

## ATTACHMENT B: INDIVIDUAL APPLICATION FORM

**Note: If multiple Installers are applying as part of this proposal, this attachment must be completed by each Installer individually.**

### COVER LETTER

Installer Name: \_\_\_\_\_

The undersigned is the duly authorized representative of the company or entity identified below (the "Company"), with full authority to sign this document and to submit this proposal pursuant to RFP 2020 HeatSmart Orange Request for Proposal (the "RFP").

I hereby certify:

- The Company is duly organized and in good standing under the laws of the jurisdiction in which it is organized. All tax returns required to be filed in any jurisdiction have been duly filed, and all taxes due in respect of the Company have been duly paid.
- The Company has read the RFP, understands it and is familiar with all its requirements.
- The information contained in this proposal, and any correspondence or other documentation relating to this proposal, are all true, correct and complete. The information disclosed by the Company in this proposal relating to the nature of the Installer partnership (if applicable), corporate partnerships, affiliations and other relationships is true, correct and complete.
- The Company understands and acknowledges that, until a final selection is made under the RFP, the HeatSmart Orange team may enter into discussions with the Company to negotiate the terms of its proposal in an effort to reach the most favorable arrangement for the relevant community. Moreover, the HeatSmart Orange team reserves the right (i) to reject any or all proposals; (ii) to waive defects or irregularities in any proposal; (iii) to discontinue discussions at any time and for any reason; (iv) to correct inaccurate awards; (v) to change the timing or sequence of activities related to HeatSmart Orange ; (vi) to modify, suspend or cancel HeatSmart Orange; and (vii) to condition, modify or otherwise limit the mandate pursuant to the RFP.

By submitting this proposal, the Company represents and warrants that, if it is selected under this RFP, it will comply with the terms of the RFP and will perform all the duties and obligations of the "Selected Installer" under the RFP.

Installer: \_\_\_\_\_  
(Printed Name of Installer Organization )

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
(Printed Name of Authorized Representative)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## INSTALLER INFORMATION

### Company Information

Company Name	
Headquarters Address	
Additional locations with proximity to HeatSmart Orange region	
Service Territory Within Orange County	
Company Website	
Technologies to be installed	<input type="checkbox"/> Air Source Heat Pumps <input type="checkbox"/> Ground Source Heat Pumps <input type="checkbox"/> Heat Pump Water Heaters <input type="checkbox"/> Home Performance <input type="checkbox"/> Other: _____

### Licenses and insurance held by your company.

New York State license number(s):	
Orange County license number(s):	
Liability insurer, coverage, and policy number:	
Worker's compensation insurer, coverage, and policy number	

### Company Team

Primary Point of Contact	
Contact Title	
Contact Phone	
Contact Email	
Total number of full-time employees	
Total number of part-time employees	

List all relevant key staff (e.g. salespeople, site assessors, Installers, project managers, and key administrative staff) in your company who will be working on HeatSmart Orange, as well as roles, years of experience, and relevant certifications / licenses held by each. Add additional rows as necessary. *This information may also be submitted as an additional addendum.*

	<b>Name</b>	<b>Role</b>	<b>Years of Experience + Relevant Certifications and Licenses</b>
Staff #1			
Staff #2			
Staff #3			
Staff #4			
Staff #5			
Staff #6			
Staff #7			
Staff #8			

Please provide the names and contact information of any subcontractors (e.g. electricians, plumbers) who would support installations.	
---	--

### Company Experience

Number of years in operation	
Number of years of experience installing:	ASHP: GSHP: HPWH: Weatherization / Energy Efficiency:
Number of installations in New York State in the past 12 months	ASHP: GSHP: HPWH: Weatherization / Energy Efficiency:
Number installations in Orange County in the past 12 months	ASHP: GSHP: HPWH: Weatherization / Energy Efficiency:
Please provide references for at least four (4) projects within the state completed within the last two (2) years.	

### Installation Capacity

Describe the number of full- or part-time salespeople and Installers who will be made available to serve HeatSmart Orange during the campaign, as well as their capacity for site assessments and installations.

	<b>Number of full-time equivalents (FTEs)</b>
Expected average number of full-time salespeople active in community during sign-up period	
Average estimated number of physical site assessments conducted <u>per month</u> during sign-up period	
Average estimated number of installations that can be performed <u>per month</u> within Orange County	

How will seasonal fluctuations affect your ability to make the capacity described above available? (e.g. months of the year more capacity constrained, impact of weather)	
Are you applying to serve as the selected Installer of any other Clean Heating and Cooling Campaign?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What types of buildings do you install equipment in?	<input type="checkbox"/> Single-family <input type="checkbox"/> Multi-family (2-4 units) <input type="checkbox"/> Multi-family (5+ units) <input type="checkbox"/> Condo associations (5+ units) <input type="checkbox"/> Small commercial <input type="checkbox"/> Other: _____

## ATTACHMENT C: CORE PROPOSAL

Please complete all information in this attachment where applicable. If necessary, you may provide additional information or attach additional materials to supplement this attachment.

### Proposal Team Primary Point Person

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Please list all companies that are part of the proposal team (not including subcontractors)

Company Name	Technology / Role	Contact Person	Contact Phone Number	Contact Email

### Community Partnership Strategy

Describe how your company will work with the HeatSmart Orange team to support outreach activities and motivate residents to install energy efficient and clean heating and cooling technologies. Describe specific activities you would intend to complete to support HeatSmart Orange team's marketing and education activities, as well as your plan to communicate with the HeatSmart Orange team and your previous experience completing residential or community-level sales, marketing, and outreach efforts in the past.

## Project Implementation Plan

<p>Describe your customer management process, including lead intake, screening, site visit, and installation process</p>	
<p>Describe the typical timeline for customers from lead intake through to project close-out.</p> <p>If applicable, provide the timeline for each technology offered by your team.</p>	
<p>Describe your quality assurance process, including measures to commission and protect equipment installed and how you will address any customer disputes.</p>	

Describe your process for handling customer leads that are not suitable for the technologies you are offering.

Describe your proposed process for sharing leads with other installers in the program, as well as how this will offer customers a streamlined experience.

Describe your standard GSHP and/or ASHP marketing efforts, whether you currently participate in NYSERDA's Co-op marketing program, and attach examples of your marketing materials

### Pricing, Financing, and Incentives

<p>If applicable, please describe any discounts (e.g. flat / tiered pricing), customer incentives (e.g. referral bonuses, discounted) you will offer to HeatSmart Orange</p>	
<p>If applicable, describe any financing options (e.g. manufacturer financing, NYSERDA financing, lease agreements) you will offer to customers.</p>	
<p>Please describe how you will pass NYSERDA incentives onto the customer (if applicable) and provide support to customers to obtain other incentives.</p>	

## ATTACHMENT D: PRICING AND EQUIPMENT INFORMATION

Please provide requested information in this attachment for all **relevant technologies you are applying to install in HeatSmart Orange**.

### **Section 1: Air Source Heat Pumps**

Please provide a list of the make and model of all ASHP equipment you are planning to offer to customers through the HeatSmart Orange program. Please describe manufacturer and labor warranties for all equipment.

Please provide copies of actual proposals from installations completed within the past three years (with personally identifiable information removed). Please provide proposals for a minimum of three of the four categories below, including:

- Single-zone, cold climate ductless mini-split, 1-1.5 tons in capacity, installed in a 1-4 unit home
- Multi-zone, cold climate ductless mini-split, at least three indoor units, installed in a 1-4 unit home
- Centrally ducted/unitary heat pump, installed in a dual-fuel capacity with a new or existing furnace, installed in a 1-4 unit home
- Any cold climate ASHP installed as the sole source of heating, installed in a 1-4 unit home

### **Section 2: Ground Source Heat Pumps**

Please provide a list of the make and model of all GSHP equipment you are planning to offer to customers through the HeatSmart Orange program. Please describe manufacturer and labor warranties for all equipment.

Please provide copies of actual proposals from installations completed within the past three years (with personally identifiable information removed). Please provide proposals for a minimum of two of the three categories below, including:

- 3-4 ton, dual-stage, water-to-air horizontal closed loop system, installed in a 1-4 unit home
- 3-4 ton, dual-stage, water-to-air vertical closed loop system, installed in a 1-4 unit home
- 3-4 ton, variable-speed, water-to-air vertical closed loop system, installed in a 1-4 unit home

### **Section 3: Heat Pump Water Heaters**

Please provide a list of the make and model of all HPWH equipment you are planning to offer customers through the HeatSmart Orange program. Please describe manufacturer and labor warranties for all equipment.

Please provide copies of actual proposals for 50-gallon and 80-gallon heat pump water heaters, installed within the past three years (with personally identifiable information removed).

### **Indemnification**

Installer(s) will list as an additional insured the partner organizations and participating communities and will protect, indemnify and hold harmless all members of the HeatSmart Orange team, including the procuring entity, and their officers, directors, employees, agents, and affiliates from and against all liabilities, losses, claims, damages, judgments, penalties, causes of action, costs and expenses (including, without limitation, experts' and attorneys' fees and expenses) imposed upon, incurred by or asserted against HeatSmart Orange team members, resulting from, arising out of or relating to the Installer's work completed through HeatSmart Orange. The obligations of the Installer(s) under this indemnity will survive the expiration or termination of the HeatSmart Orange Campaign and/or HeatSmart Orange Program and are not limited by any insurance coverage required under this RFP.

### **Insurance**

Throughout the duration of the HeatSmart Campaign, including the period during which the Installer is installing systems under contracts entered into during the HeatSmart Campaign, the Installer must maintain insurance of the types and in the amounts specified in the NYSERDA Ground Source HP Program and/or Air Source HP Program requirements, as applicable to the type of work being performed.

Such insurance must be evidenced by insurance policies, each of which (i) names Energy Improvement Corporation and the HeatSmart Community as additional insureds, and (ii) provides that such policy may not be cancelled or modified until at least 30 days after receipt by Energize NY of written notice thereof. Proof of this coverage will be provided by the Installer once the Installer is selected to serve a HeatSmart Community.

### **Suspension / Termination**

Installer agrees that if at any time throughout the project the Installer is suspended or terminated from any of the NYSERDA programs, all work and or services will immediately cease unless otherwise directed by the HeatSmart Orange team. It is the HeatSmart Orange team's discretion to determine a course of action following this removal. All leads generated through the HeatSmart campaign are owned by Energize NY and must be provided at time of removal.

### **Limitation of Liability**

All members of the HeatSmart Orange team and the participating HeatSmart Orange municipalities shall not be liable to the Installer(s) for any special, indirect, incidental, consequential, punitive, or exemplary damages of any kind whatsoever, whether based on contract, warranty, tort (including negligence or statutory liability), or otherwise.

## **Non-Discrimination**

Installer(s) agrees and warrants that they will not discriminate or permit discrimination against any person or group of persons in any manner prohibited by the laws of the United States or of the state of New York.

## **Waiver Authority**

The HeatSmart Orange team reserves the right, at its sole discretion, to waive minor irregularities in submittal requirements, to modify the anticipated timeline, to request modifications of the application, to accept or reject any or all applications received, and / or to cancel all or part of this RFP at any time prior to Installer selection.

## **Confidentiality Statement**

Proposal documents are generally considered to be a matter of public record once the contract for work has been awarded. HeatSmart Orange team will endeavor to **keep information confidential if the proposer marks the subject information as confidential (including pricing proposals for all applicants that are not selected for the HeatSmart Orange Program)**, provided that the matters are withheld from the public are in such a manner as to leave no discretion on the issue.

## **Disclaimers**

This RFP does not commit the HeatSmart Orange team to award any funds, pay any costs incurred in preparing an application, or procure or contract for services or supplies. The HeatSmart Orange team reserves the right to accept or reject any or all proposals received, negotiate with all qualified applicants, cancel or modify the RFP in part or in its entirety, or change the application guidelines, when it is in its best interests.

All prospect contact information acquired as part of the HeatSmart Campaign can be used by the Installer only for the HeatSmart Campaign and not for any other purposes. *Contact names may not be provided or sold to a third party.* All leads must be provided to the Program Administrator as requested.