



A D D E N D U M # 3

August 24, 2015

**Address all questions to:
Christy Tran, Procurement Analyst
Multnomah County Central Purchasing
501 SE Hawthorne Blvd, Ste 125
Portland, OR 97214
503 988-7997
E-mail: christy.tran@multco.us**

RFP NO: 4000003807
TITLE: Low Income Energy Efficiency Behavior Study
NEW CLOSING DATE: August 31, 2015 / NOT LATER THAN 4:00 p.m.

This Addendum is issued to the above referenced RFP to make the following changes, additions, deletions, and/or clarifications:

1. Clarification: Page 9, Section 2.1, INTRODUCTION AND PROGRAM HISTORY

Question:

Can you provide background on the low income programs and assistance you offer customers currently? How dependent are these services to the budget cycle? Has the potential population participated in other low-income programs?

Answer:

Multnomah County operates a Weatherization program serving low-income households in both single and multi-family homes. The County provides energy assistance services, both direct to clients, and through contracts with community agencies. Culturally specific services are available through this network. Energy Education is provided in partnership between the Weatherization and Energy Assistance programs. The County contracts with local agencies to provide a wide array of anti-poverty and homeless services, including a large school-based service delivery network. In addition, the County partners with other government agencies, schools, faith-based organizations and non-profits to provide services for low-income households. These services are no more or less dependent on the budget cycle than most other government programs. The number of potential participants is unknown as this is a new program but is likely some of the population has participated in other anti-poverty programs.

2. Clarification: **Page 9, Section 2.2, GOALS, VALUES AND OTHER IMPORTANT CONSIDERATIONS**

Question:

Please clarify that the cost savings ratio must be greater than 1.0 for the entire duration of five years, not 1.0 for each individual program year.

Answer:

The cost savings ratio must be 1.0 for the duration of the 5 year program.

3. Clarification: **Page 10, Section 2.5, FUNDING**

Question:

Do you have an approximate budget range or upper threshold to help guide our submission? Is your budget on a calendar year? What point in the year is the budget set for the following year?

Answer:

No. We expect to negotiate this with the selected vendor. Vendors should be prepared with a scalable application. The budget year starts on July 1st and is finalized each May.

4. Clarification: **Page 10, Section 2.7, SCOPE OF SERVICES**

Question:

Please describe how customers' billing data, including energy usage during the billing period and low income household status, will be available to the vendor selected to run the low income energy efficiency behavior study. Is the County interested in estimating electric and natural gas savings for each customer?

Describe the County's and/or agency systems that are used to access energy consumer data and existing billing data integrations with the utilities. Does the County or supporting agencies have a customer service interface used to support weatherization and bill assistance participant inquiries that uses single sign-on (SSO)? Does the County have e-mail addresses for the potential target population?

Answer:

Local utilities such as Portland General Electric (PGE), PacifiCorp (PC), Portland Power and Light (PPL) and Northwest Natural Gas (NWNG) are partners in the project planning process. Currently, Multnomah County gets signed utility releases from each Weatherization and Energy Assistance client and only gets annual data for that household. PGE provides a portal to customer information, but we must request this information from PPL and NWNG.

The County does not have a system to access aggregated data or a single sign-on interface or a database of email addresses.

Question:

Has the County coordinated with each utility to access historical billing data or

will that be required of the successful bidder?

Answer:

This coordination will be required of the successful proposer.

Question:

What coordination exists between Multnomah County and the utilities with regard to the low income customer? How many low-income households are in PGE's service territory versus PacifiCorp's service territory within Multnomah County?

Answer:

Multnomah County operates both a low-income energy assistance and weatherization program, working closely with local utilities. The approximate ratio of low-income households is 70% PGE and 30% PC.

Question:

Will Multnomah County hire an independent third party evaluator or should we include that in our budget and identify a partner?

Answer:

Multnomah County will not be hiring a third party evaluator. We expect to have evaluations done by Multnomah County internal staff.

5. Clarification: Page 10, Section 2.7.2, SCOPE OF SERVICES, Direct-Mailed (Paper) Home Energy Reports

Question:

Is a home energy report sent every three months the desired cadence or is Multnomah County open to other alternatives as long as the benefit-cost ratio is greater than 1.0?

Answer:

It is our desired cadence, but we are open to other alternatives and should be described in the response to question 3.2.1.

6. Clarification: Page 12, Section 2.9, PERFORMANCE MEASURES/PERFORMANCE CONTRACTING

Question:

What methodology will you use to financially quantify savings for estimating the benefit-cost ratio? How will it vary by fuel type and utility? What costs should be included in calculating the benefit-cost ratio in addition to our proposed program budget? (i.e., evaluation and Multnomah County administration)

Answer:

The selected proposer will engage with Multnomah County in the planning process. Proposers are encouraged to include their recommendations around this in Section 3.2.1, however final determination of methodology and budget will be negotiated as part of the planning process.

7. Deletion and **Page 15, Section 3.2.2, EXPERIENCE**

Addition:

Deletion:

Describe your company's experience and length of time conducting behavioral study in energy efficiency environment. Provide any metrics on all savings, such as cost or energy.

Addition:

Describe your company's experience and length of time conducting behavioral study in an energy-efficiency environment. Provide any metrics on all savings, such as cost or energy. List and describe all projects completed with similar scope of work, including company or agency and contact person.

8. Clarification: **Page 15, Section 3.2.3, STAFF**

Question:

Please clarify if the County would like the program to include customer service for report recipients, whereby the vendor scope includes responding directly to program participant inquiries? Alternatively, if the County prefers to provide customer service directly to program participants, please describe the agencies and/or groups who will be responsible for providing this support.

Answer:

Awarded vendor will provide customer service to report recipients.

9. Clarification: **Page 18, Section 3.2.1.3, Economic Impacts and a Healthy Workplace**

Question:

Can you specify the percentage of residents by language preference in Multnomah County?

Answer:

Information on language usage within the County may be obtained through a number of sources. One is US Census Bureau Fact Finder at: <http://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk>

c: G. Walsworth; J. Huang; C. Kenney; R.E. Bak
C. Tran; K. Braeme-Burr
File