1. Will 3CE provide energy usage data for all homes in its region? Additionally, will data be provided for both electric and gas accounts?
   1. Response: 3CE will share relevant and agreed upon electric energy usage data with the selected vendor. 3CE is unable to share gas usage data for any customer.
2. How does 3CE define “single-family homes” for the purposes of this RFP? For example, are duplexes or manufactured homes included in this definition?
   1. Response: Single Family Homes considers homes with 4 or less units, in the provided example, duplexes and manufactured homes are considered single family homes.
3. Will 3CE provide a technical point of contact or support for embedding the virtual assessment tool into their website, or is the expectation that the contractor handles all web integration?
   1. Response: 3CE will work the contractor to find the best method to integrate the virtual assessment tool with 3CE’s website.

1. Will 3CE provide content for integration in the home assessment reports such as qualified installers, available programs, etc.?
   1. Response: The contractor will be responsible for collecting and providing all report information, such as qualified installers in the customer’s area, and programs available to the customer. 3CE will provide information specific to 3CE’s program.
2. Can you clarify whether the vendor is expected to perform both in-home assessments and virtual consultations, or is one delivery mode preferred?
   1. Response: This RFP scope is for virtual home assessments.
3. Are vendors responsible for customer follow-up beyond the initial assessment, such as installation support or contractor referrals?
   1. Response: The contractor should be available to support customers with questions or concerns relating to their home assessment report. The contractor is not expected to coordinate next steps, provide installation services, or project management.
4. Will 3CE provide any homeowner recruitment or will the vendor be responsible for outreach and enrollment as well?
   1. Response: 3CE will be responsible for outreach and enrollment.
5. Is the vendor expected to use a specific software platform for data collection and reporting, or is that open to proposer selection?
   1. Response: 3CE does not have a software platform preference.
6. Are assessments expected to include electrification cost estimates or just technical feasibility?
   1. Response: The assessment should provide estimated cost ranges for appliance cost and installation, including necessary electrical upgrades.
7. Does 3CE want an “estimate” with bill savings in the home energy assessment report or a true accurate representation of the bill savings in the report?
   1. Response: The home assessment should accurately model potential bill impacts of home electrification.
8. What constitutes a “strong” community engagement strategy for this pilot—are there specific populations or partnerships 3CE values?
   1. Response: 3CE’s virtual home assessments will be available for all single-family customers across 3CE’s service area, which spans Santa Cruz, Monterey, San Benito, San Luis Obispo, and Santa Barbara counties. The tool should be relevant for all qualifying customers, both those who have in depth understanding of their home’s energy use and those who have almost no knowledge of home performance.
9. To what extent will innovative or scalable approaches to assessment and planning be rewarded in evaluation?
   1. Response: 3CE will be evaluating submissions based on the categories provided in the “SELECTION & SCORING CRITERIA” section of the RFP.
10. How will cost proposals be evaluated—lowest cost, cost-effectiveness, or best value based on outcomes?
    1. Response: In the scoring criteria, the maximum score for pricing is 30 points. Pricing is evaluated on scope and value offered for the price.
11. Will 3CE adjust the program scope if the budget is prohibitive based on proposals received?
    1. Response: 3CE reserves the right to adjust program scope and/or budget.
12. Is there a page limit for the proposal?
    1. Response: No
13. Is it possible to get a copy of 3CE’s local registry list for local partnership opportunities?
    1. Response: 3CE’s Vendor Registry allows 3CE to know what organizations and services are available. Vendors registered with 3CE will be contacted directly with business specific Requests for Proposals as they are applicable.
14. Does 3CE expect the customer/homeowners to complete the virtual home assessment without any support from the vendor, truly DIY?
    1. Response: While some customers may need additional support completing the assessment or collecting the necessary information, it is 3CE’s desire to offer a virtual assessment that can be fully completed by the customer. The contractor should be available to support customers with questions or concerns relating to their home assessment report.
15. Does 3CE want the home energy assessment reports to be uploaded to 3CE CRM and delivered to the customer at the same time? Or does 3CE wants to review the report first after each assessment before delivering it to the customer?
    1. Response: Home assessments should be provided directly to the customer. 3CE will discuss assessment review cadence and quality assurance expectations with the selected contractor.