



Request for Proposals

Peninsula Clean Energy, a California Joint Powers Authority, is seeking proposals from interested vendors for Low-Income Home Upgrade & Electrification Program.

Updated October 19, 2020 (see highlights in yellow)

Responses are due Friday, November 20, 2020 at 5pm Pacific Time.

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1 RFP OVERVIEW

Peninsula Clean Energy (PCE) programs include advancing transportation and building electrification, resilience and load shaping, and other clean energy initiatives. This Request for Proposals (RFP) seeks offers from qualified providers to administer and implement a low-income home upgrade and electrification program. Peninsula Clean Energy will evaluate the offers received from this RFP and plans to negotiate and execute a contract with the selected proposer. The contract will be taken to Peninsula Clean Energy's Board of Directors for final approval.

This RFP-

- Provides general background on Peninsula Clean Energy
- Describes the service sought by Peninsula Clean Energy (scope of work)
- Provides an opportunity for Proposers to describe their qualifications and experience and explain how they can contribute to services requested.

2 ABOUT PENINSULA CLEAN ENERGY

Peninsula Clean Energy, a community choice energy aggregator, is San Mateo County's official electricity provider. Formed in February 2016, Peninsula Clean Energy is a joint powers authority, consisting of the County of San Mateo and all twenty of its towns and cities. Peninsula Clean Energy provides cleaner and greener electricity, and at lower rates, than the incumbent investor-owned utility (IOU), Pacific Gas & Electric Company (PG&E). Peninsula Clean Energy plans for and secures commitments from a diverse portfolio of energy-generating resources to reliably serve the electric energy requirements of its customers over the near-, mid-, and long-term planning horizons. It is one of only three Community Choice Aggregators in California to obtain investment-grade credit ratings. Peninsula Clean Energy's programs include advancing the adoption of electric vehicles and transitioning building fossil fuel uses to low carbon electricity. For more information on Peninsula Clean Energy, please go to www.peninsulacleanenergy.com.

As part of its mission-driven, collaborative, not-for-profit, locally-focused roots, Peninsula Clean Energy is committed to two key organizational priorities:

- Design a power portfolio that is sourced by 100% carbon-free energy by 2025 that aligns supply and consumer demand on a 24 x 7 basis
- Contribute to San Mateo County reaching the state's goal to be 100% greenhouse gas-free by 2045

and to the following strategic goals:

- Secure sufficient, low-cost, clean sources of electricity that achieve Peninsula Clean Energy's priorities while ensuring reliability and meeting regulatory mandates
- Strongly advocate for public policies that support Peninsula Clean Energy's Organizational Priorities
- Implement robust energy programs that reduce greenhouse gas emissions, align energy supply and demand, and provide benefits to community stakeholder groups
- Develop a strong brand reputation that drives participation in Peninsula Clean Energy's programs while ensuring customer satisfaction
- Employ sound fiscal strategies to promote long-term organizational sustainability
- Ensure organizational excellence by adhering to sustainable business practices and fostering a workplace culture of innovation, diversity, transparency, and integrity

3 RFP SCHEDULE

RFP schedule was extended on October 19, 2020. The dates below reflect the updated dates.

| Event | Date |
|--|---|
| RFP issued | Wednesday, September 23, 2020 RFP updated October 19, 2020 |
| Deadline for Proposers to submit questions | Friday, November 6, 2020 |
| Responses to questions received published on PCE's website | Wednesday, November 11, 2020 |
| Deadline for Proposers to submit proposals | Friday, November 20, 2020 at 5pm Pacific Time |
| Possible interviews of top Proposers | Tuesday-Friday, December 1-4, 2020 |
| Anticipated date PCE will notify awardee | Tuesday, December 11, 2020 |
| Anticipated date for Board approval of contract | Thursday, December 17, 2020 |

- Question & Answer:** Proposers may submit questions concerning the RFP at programs@peninsulacleanenergy.com. All questions and answers will be shared with all Proposers and will be posted on PCE's website. Questions received in advance of the deadline will be responded to in advance of the response date where feasible.
- Offer Review:** Peninsula Clean Energy will evaluate all Offers according to the criteria listed below.

4 PROPOSAL SUBMITTAL

Proposals must be received on or before the above deadline and submittal must be by email to programs@peninsulacleanenergy.com with the subject "Proposal - <Vendor Name> - Low-Income Home Program".

By participating in Peninsula Clean Energy's RFP process, a Proposer acknowledges that it has read, understands, and agrees to the terms and conditions set forth in these RFP Instructions. Peninsula Clean Energy reserves the right to reject any offer that does not comply with the requirements identified herein. Furthermore, Peninsula Clean Energy may, in its sole discretion and without notice, modify, suspend, or terminate the RFP without liability to any organization or individual. The RFP does not constitute an offer to buy or create an obligation for Peninsula Clean Energy to enter into an agreement with any party, and Peninsula Clean Energy shall not be bound by the terms of any offer until Peninsula Clean Energy has entered into a fully executed agreement. Only electronic submittals will be accepted.

5 CONTENT OF RESPONSE

Interested vendors must submit the following documents (except those marked “Optional”) to be considered for awarding of this proposal:

1. **Cover Letter with the following elements (1 pg.):**

- Reference to this RFP
- Legal business name, address, telephone number, and business status (corporation, limited partnership, individual, etc.).
- Name of vendor’s representative with respect to this RFP along with telephone number and email address.
- A signature of an authorized individual.

2. **Approach (10 pg. max):**

- Approach and methods for achieving the Scope of Work described below (Section 11).
- Goals and measurable objectives. This may include discussion of the appropriateness or feasibility of proposed PCE goals and approach.
- Characterization of homes most in need of these services in San Mateo County that could best be served by this program (e.g. how many low-income homes, demographics, any statistics on home conditions and problems, etc.).
- Metrics: Targeted metrics on outreach and homes served with timeframes.
- Proposed approach for maximizing third party funding opportunities, such as funding from other existing programs or sources.
- Technical approach for individual projects including types of measures and anticipated funding levels.
- Key challenges and resolutions.
- Staffing plan and project team structure. Project team must include installation contractor(s) who will execute PCE-funded measures. The installation contractor to execute electrification measures, such as heat pump water heater or HVAC heat pump, must be a union contractor. Strong preference will be given to San Mateo County-based union contractors.
- Details on approach on workforce development and training and recruitment practices such as recruitment from low income or disadvantaged communities. Proposer should

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review PCE's Sustainable Workforce Policy and highlight any ways in which the project team will implement practices, or continue existing practices, that align with PCE's Sustainable Workforce Policy.

3. **Qualifications and Experience (4 pg. max):**

- A brief summary of vendor's history and background.
- A summary of similar projects completed or worked on recently in California.
- A summary of project and/or program experience within San Mateo County.
- Existing community relationships with relevant stakeholders in San Mateo County, such as low-income residents and/or community-based organizations who work with low-income community members.
- Familiarity with state and regional energy efficiency, home improvement, and low-income programs.
- Identification of relevant licenses and certifications.
- A summary of the installation contractor's experience with electric technology, especially heat pump technology

4. **Proposed Schedule** (table or chart, 1 pg. max)

5. **Cost Proposal** (2 pg. max, include rate schedule)

6. **Project staffing and credentials** (no page limit)

7. **References:** Contact information for three (3) references from work performed in the last three years. Please include scope of work, dates of contract, contract amount, contact person, telephone number, and email address.

8. **Confirmation of acceptance of contract terms** or explanation of proposed contract modifications (see Agreement terms)

9. **Certificates of Insurance for the following coverages:**

- Commercial General Liability – for bodily injury, property damage, and personal injury \$1,000,000 – each occurrence \$2,000,000 – in aggregate
- Business Automobile Liability – “any auto” (Company Vehicles) – At least \$1,000,000
- Personal Automobile Liability – “any auto” (Personal Vehicles) – At least \$500,000
- Worker's Compensation and Employer's' Liability (EPL)– injury or death,
- each accident At least \$1,000,000 (EPL not required for Sole Proprietor)

10. **Supplier Diversity Questionnaire (Optional):** Peninsula Clean Energy's Supplier Diversity Questionnaire is attached to this RFP. Please note, your response (or lack thereof) will have no impact on your contract status or eligibility to work with Peninsula Clean Energy in accordance with state law.

6 REVIEW AND SELECTION PROCESS

Evaluation will be based on a combination of quantitative and qualitative criteria. Peninsula Clean Energy will evaluate each Offer against these criteria and select a subset of Offers to move to the Shortlist phase. The most qualified individual or firm will be recommended by the RFP Evaluation Committee based on the overall strength of each proposal and the evaluation is not restricted to considerations of any single factor such as cost. The criteria used as a guideline in the evaluation will include, but not be limited to, the following:

1. Completeness of the proposal, including clarity of understanding of the scope of services to be provided and appropriateness of the proposed approach/methods
2. Qualifications and experience of the firm and staff, and adequacy of the staffing plan
3. Past work experience, especially with underserved or low-income communities
4. Relevant community relationships in San Mateo County
5. Familiarity state and regional energy efficiency, home improvement, and low-income programs and approach for leveraging these funding sources
6. Demonstrated ability to maximize benefits and reach of the program including overall cost effectiveness
7. Project team's alignment with PCE's Sustainable Workforce Policy and requirements outlined above, including use of union labor for electrification measures. Preference will be given to project teams with installation contractors who:
 - Use union labor (requirement for electrification measures)
 - Are San Mateo County-based
 - Recruit from low income or disadvantaged communities
 - Support workforce development and training opportunities
8. Quality of references
9. Exceptions to PCE's contract template or insurance requirements

7 AGREEMENT TERMS

Awardees will be required to enter into a contract using Peninsula Clean Energy's standard contract terms. Modification of the contract terms may be proposed by the Proposer for consideration by Peninsula Clean Energy but are not guaranteed to be accepted. Rejection of the final terms from Peninsula Clean Energy is grounds for disqualification. Shortlisted participants will be required to provide any redlines to the standard terms ahead of the interview phase.

Peninsula Clean Energy's standard contract terms are available for review here (subject to change): <https://www.peninsulacleanenergy.com/current-rfp-rfo/>

NOTE: Due to the nature of this program, the following clause will be added to the standard contract template shown on the website. Please include this text in the contract template if proposing modifications to the contract terms.

To be added to Section 8 (Hold Harmless) of the standard template contract:

b. Release and Hold Harmless in Customer/Subcontractor Contracts

PCEA shall have the opportunity to review, prior to their execution, any contracts executed by Contractor to implement this Agreement. In addition, unless waived in advance in writing by PCEA, any such contracts shall contain the following terms:

c. Release of Claims Against, and Hold Harmless of, Peninsula Clean Energy Authority

Customer/Subcontractor also discharges and releases the Peninsula Clean Energy Authority (PCEA) and its officers, employers, employees, and agents from and against any and all claims, demands, liabilities, obligations, damages or chose in action, legal or equitable, of whatever kind or nature, including negligence by PCEA, in which Customer/Subcontractor, and Customer/Subcontractor's successors in interest, heirs, estates or personal representatives, or family members, now may have or assert, or may have had in the past or may have in the future, against PCEA as the result of, based upon, arising out of, or connected with PCEA's involvement with the Project. Customer/Subcontractor is on notice of and hereby specifically and expressly waives the provisions of California Civil Code § 1542, which provides that a "general release does not extend to claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected his settlement with the debtor."

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Customer/Subcontractor also agrees to indemnify and hold harmless PCEA from any and all claims, actions, suits, procedures, costs, expenses, damages, and liabilities, including attorney's fees and costs, brought as a result of PCEA's involvement with the Project, and to reimburse PCEA for any such expenses incurred.

For purposes of this provision, PCEA is hereby intended to be a third-party beneficiary of any and all contracts executed by Contractor to implement this Agreement, pursuant to California Civil Code § 1559.

8 INCLUSION OF NON-PARTICIPATING AGENCIES

This section was added September 28, 2020.

Peninsula Clean Energy is asking all responding vendors to indicate their willingness to extend the terms of resulting contracts, inclusive of price, to other interested California-based municipalities, municipally-owned utilities and community choice energy programs. While this clause in no way commits these agencies to contract with Peninsula Clean Energy's awarded consultant, nor does it guarantee any additional orders will result, it does allow other agencies, at their discretion, to make use of PCE's competitive process (provided said process satisfies their own procurement guidelines) and purchase directly from the awarded contractor. All purchases made by other agencies shall be understood to be transactions between that agency and the awarded vendor; Peninsula Clean Energy shall not be responsible for any such purchases.

9 SUPPLIER DIVERSITY

Consistent with its strategic goals, Peninsula Clean Energy has a strong commitment to foster a work environment that espouses sustainable business practices and cultivates a culture of innovation, diversity, transparency, integrity, and commitment to the organization's mission and the communities it serves. As part of that goal, Peninsula Clean Energy strives to ensure its use of vendors and suppliers who share its commitment to sustainable business and inclusionary practices.

To help ensure an inclusive set of vendors and suppliers, Peninsula Clean Energy's policy requires it to:

1. Strive to use local businesses and provide fair compensation in the purchase of services and supplies;
2. Proactively seek services from local businesses and from businesses that have been Green Business certified and/or are taking steps to protect the environment; and
3. Engage in efforts to reach diverse communities to ensure an inclusive pool of potential suppliers.

General Order 156 (GO 156) is a California Public Utilities Commission ruling that requires utility entities to procure at least 21.5% of their contracts with majority women-owned, minority-owned, disabled veteran-owned and LGBT-owned business enterprises' (WMDVLGBTBEs) in all categories. Qualified businesses become GO 156 certified through the CPUC and are then added to the GO 156 Clearinghouse database.

The CPUC Clearinghouse can be found here: www.thesupplierclearinghouse.com. While Peninsula Clean Energy is not legally-required to comply with GO 156, Peninsula Clean Energy's policies and commitment to diversity are consistent with the principles of GO 156, and, therefore, respondents to this RFP are asked to voluntarily disclose their GO 156 certification status as well as their efforts to work with diverse business enterprises, including those owned or operated by women (WBE), minorities (MBE), disabled veterans (DVBE), and lesbian, gay, bisexual, or transgender people (LGBTBE).

As a public agency and consistent with state law, Peninsula Clean Energy will not use any such provided information in any part of its decision-making or selection process. Rather, Peninsula Clean Energy will use that information solely to help evaluate how well it is conforming to its own policies and goals. Pursuant to California Proposition 209, Peninsula Clean Energy does not give preferential treatment based on race, sex, color, ethnicity, or national origin.

10 LEGAL OBLIGATIONS

Peninsula Clean Energy is not obligated to respond to any offer submitted as part of the RFP. All parties acknowledge that Peninsula Clean Energy is a public agency subject to the requirements of the California Public Records Act, Cal. Gov. Code section 6250 et seq. Peninsula Clean Energy acknowledges that another party may submit information to Peninsula Clean Energy that the other party considers confidential, proprietary, or trade secret information pursuant to the Uniform Trade Secrets Act (Cal. Civ. Code section 3426 et seq.), or otherwise protected from disclosure pursuant to an exemption to the California Public Records Act (Government Code sections 6254 and 6255) (“Confidential Information”). Any such other party acknowledges that Peninsula Clean Energy may submit to the other party Confidential Information. Upon request or demand of any third person or entity not a party to this RFP (“Requestor”) for production, inspection and/or copying of information designated as Confidential Information by a party disclosing such information (“Disclosing Party”), the party receiving such information (“Receiving Party”), as soon as practical but within three (3) business days of receipt of the request, shall notify the Disclosing Party that such request has been made, by telephone call, letter sent via email and/or by US Mail to the address or email address listed on the cover page of the RFP. The Disclosing Party shall be solely responsible for taking whatever legal steps are necessary to protect information deemed by it to be Confidential Information and to prevent release of information to the Requestor by the Receiving Party. If the Disclosing Party takes no such action, after receiving the foregoing notice from the Receiving Party, the Receiving Party shall be permitted to comply with the Requestor's demand and is not required to defend against it.

11 GENERAL TERMS AND CONDITIONS

1. **Peninsula Clean Energy's Reserved Rights:** Peninsula Clean Energy may, at its sole discretion: withdraw this Request for Proposal at any time, and/or reject any or all materials submitted. Respondents are solely responsible for any costs or expenses incurred in connection with the preparation and submittal of the materials for this RFP.
2. **Public Records:** All documents submitted in response to this RFP will become the property of Peninsula Clean Energy upon submittal and will be subject to the provisions of the California Public Records Act and any other applicable disclosure laws.
3. **No Guarantee of Contract:** Peninsula Clean Energy makes no guarantee that a contractor and/ or firm added to the qualified vendor list will result in a contract.
4. **Response is Genuine:** By submitting a response pursuant to this RFP, Respondent certifies that this submission is genuine, and not sham or collusive, nor made in the interest or on behalf of any person not named therein; the submitting firm has not directly or indirectly induced or solicited any other submitting firm to put in a sham bid, or any other person, firm or corporation to refrain from submitting a submission, and the submitting firm has not in any manner sought by collusion to secure for themselves an advantage over any other submitting firm.

12 DETAILED PROJECT DESCRIPTION AND SCOPE

1 Project Overview

Peninsula Clean Energy's (PCE) mission is to reduce greenhouse gas (GHG) emissions and reinvest in the San Mateo County community. This program is intended to be a turnkey service for no-cost home repairs and upgrades, energy efficiency, and electrification (i.e. fuel switching) measures for low-income residents of San Mateo County.

The program focuses on low income single-family residences with critical home needs, who would benefit the most from repairs and upgrades but are unable to afford them. While there are existing low-income energy efficiency and weatherization programs currently available (e.g. PG&E Energy Savings Assistance program), such programs cannot fund electrification or non-energy health-improving measures. PCE's program aims to bridge this funding gap for San Mateo County residents.

The program has the following objectives:

1. Provide tangible benefits in health, comfort, safety, and energy savings to low-income households;
2. Leverage funding from other programs and bridge funding gaps to deliver substantial home improvements, including energy efficiency, electrification, non-energy health and comfort, and home infrastructure upgrades if needed;
3. Provide support to residents by helping them navigate through the various programs for which they could be eligible;
4. Stimulate employment, especially for local and union contractor workforce.

This program is intended to be flexible in that the measures implemented will vary and be determined according to each home's unique condition and needs. However, for a household to be eligible for the program at least one electrification measure must be implemented. PCE's goal is to serve 200-250 homes or more over the course of four years, with prioritization given to households most in need. The maximum PCE budget per home is expected to be \$8,000, which would be layered with other programs funds to ensure maximum delivery in each home. The Proposer is encouraged to comment and make recommendations on the program goals and objectives.

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The selected Consultant would be tasked with overseeing all aspects of the program including outreach, installation management, contractor payments, coordination with other program's implementers/contractors. The tasks are described in more detail below in Section (3).

Update (October 19, 2020): The city of Los Banos in Merced County is anticipated to join Peninsula Clean Energy as a member agency. If approved, service to Los Banos is expected to begin on January 2022. Starting then, Los Banos residents would also be eligible for Peninsula Clean Energy programs, including this Low-Income Home Upgrade and Electrification program. Given this new information, Proposers may propose alternate installation contractor(s) for Los Banos and should describe how they anticipate supporting Los Banos residents.

2 Term and Budget Range

The contract will be for four years. The maximum budget is \$2 million, which includes the installation budget of up to \$8,000 per home. Installation shall be billed on an actual cost basis as invoiced by the Contractor(s). An itemized administration budget and payment terms should be included in the proposal and will be mutually determined by PCE and the selected Consultant.

3 Consultant Tasks

3.1 Program Administration

Consultant will execute required project administration. Consultant activities will include:

1. Provide monthly progress reports
2. Participate in regular meetings and calls with PCE as mutually determined
3. Provide budget reporting
4. Provide invoices for all major supplies and equipment purchased
5. Provide contracts for all subcontractors
6. Document and provide additional information as determined by PCE
7. Provide a final report

3.2 Program Design and Set Up

Consultant will assist PCE is finalizing the program design and strategy and setting up the plan for program launch. Consultant will:

1. Jointly define refined program objectives
2. Develop a detailed project plan
3. Jointly define program's eligibility requirements and policy and procedure guidelines, including technical scenarios and approach for each scenario
4. Characterize the target customer base based on public and/or purchased data, anticipated needs, and approach to reach them
5. Develop list of likely eligible homes in the County
6. Develop cost effectiveness strategy and technical design principles

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7. Develop program documents, forms, and outreach materials as mutually determined with PCE

3.3 Outreach, Education, and Enrollment

Consultant will lead outreach to identify potential program participants. Outreach may be inbound or outbound. As PCE would like to leverage funding from other programs, Consultant will also coordinate with other Programs implementers and/or Contractors to identify prospective homes. Consultant will:

1. Conduct targeted outreach to likely eligible homes, which may include phone, email, and in-person outreach
2. Collaborate with other low-income program implementers and/or Contractors to identify prospective homes and coordinate on outreach efforts
3. In addition to outbound outreach, PCE will also have an inbound interest form for the program. Consultant will manage interest form inquiries
4. Screen customer leads for PCE program eligibility and other Programs' eligibility.
5. Educate customers on all Programs they are eligible for and assist them in enrolling by helping them gather documents, fill out applications forms, etc.
6. Manage all customer communications, from customer leads to enrolled participants

3.4 Installation Management and Site Support

Consultant will monitor installation of all measures at participant's home and provide ongoing support to the participant throughout. Consultant will:

1. Execute a site visit to document the existing home conditions
2. Propose a scope of work for each home which outlines which program (PCE or others) could pay for each measure
3. Oversee installation and manage Contractor(s) of PCE-funded measures.
4. Manage PCE installation funds for electrification and home repairs not covered by other funding sources, including paying installation Contractor(s) and invoicing PCE on an actual cost basis
5. Coordinate with other Program implementers and/or Contractors to stay informed on work to take place and associated timelines to coordinate on scheduled visits
6. Serve as the participant's principal point of contact and provide ongoing support, including helping them navigate through the different programs and assisting to resolve any issues encountered
7. Provide participant education or ensure such education is delivered effectively such that the participant can successfully operate new system(s) installed

3.5 Project Evaluation & Case Studies

After complete installation, Consultant will follow up with program participants after a to-be-determined timeframe. This could include:

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1. Follow up surveys with participants to assess their satisfaction with the program, work completed, and self-reported changes to the home's comfort, health, safety, and energy performance
2. Measure participant's utility bill impacts, both energy usage and cost, from the work completed after a to-be-determined timeframe
3. Produce some case studies, as mutually determined with PCE, that are appropriate for public distribution

3.6 Data Sharing

PCE will collect data on all participating customers in PCE Salesforce-based CRM platform for tracking and reporting purposes. Consultant will:

1. With PCE, determine project data to be provided to PCE. Such data may include participant information, installed measures, installation costs, funding sources utilized, and to-be-determined Key Performance Indicators (KPIs) such as datapoints collected in the Project Evaluation
2. Implement data sharing mechanism with PCE's CRM
3. Once the program is running, transfer all data on a regular basis as mutually determined with PCE