive input from the Trust before completion all supporting data should be filed with the final deliverable.

Task 8 Deliverable: *Final Report and all accompanying data is Microsoft Word and Excel formats*

Project Deliverables

The winning bidder must complete all requirements specified in the Scope of Work in a timely manner. Specific deliverables may include, but are not limited to, the following:

1. Draft and Finalize Kick off Meeting materials
2. Project Implementation plan
3. Qualifying equipment report and recommendation
4. Program Modification with delivery strategies plan
5. Draft and finalized participant surveys
6. Original metered and surveyed data files and final, cleaned data and analysis files resulting from the project activities
7. Final write-up of the data collected

The contractor(s) must commit to completing all tasks within the time frames established in the proposal (see item 6 under section 4.3, Statement of Work) and as approved by the Trust. The contractor(s) must provide the Trust with electronic copies of all deliverables in Microsoft Office software format or other appropriate format approved by the Trust.

SECTION 4 – PROPOSAL REQUIREMENTS

4.1 Proposal Packaging and Physical Contents

Proposals must be delivered to the Trust electronically to the designated contract person for this RFP, defined in section 1.2. The email should be titled “EM-015-2021 Submission”. All proposals must adhere to the instructions and format requirements outlined in this RFP and the written supplements and amendments issued by the Trust.

The proposal submission must be provided in Microsoft Word and/or PDF format and a copy of Attachment C must be provided in Microsoft Excel format.

4.2 Format Requirements

Proposals will be evaluated for adherence to the following format requirements:

- Proposals must be typewritten.
- Pages must be numbered.
- Unnecessary attachments (e.g., any attachments beyond those sufficient to present a complete, comprehensive, and effective proposal) will not be considered in the evaluation of the proposal.
- Proposals must adhere to prescribed page limits specified in this RFP. The Trust values concise proposals.

4.3 Content and Organization Requirements

The proposal must include the following contents, which should be presented in the following order:

1. Proposal Cover Sheet Form

- Include a completed, signed Proposal Cover Sheet Form, which is provided in Attachment A of the Request for Proposals.
- Proposals that include teaming arrangements must designate one party as the lead bidder.

2. Table of Contents

3. Letter of Transmittal (1 page)

Include a brief Letter of Transmittal, on company letterhead, signed by an appropriate officer of the lead bidder who can bind the company to a contract.

4. Letters of Commitment (1 page each)

If the proposal involves any subcontractors, include a letter of commitment from each subcontractor, signed by an appropriate officer of the subcontractor who can bind the company to a contract. Include a statement certifying that the provision of services to the Trust will not result in a conflict of interest.

5. Introduction (3 pages maximum)

Summarize understanding of the services requested in the RFP and proposed approach to fulfilling the requirements of this RFP. Briefly describe the proposed project team and qualifications.

6. Statement of Work (15 pages maximum)**a. Overview of Proposed Whole Home Heat Pump Solution Research**

Describe how the research into qualifying technology will be carried out and the methods that will be used to determine whether the equipment meets the needs of this RFP. This should include the roles of any additional subcontractors who will be involved in the research, if relevant.

b. Overview of Proposed Metering Plan

Describe metering technology will be used, and what data will it gather. Provide supporting detail as to why this configuration was chosen.

c. Overview of Install and Customer Recruitment Plan

Describe any relevant strategies for recruiting installers and customers to participate. We anticipate the installers will need to be compensated for learning to install a new technology as well as the installation itself. We do not anticipate the customers will need any further incentive beyond a brand-new heating system.

d. Plans for Data Collection and Analysis

Describe all methods of data collection and analysis that will be used to satisfy this RFP. The Trust anticipates that all data can be collected from metering equipment and participant surveys. The bidder should also describe how the conclusions of the project will be drawn.

7. Qualifications, Staffing and Management (10 pages maximum)**a. Corporate Qualifications**

Describe the bidding team's qualifications, including brief descriptions of past experience on contracts of similar scope and size. For each, provide the client name, the results achieved, and how the work is relevant to the current RFP.

b. Individual Qualifications

For each staff member that is bid on the project, please provide a brief narrative that includes a description of the individual's role on this project and a summary of his or her relevant education, training, experience and expertise. Include resumes in Appendix B.

c. Organizational Chart

Provide an organizational chart of the proposed team for the program. The chart should identify key team members where identified, their roles, and relationships between staff and organizations (the Trust, the contractor, and any subcontractors). Clearly indicate the day-to-day primary point of contact for the Trust as well as the lead executive contact.

d. Financial capability

Disclose and provide details regarding any bankruptcy petition (whether voluntary or involuntary), receivership, insolvency event, or similar adverse financial circumstance suffered or incurred by bidder (or any predecessor entity) within the three years preceding the date of submission of this proposal. Disclose and provide details regarding any litigation, arbitration, or administrative proceedings involving bidder within the three years preceding the date of submission of this proposal in which the amount claimed or adjudged against bidder exceeded \$50,000.

8. Cost Proposal (use Project Cost Form provided)

Provide a time-and-materials with a not-to-exceed cost proposal for the Statement of Work for the entire project, using the Project Proposal Cost Form (Attachment C) provided with the RFP. Any costs not included on this form will be disallowed.

9. Appendices**a. Appendix A - References**

Provide a list of references for the lead bidder and any subcontractors included in the bid. At least three references must be provided for each organization included in the bid. For each reference, please provide current contact information (name, company, telephone number, and email address) and a brief description of the work conducted for the reference and its relevance to the current RFP. If evaluations of bidder's programs are available, please provide a list of them that includes the report title, author/independent evaluator, publication date, and URL (or filename if provided electronically) for accessing the report.

b. Appendix B - Resumes

Provide resumes of key project team members. Key project team members identified in the proposal must be dedicated to the proposed project in the role proposed. Any substitutions of key project team members must be approved by the Trust.

SECTION 5 – PROPOSAL EVALUATION CRITERIA

Proposals that meet the requirements established in the RFP will be evaluated by a proposal review team. The Trust reserves the right to decide whether a proposal is acceptable in terms of meeting the requirements of this RFP and to accept or reject any or all proposals received.

In evaluating proposals, the Trust reserves the right to take any of the following steps, with respect to either all of the proposals received or to a subset of proposals selected as superior to the others: (1) consult with prior clients on the performance of the bidder or of particular persons proposed for this bid; (2) schedule presentations or interviews with representatives of the bidder or persons proposed for the project; (3) conduct a review of past performance, including a review of reports, analyses, or other materials that would reflect the bidder's performance; and, (4) request additional data or supporting material.

5.1 Evaluation Criteria

In evaluating proposals submitted in response to this RFP, the proposal review team will use the following criteria:

Scoring Category	Maximum Points
1. Statement of Work <ul style="list-style-type: none"> a. Does the Statement of Work present a comprehensive, sound approach for accomplishing the requirements of this RFP? b. Is the Statement of Work thorough, specific and responsive to the requirements and details specified in the RFP? c. Does the proposal demonstrate a clear understanding of the Statement of Work and the Trust's expectations? d. Does the Statement of Work reflect best practices in delivering the specific programs described in this RFP? 	30
2. Staff and Organization Qualifications <ul style="list-style-type: none"> a. Is the proposed project staffing plan clear, well-defined, appropriate and realistic for the scope of the services requested? b. How qualified are the proposed personnel in terms of skills, expertise and experience relevant to this program? c. How qualified are the proposed organizations (lead bidder and subcontractors) in terms of demonstrated experience and capacity to execute this type of program? 	30
3. Project Cost/Budget <ul style="list-style-type: none"> a. Are appropriate resources being devoted? b. How does the total bid cost compare to other comparable proposals? c. Is the proposed budget consistent with the requested Statement of Work? d. How do the quoted rates compare to other comparable proposals? 	30
4. Overall Quality and Responsiveness <ul style="list-style-type: none"> a. What is the overall quality of the proposal submission, including: completeness, clarity, attention to detail, adherence to instructions and lack of errors? b. Does the proposal reflect and respond to the Trust's priorities? 	10
Total	100