

Delmarva Power Small Business RFP Bidder Q&A

- 1. Will we be given access to the ADI tool prior to placing our bids? It will be hard to accurately bid without knowing how much admin time we will have to devote to each project.**

No, you will not be given access to the ADI tool prior to placing your bids. The ADI tool is still in development but will not present an administrative burden to you and your staff.

- 2. Can we bring Key Account Customers through the Program? Some of them may have 10-40 sites in this territory.**

Yes, if they meet the requirements for the Small Business Program, you can bring any Delmarva Power Commercial customers through the Small Business Program.

- 3. Harford county is not included, are we able to service these customers?**

Yes, Harford County Delmarva Power Commercial customers are eligible to participate in the Program if they meet the requirements of the Small Business Program.

- 4. To be considered for this Program, do you have to have workman's comp? I'm the only employee of my company.**

If applicants' current insurance policy does not include the amounts or categories included in Attachment A, please notate in Attachment E for technical exceptions.

- 5. Are type A, B, and C T-LEDs accepted or is it going to be just Type-C only?**

Complete fixture replacements offer a permanent solution and are the preferred retrofit approach, however the Program realizes there are circumstances when TLED technologies may be the best solution for customers. Please provide pricing for Type C lamps, but the Program will evaluate eligibility for Type A and Type B TLEDs during final pricing negotiations.

- 6. Will pricing be uniform across all contractors? or will each contractor have their own pricing?**

Pricing will be standardized for the closed service provider network. Final pricing will be established during a subsequent negotiation phase.

7. How will lifts be factored into pricing? Will we have the option to include a separate price for a light that requires a lift?

Miscellaneous electrical materials should be included in the provided fixture pricing. The pricing should be based on standard ceiling heights and the cost of ladder work or lifts can be articulated in the Notes section for the respective measure.

8. If a contractor only wants to perform 1 measure (let's say VFDs on packaged RTUs), can we still participate if we're only doing that one measure or do we have to provide multiple measures.

Contractor's bids will be evaluated based on the needs of the Program. Please provide pricing for your offerings on the excel document to be included in your proposal.

9. Will product selection be limited beyond Energy Star and DLC?

Yes, to qualify for incentives the specified products need to be CEE, ENERGY STAR or DLC-listed, where applicable.

10. Is there a substitute to cyber insurance? such as errors and omissions? or is specific cyber ins. required?

If applicants' current insurance policy does not include the amounts or categories included in Attachment A, please notate in Attachment E for technical exceptions.

11. Are winning bidders going to have restricted areas, i.e. counties?

No, selected service providers are free to conduct outreach and service projects in the utility territory. Leads from the utility will be handed out methodically.

12. If a Contractor only wants to handle their own sales/leads is that okay? OR do we have to work with leads provided through the Program?

Selected service providers must be willing to handle the leads they are assigned by the Program.

13. On the Pricing Workbook, are we required to list the specific manufacturer and part number for each category?

While not required to use one manufacturer's product line, to minimize product and customer confusion, lighting products must be the same manufacturer and have the same warranty at the individual job site.

14. Section 3.5 states, "While not required to use one manufacturer's product line, to minimize product and customer confusion, lighting products must be the same manufacturer and have the same warranty at the individual job site." Please advise if this provision will be flexible.

Technical Exceptions such as the above should be included and specified in Attachment E. The Program may make exceptions on a case-by-case basis as needed.

15. The RFP states that the labor and material costs will be fixed for the Program and consistent for all contractors selected. Would you please provide some clarification regarding how these fixed costs are determined?

The fixed costs will be determined through review of submitted pricing worksheets and any other industry resources the Program team deems necessary.

16. If we apply for both lighting and refrigeration, water heaters are applied, will they be bid separately? For example, if we apply for the 3, can we be selected only for water heater and not for lighting and refrigeration? Or will all 3 be considered, and approved for all 3, and not approved for all 3?

Contractor selections will be based on the needs of the Program. It is possible that Contractors could be awarded contracts on all of their bids, part of their bids, or none of their bids.

17. On the Pricing Workbook, are we required to list the specific manufacturer and part number for each category?

Yes.

18. Recycling, under introduction (page 6) and again in section 3.5 (page 18). These two messages contradict each other. Page 6 references the recycling at the contractor's

sole cost. However, section 3.5 mentions a MDEA chosen, required, vendor and reimbursements. How will recycling be handled? Is there going to be a required contractor and if so, are we going to be reimbursed?

Contractors will be solely responsible for removing and recycling existing equipment in accordance with federal, state, and local codes or environmental requirements. Please include these costs for each respective measure in your pricing worksheet. Any exceptions can be articulated in the “Notes on Proposed Pricing” cell in the pricing worksheet(s).

19. ADI tool – Will this decrease time of pre-approval? Will we see the approval time drop as low as 3-5 days?

ADI will improve pre-approval and processing times.

20. Inventory and manufacturer – What is the reasoning that all material must come from one manufacturer for a single job? Not all manufacturers make all styles of lights. This will lower the quality of some projects.

Contractors can specify different manufacturers for different product types, such as interior troffers vs. exterior pole-mounted fixtures. The intent of this is to ensure product and project continuity and consistency for customers within each project and across projects. This eases burdens associated with quality control and price stabilization. Technical Exceptions to this can be specified in Attachment E. The Program will consider exceptions on a case-by-case basis as needed.

21. Who is the MDEA approved vendor? How frequently will they offer pick-ups from our location? What if they cannot accommodate the frequency we need? How frequently will we need to pay for their services versus the reimbursement? How long will the pass-through reimbursement take?

Contractors will be solely responsible for removing and recycling existing equipment in accordance with federal, state, and local codes or environmental requirements. Please include these costs for each respective measure in your pricing worksheet. Any exceptions can be articulated in the “Notes on Proposed Pricing” cell in the pricing worksheet(s).

22. Hard copy documents section 3.6 – How long are we required to hold documents? What is the purpose if digital copies are also going to be kept?

Contractors’ use of the ADI tool will ensure that the majority of project documentation is generated and stored electronically. In the event that hard copy documents are generated,

Contractors are expected to hold these documents for 3 years after the project incentives are received.

23. 24 hour or emergency warranties – Please provide an example of an emergency that also fits a warranty. Are we expected to also keep fixtures of each type in stock?

Contractors are expected to respond to 24-hour or warranty emergencies in a timely manner. To facilitate timely remediations during emergency or warranty situations, Contractors are expected to maintain an inventory of commonly used fixtures that can be installed to minimize business disruption while permanent replacements are procured and installed.

24. Section 3.7 references one year labor warranties. Do these warranties extend to lifts?

No.

25. Is there a place to include the cost of a lift? Are we expected to build that into the cost of each fixture?

Miscellaneous electrical materials should be included in the provided fixture pricing. The pricing should be based on standard ceiling heights and the cost of ladder work or lifts can be articulated in the Notes section for the respective measure.

26. Will all trainings be at MDEA's office? Can we have quarterly training courses on the shore? Trips to MDEA's offices will likely take up an entire day if travel is considered, production should be considered to meet our savings goals.

Virtual and in person training locations are to be determined.

27. Are the incentives going to change to continue to allow the 80% coverage once all bids are in? Will the 80% marketing be revised if no bids allow for that to reasonably be met?

Delmarva Power commercial customers participating in the Small Business Program will be eligible for incentives to cover up to 80% of their project costs. Pricing is subject to change upon review of program needs and the received bids.

28. Will there be a verification process to ensure contractors are collecting their 20% requirement, either in a lump sum or payment plan, to ensure all customers are being treated fairly and all contractors remain equal?

Any non-compliance with agreed upon pricing levels will be grounds for contract termination.

29. Originally at the in person meeting we were told there would be no geographic area other than the Delmarva Power service area. Has that changed?

Program assigned leads will be determined by geographical assignments for selected contractors. Selected Service providers are free to conduct their own outreach in the utility area.

30. Will we be awarded areas we did not select on our final bid documents? How can we bid for such a large territory without knowing the area we are covering? Are you concerned this will not provide customers with inflated prices?

Selected service providers should be able to cover their selected utility service area. Service providers are free to conduct their own outreach in the utility area that they are awarded.

31. will be adjusted based on performance. What measure will be taken to ensure the opportunity value of each territory remains equal? Are some counties not better service areas than others?

Service providers are free to conduct their own outreach in the utility area that they are awarded. Leads from the utility will be handed out methodically.

32. ADI tool – Is there a notes section? Who sees those notes? What does the scope of work look like when a customer approves the project?

The ADI tool is capable of capturing requisite information about projects to facilitate defining project scopes and inventories. Selected contractors will be trained to use the ADI platform and will receive dedicated support to address any potential issues.

33. When you added up both material cost and labor cost. Should the total amount exceed the Delmarva rebate, or do you accept pricing that is below the rebate amount?

Delmarva Power commercial customers participating in the Small Business Program will be eligible for incentives to cover up to 80% of their project costs. Please be sure to price based on your anticipated cost of material and labor to sell and install projects and do not account for the currently offered incentives.