

## ADDENDUM No. 2

### RFP No. 23-49

#### Administrator of Home Energy Advisor Program

**Due: October 3, 2023 at 3:00 P.M. (local time)**

The information contained herein shall take precedence over the original documents and all previous addenda (if any) and is appended thereto. **This Addendum includes three (3) pages.**

**The Proposer is to acknowledge receipt of this Addendum No. 2, including all attachments in its Proposal by so indicating in the proposal that the addendum has been received. Proposals submitted without acknowledgement of receipt of this addendum may be considered non-conforming.**

**The following forms provided within the RFP Document should be included in submitted proposal:**

- **Attachment C – City of Ann Arbor Non-Discrimination Declaration of Compliance**
- **Attachment D - City of Ann Arbor Living Wage Declaration of Compliance**
- **Attachment E - Vendor Conflict of Interest Disclosure Form of the RFP Document**

**Proposals that fail to provide these completed forms listed above upon proposal opening may be rejected as non-responsive and may not be considered for award.**

#### II. QUESTIONS AND ANSWERS

The following Questions have been received by the City. Responses are being provided in accordance with the terms of the RFP. Respondents are directed to take note in its review of the documents of the following questions and City responses as they affect work or details in other areas not specifically referenced here.

Question 1: Is there a certain number of participants the City is targeting to assist through this program?

Answer 1: We anticipate the number of participants will fluctuate at any given time (seasonally and annually) and expect the Administrator to be able to adapt to fluctuating volume. That said, similar programs researched have seen 300-800 participants per year.

Question 2: Are there similarities between this program, and the one in Holland, MI?

Answer 2: We have looked at Holland's program, as well as the program I Heart My Home in New Haven CT as we crafted the pilot. The pilot materials in Addendum 1 demonstrate the scope and design of the Home Energy Advisor, which includes the lessons learned through these other programs.

Question 3: Will the Administrator be evaluated based on GHG emissions targets?

Answer 3: Metrics for evaluation are included in the RFP. Emissions reductions will be tracked, but the success of the program will be determined based on the factors outlined in the RFP.

Question 4: Do you anticipate local rebates will be combined with state and federal and utility rebates?

Answer 4: Yes. The City has also issued an RFP for a municipal rebate administrator. The

rebates the City will be offering for home energy efficiency, electrification and renewables will be additional to those offered elsewhere, and the Home Energy Advisor program will be expected to help residents locate and stack rebates and incentives, including income-qualified programs. We anticipate the Home Energy Advisor Administrator and Rebate Administrator to work closely together for a seamless resident experience.

Question 5: Are there synergies between this program and the recently passed HERD ordinance in Ann Arbor?

Answer 5: HERD (Home Energy Rating Disclosure) will require sellers to obtain a DOE HES (Home Energy Score) and disclose that score at the time of listing. The City will be encouraging residents to obtain HES scores more broadly, and prior to listing times. The Home Energy Advisor Pilot utilized a SnuggPro energy modeling tool that complies with the HES and can be utilized to produce an HES score by a certified HES rater. As such, we expect that the Home Energy Advisor Program will offer Home Energy Assessments, but they will not be responsible for implementing the requirements of HERD.

Question 6: Will there be targeted focus on lower-income and marginalized communities, or is this “open for all?”

Answer 6: The Home Energy Advisor Program will be open to all residents of the City of Ann Arbor. However, the City plans direct and targeted outreach to front-line communities and our most energy-burdened households first and foremost, in alignment with our A<sup>2</sup>ZERO goals.

Question 7: Will the Home Energy Advisor be providing the expert advice while the City is running a concierge program? Or is the Advisor program to be providing the whole structure?

Answer 7: The Home Energy Advisor Program will be a one-stop shop that provides intake, customer service, technical advice and all services outlined in the RFP. The experience for the resident, however, will be seamless in that the A<sup>2</sup>ZERO branding will be forefront, and the residents will experience the engagement as a part of A<sup>2</sup>ZERO. City staff will be available to support the Home Energy Advisor Program but the Administrator needs to ensure it has competencies on staff to adhere to all the requirements as outlined in the RFP.

Question 8: How will the city of Ann Arbor handle / how should the Program Admin be expected to handle a volume of calls significantly higher than expected / budgeted for? e.g., what if there are 1000 people interested in the first six months?

Answer 8: If the volume of calls temporarily exceeds expectations and capacity, the City anticipates working with the Administrator to create a wait list and procedure for addressing the influx of interest in a timely manner.

Question 9: Is there a target number of participants either annually or throughout the life of the program, and to what extent will the City of AA lean on the Program Admin to support marketing and outreach to reach those goals?

Answer 9: The City aspires to reach 500-800 participants per year. The City will lead outreach and marketing, particularly in the first 6 months, with support from the Administrator increasing after that.

Question 10: Does the city have any information they can share about the budget for this program?

Answer 10: The City has currently budgeted \$300,000 for this program.

Question 11: Are digital signatures acceptable for the hard copy submissions?

Answer 11: Yes

Question 12: Are you looking for a flash drive with one (1) digital copy of the Fee Proposal to be included in the sealed Fee Proposal envelope along with the two (2) hard copies?

Answer 12: One flash/USB drive that contains both the Technical Proposal and Fee Proposal would suffice. And please provide two printed copies of the Fee Proposal.

Question 13: What are the requirements for customer eligibility for rebates and assessments. Do they have to have an electric utility account or be on the current utility key grid? Are gas customers eligible for more efficient gas measures?

Answer 13: Assessments are available to all Ann Arbor residents. Rebates will be applicable according to the specifics of the rebates provided (eg: DTE, municipal, IRA). Path to Zero (decarbonization recommendations) provided by the Home Energy Advisor Administrator will not include gas unless full electrification is not possible for extenuating reasons, and RECs could be considered for that particular household, though this should be rare.

Offerors are responsible for any conclusions that they may draw from the information contained in the Addendum.