

**CITY OF AUSTIN
PURCHASING OFFICE
STATEMENT OF WORK
AUSTIN ENERGY HOME ENERGY SERVICES**

I. PURPOSE

The City of Austin, dba Austin Energy (AE) seeks proposals in response to this solicitation from Vendors *{hereinafter referred to as “Contractor(s)”}* qualified and experienced in providing classroom and field training, performing comprehensive home energy assessments with energy modeling software, quality control services, Air Conditioning Contractors of America (ACCA) Manual J load calculations, verifications and inspection services in support of Austin Energy’s Power Saver Residential Program and the Energy Conservation Audit and Disclosure Ordinance (ECAD). To learn more about Austin Energy’s Power Saver Programs for existing homes, please visit the City’s website at <http://www.austinenergy.com>

AE estimates the Contractors will be required to perform 300 quality control reviews, 100 comprehensive home energy audits, 100 Manual Js, 200 verifications with diagnostic testing, 200 verifications without diagnostic testing, 300 final inspections and 250 hours of field training for qualified Austin Energy customers living in single-family homes and duplexes annually. The anticipated annual budget for this project is \$348,750.00 each and combined.

AE is seeking to contract with up to four (4) Contractors and work assignments will be equally distributed for firms maintaining successful performance under the contract. Contractor performance will be monitored and evaluated throughout the contract term as detailed in Section VIII of this document and the distribution of assignments will be adjusted accordingly to ensure the programs performance goals and standards are met

Funding for this program will be from a pool available to all Contractors with no minimum or maximum contract amount guaranteed. The actual amount of services required during the contract term and the assignment thereof will be subject to customer demand, Contractor performance and compliance with program requirements.

II. INTRODUCTION

Homes often have performance problems ranging from inflated energy consumption to poor thermal comfort and indoor air quality issues. These are problems many contractors fail to address and are consequently left unsolved. AE seeks to increase energy savings in existing residential homes, by accelerating the deployment of energy efficient technologies and facilitating the commercialization of emerging and underutilized energy efficiency technologies. Through the expansion of the Power Saver Residential Program’s *Home Performance with Energy Star*[®] offerings and the Energy Conservation Audit and Disclosure (ECAD) Ordinance, AE endeavors to provide local home performance contractors with best-practice, and quality workmanship training programs.

Contractors providing Home Energy Services through this contract shall utilize industry acceptable building science standards for Austin’s climate zone as established by Building Performance Institute (BPI), Residential Energy Services Network (RESNET) and AE’s Power Saver Program. Respondents shall submit a proposed training guide for AE’s review, from which a final training guide will be created and implemented for all Contractors to use, is the service of this contract.

Contractors shall provide training support (field or office) to AE personnel and other home performance contractors *{hereinafter referred to as “Home Performance with Energy Star contractor(s)”}* as required.

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This training support will include but is not limited to how to perform comprehensive home energy assessments with energy modeling software, home diagnostic testing such as blower door tests, duct tests, combustion testing and Manual J verifications & inspection services on existing single family homes, mobile homes, duplexes, or multi-family residences participating in the Power Saver Program.

III. MINIMUM QUALIFICATIONS – (see Attachment 1 - Vendor Submittals and Evaluation Criteria)

- A.** A minimum of one employee assigned to train or work on each unit dwelling for this contract shall have certification from either Building Performance Institute (BPI) or Residential Energy Services Network (RESNET). This certified individual shall be capable of performing the required diagnostic testing, energy assessment or energy modeling and have a working knowledge of computer equipment, including heating and cooling load calculation. Manual J certifications shall be current and proof of certification for employees assigned to this project shall be submitted with the response in order to be considered for award. Contractors will be responsible for maintaining all such certifications throughout the contract term, and failure to do so may result in contract termination.
- B.** To be considered for award, respondent must be either a registered professional home energy rater/auditor or Energy Conservation Audit and Disclosure (ECAD) Ordinance auditor, in good standing with the Better Business Bureau.
- C.** Contractors shall have completed a minimum of fifty (50) comprehensive home energy assessments (ratings/audits) requiring blower door testing, duct testing, combustion testing and energy modeling, or one hundred (100) ECAD audits within the past 12 months on a combination of single family homes or duplexes and demonstrated experience in each of the following areas:
1. Air infiltration reduction, including duct system and house envelope air infiltration measurement tests such as blower door and duct testing.
 2. Attic/Floor insulation installation attic and floor, attic or floor
 3. Solar screen installation
 4. Smoke detector
 5. Heating and cooling systems
 6. Heating and cooling duct systems
 7. Water Conservation; evaluation of water usage/consumption in a home.
 8. Combustion testing and carbon monoxide (CO) testing to be included
 9. CO detector
 10. Manual J – Block load or Room-by-Room heating and cooling load calculations
- D.** Contractors must possess and demonstrate the requisite expertise and experience to train AE personnel and Home Performance with Energy Star contractors in all aspects of the Home Performance with Energy Star® program. Companies submitting proposals must be able to provide BPI and/or RESNET type training in the following areas:
1. Building construction – single-family, multifamily, and mobile home construction

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2. Comprehensive home energy assessment from a building science perspective utilizing energy modeling software.
 3. Building diagnostic procedures
 4. Air-leakage and air infiltration; advanced air-leakage and infiltration diagnostic methods
 5. Diagnosing building shell and ductwork leaks – Blower Door and Duct Testing
 6. Assessing heating and cooling systems condition safety and efficiency
 7. Calculating cooling and heating loads; sensible and latent heat
 8. Indoor air quality; CAZ testing, combustion safety and efficiency
 9. Installing performance-enhancing measures
 10. Completing pre/post inspections to verify results.
 11. Manual J load calculations: block load or room-by-room heating/cooling load calculations
- D.** All respondents shall submit a minimum of twenty-five (25) verifiable references including customer's name, address and phone number for any work history and/or experience reported.
- E.** Contractors shall have a "satisfactory history" for complaint resolution rating and maintain at least an overall **B** rating according to Better Business Bureau (BBB) standards.
- F.** Contractors shall have staff with HVAC Mechanical License and staff with the ability to perform ACCA approved Manual J load calculations.
- G.** Contractors shall not be an Austin Energy Home Performance with Energy Star® contractor or any affiliations with Austin Energy's Home Performance with Energy Star® contractors performing weatherization and HVAC measures.

IV. EQUIPMENT and SOFTWARE REQUIREMENTS

- A.** Contractors shall own or lease the following items and equipment, to be maintained in safe and good working order during the course of the contract term:
1. Air infiltration measurement equipment: The Energy Conservatory (formerly Minneapolis Blower Door) Model 3 or Model 4, or City approved equivalent
 2. Smoke generator: one which produces a thick white smoke by a non-thermal chemical process
 3. Digital Manometer (0-500 Pascals): The Energy Conservatory Model DG-3, DG-700, or City approved equivalent
 4. Calibrated duct blower: The Energy Conservatory Series B Duct Blaster or City approved equivalent.
 5. Calibrated flow hood: The Alnor Lo-Flo Balometer, TSI Accu-Balance flow hood or City approved equivalent
 6. Anemometer: Either the moving vane type or hot wire anemometer to measure air velocity (various manufacturers)
 7. Static Pressure Probes: (various manufacturers)
 8. Non-contact infrared thermometer: (various manufacturers)
 9. Infrared Camera

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10. Borescope
11. CO testing equipment: Carbon Monoxide Testing Equipment
12. Brultech meter or City approved equivalent: to measure KW
13. Professionally signed vehicles for the purpose of going to and from assigned job sites
14. Cell phones
15. Tools for observation and analysis that shall include;
 - 40 lumen flashlight
 - Compass (solar screen assessment)
 - Tape measure (insulation and solar screen assessment)
 - Calculator (checking contractor computations)

B. Contractors shall have experience and proficiency using home energy modeling software that analyzes the energy and economic performance of numerous energy design features including envelope insulation, air leakage control, duct leakage control, active and passive solar systems, heating and cooling equipment, mechanical ventilation and more with the following software to perform the work under the contract resulting from this solicitation:

1. ACCA Approved Manual J software – Elite RHVAC or Wrightsoft Right-J8
2. REM/Design and/or REM/Rate
3. Other AE approved modeling tool

V. CONTRACTOR PERFORMANCE

- A.** Contractors shall comply with all applicable requirements of the City of Austin Uniform Building Code, Mechanical Code, Electrical Code, Plumbing Code, Energy Code, and Ozone Depleting Chemicals Ordinance, City of Austin Home Performance with Energy Star® Handbook, federal laws, state statutes, and other governmental provisions prevailing throughout the term of the contract.
- B.** Awardees are required to attend AE's Distributed Energy Services Contractor Orientation and Training prior to performing any work under this program. Attendance will provide working knowledge of Austin Energy's Technical Specifications as outlined and referred to in the City of Austin's Home Performance with Energy Star® Handbook, and where appropriate, provide technical guidance and recommendations to the content of Austin Energy's Technical Specifications so as to comply with BPI and/or RESNET protocols. (I combined B & C).
- C.** Contractor's personnel shall be accessible by cell phone during regular work-day hours. Work-day hours are defined as Monday through Friday, 8:00 a.m. to 5:00 pm. Contractors shall be required to have fluent Spanish speaking personnel available to communicate with Spanish speaking clients receiving services as part of this contract.
- D.** The Contractors are required to keep the customer's home/jobsite clean while performing approved work in accordance with the requirements of this contract.
- E.** Contractors shall be responsible for the safekeeping of their equipment, tools, materials, supplies, vehicles and employees while on the customer's property and shall ensure that customer's property is protected from damage.

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The City will not be held liable for any theft or damage of equipment. Contractors shall be responsible for any loss or damage on or to customers' property. If damage occurs, Vendor shall provide photos and proof that customer notification was made to the City.

- F.** Contractor's employees assigned to the contract shall be required to wear a City approved long or short sleeved shirt (required) and a cap (optional) that includes a City approved "logo" and company identification on the shirt and cap. Should seasonal weather require a jacket or coat to be worn over the shirt, the jacket or coat shall be the same type for all employees and shall include the same approved "logo" and company identification on the jacket or coat. The "logo" shall be inscribed with the company name and shall be worn on the upper left portion of the shirt, jacket or coat. Pants may be in the form of blue jeans, pants, or uniform shorts. Any change in uniforms must be documented and reported to the City Program Manager.

Employee identification badges shall be worn at all times while performing work under this contract. Said badges shall be displayed prominently on the front of the employee's shirt or jacket in such a manner as to readily identify the employee. All shirts, pants, shorts, caps, jackets or coats shall be neat and clean at all times when worn while performing this Contract.

No smoking or use of personal entertainment devices will be allowed while on any City customers' property.

VI. CONTRACTOR WORKFORCE REPORT

Contractors shall submit a Contractor Workforce Report to the City Program Manager, identifying all employees who perform work under this Program. The report shall include the following information:

1. Company Name and Business Address
2. Employee names, titles, dates of employment, and dates of birth
3. Employee licensure/certification status (if applicable)

Contractor shall submit the Contractor Workforce Report according to the following report schedule.

CONTRACTOR WORKFORCE REPORT	
IF the following applies	Report DUE DATE
Upon Award of Contract	<u>Preliminary Report</u> due within five (5) work days of <u>contract award</u>
NEW OR separated employees of Contractor	Within three (3) work days of <u>hiring new employees or adding subcontractors</u>
NO CHANGE in Contractors employees (<u>assigned to work under this Program</u>)	Quarterly , if applicable, after submission of Preliminary Report Quarterly Report is <u>due on the 1st of every month due (January, April, July, and October of each year)</u> . Failure to submit on time will result in termination of contract.

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VII. HOME PERFORMANCE WITH ENERGY STAR® PROGRAM and ENERGY CONSERVATION AUDIT and DISCLOSURE ORDINANCE

A. Quality Control Services

Review the quality of all factors involved in the process of Austin Energy's Home Performance with Energy Star program or Energy Conservation Audit and Disclosure Ordinance. Quality Control includes product and material selection inspection, quality workmanship and installation inspection. Quality control also includes the review of the following:

1. A complete assessment in file.
2. All required forms and documents are contained within the file.
3. All required forms and documents are complete and accurate (no missing information such as pre- and post- data, signatures and dates).
4. Review and confirm accuracy of all diagnostic testing, load calculations, equipment and material installation quality.
5. Customer interview.
6. Review of Comprehensive Energy Assessment for completeness and accuracy (if included).
7. Review of verification process and final inspection process for completeness and accuracy.

B. Comprehensive Home Energy Assessment Services

A Comprehensive Home Energy Assessment contains data about the residence in the form of measurements, tests, and observations. Areas and elements evaluated during an audit include:

1. Interview with customer
2. On-Site data collection
3. Health and Safety – vented and unvented combustion appliances
4. Envelope
5. Ventilation
6. Insulation (ceilings, walls, roof, floors, and crawlspaces)
7. Heating and Cooling Systems
8. Air Infiltration
9. Dusk Leakage
10. Water Heating
11. Appliances, Equipment
12. Plumbing Fixtures (faucets, toilets, showerheads)
13. Moisture related issues
14. Pools and Spas

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The home energy rater/auditor will evaluate (locate and diagnose problems at the source) the home to determine where and how energy is being lost, what systems are operating inefficiently, and what cost-effective improvements can be implemented to enhance occupant comfort, make the home more durable and lower utility costs. A home energy audit requires diagnostic testing using specialized equipment such as a blower door, duct leakage tester, combustion analyzer and infrared camera to determine:

1. The amount and location of air leaks in the building envelope
2. The amount of leakage from HVAC distribution ducts
3. Building diagnostic procedures
4. Air-leakage and air infiltration; advanced air-leakage and infiltration diagnostic methods
5. Diagnosing building shell and ductwork leaks – Blower Door and Duct Testing
6. Assessing heating and cooling systems condition safety and efficiency
7. Appliance combustion testing
8. The effectiveness of insulation in attics (ceilings)
9. Any existing or potential combustion safety issues
10. Collect data points to perform Manual J – Block load calculation or Room-by-Room load calculation

The home energy rater/auditor shall perform a computer software (energy modeling software) analysis to identify and prioritize proposed measures/treatments for improvement that are cost-effective by ensuring that the discounted savings-to-investment ratio (SIR) is greater than or equal to one. The auditor shall provide a detailed report with suitable retrofit recommendations and specifications to protect homeowner comfort, health and safety to guide the homeowner in making sound energy efficiency decisions.

C. Verification Services

Verifications are performed prior to the commencement of weatherization and/or HVAC work by Home Performance with Energy Star contractors and will validate the pre-determined energy efficient measures that can be performed as identified by the Home Performance with Energy Star® contractor. Confirm results of home energy audit against the accuracy of Austin Energy forms and applications submitted/identified by the Home Performance with Energy Star® contractor, i.e. building tightness levels, carbon monoxide levels, and comprehensive air infiltration levels on the behalf of the customer.

Verifications can require diagnostic testing using specialized equipment such as a blower door, duct leakage tester, combustion analyzer and infrared camera to determine:

1. The amount and location of air leaks in the building envelope
2. The amount of leakage from HVAC distribution ducts
3. Building diagnostic procedures
4. Air-leakage and air infiltration; advanced air-leakage and infiltration diagnostic methods
5. Diagnosing building shell and ductwork leaks – Blower Door and Duct Testing
6. Assessing heating and cooling systems condition safety and efficiency
7. The effectiveness of insulation in attic (ceilings)

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8. Any existing or potential combustion safety issues
9. Manual J load calculations – Block load calculation or Room-by-Room load calculation

D. Final Inspection Services

Final Inspections are performed at the completion of a job to prove quality of work and to ensure that all work was performed in accordance to program guidelines and incentive dollars assigned to the job are accurate and valid. Final Inspections utilize specialized equipment to perform diagnostic testing such as a blower door test, duct leakage test, combustion analyzer and infrared camera to:

1. Review and validate Home Performance with Energy Star contractor air infiltration data as submitted.
2. Review and validate Home Performance with Energy Star contractor duct leakage data as submitted.
3. Review and validate combustion results data as submitted.
4. Review and validate orientation, location, and size of solar screens/film installation as submitted.
5. Review and validate HVAC systems installation, equipment selection, and equipment sizing.
6. Determine final attic and/or knee wall insulation level (R-Value), Identify attic insulation markers and insulation tag/certification.
7. Review combustion safety issues – blocking around heat sources.
8. Review accuracy of Manual J load calculations – Block load calculation or Room-by-Room load calculation

E. Field Training Services

Training shall be provided to ensure that participating Home Performance with Energy Star contractor can perform as a condition of participation and possess the ability to evaluate a residence with regards to energy efficiency, water conservation, occupant comfort, and indoor air quality. This process will include being proficient in performing various home diagnostic testing such as Blower Door Test, Duct Test, Combustion Testing, Manual J load calculations , as well as utilizing energy analysis and energy modeling software.

1. Contractors shall conduct on site (job site) training to participating Home Performance with Energy Star contractor and Austin Energy staff as directed by Austin Energy.
2. Contractors shall submit evaluation reports to the AE Project Manager on a weekly basis or other frequency as agreed upon by AE. The reports shall describe significant achievements and problems that have potential effects on Vendors' ability to perform comprehensive home energy assessments, run energy modeling software, verification, inspection services or perform long lasting cost effective quality measures.

G. CONTRACTOR Assignment and Scheduling of Work

1. Contractors shall follow the direction of the City's scheduler for appointment time and address assignment. Distribution of work shall be provided on a daily basis. Contractors are responsible for maintaining the schedule set forth daily.

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2. The type of inspection and location will be made available by 7 a.m. each morning. Upon assignment of up to seven addresses daily, the Contractors shall build a file with provided forms and folders as described in the orientation process.
3. Files shall be returned to the City as determined by the City. Said file may be submitted electronically initially, with original file submitted within five (5) business days of electronic submission.
4. If the customer or Contractor fails to show for home energy assessment or verification, the City's scheduler shall be notified immediately and the failure shall be noted on the folder by the Vendor.

H. Development of "File Assignment" and Related Forms for Verification

1. Contractors shall obtain and maintain the following forms when developing the verification for the assigned housing unit from the registered Home Performance with Energy Star contractor:
 - Home Performance with Energy Star® Loan/Rebate Bid Summary
 - Energy Analysis form
 - Verification or inspection reports (where applicable)
 - AHRI Certification Forms
 - Required TCAD or Drawings
 - Manual J Calculations (as required)
2. Upon completion of home energy assessment or verification, all forms are to be maintained and be returned to the City in a in a timely manner and containing accurate and complete information, as determined by the City.

VIII. EVALUATION OF VENDOR PERFORMANCE

Contractor performance shall be reviewed and evaluated on an ongoing basis during the course of the contract term based on the following criteria:

- A.** Timeliness in initial contact with customer.
- B.** Contractor's ability to accurately collect data related to performing a comprehensive home energy assessment, home energy modeling analysis, blower door test, duct test, heating and cooling load calculations.
- C.** Ensuring that Contractor provides customer and Austin Energy with follow-up reports and documentation of work performed.
- D.** Timeliness in returning files to AE within 3 working days after completion of work assignment.
- E.** Files shall be error free and contain complete information as they will be used for final inspections by AE.

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- F.** Ensure that Home Performance with Energy Star contractor and Austin Energy customers are treated courteously and professionally. This means that Contractors shall keep appointments on time, maintain work area clean and free of debris on a daily basis, and resolve complaints. Contractor shall respond to all customer complaints within twenty-four (24) hours and attempt to resolve such complaints, on a good-faith effort, within fifteen (15) work days. Vendor shall also report to the AE Program Manager, any failure to resolve a complaint within this fifteen (15) work-day timeframe. The AE Program Manager may, at their discretion, intervene on a customer complaint if Vendor fails to resolve complaint within a reasonable time-frame beyond the fifteen (15) work days.
- G.** Contractor adherence industry standards and guidelines set forth in this solicitation. AE's Compliance staff maintains the right to conduct on-site evaluations and follow up visits. Failure to meet all guidelines will result in the development of a corrective action plan. Failure to remedy quality and performance issues will result in contract termination.
- H.** Monitoring of Contractor submission of the Contractor Workforce Report and Quarterly Report as per requirements (see Section 6).

IX. CITY RESPONSIBILITIES

The City Program shall assign a service request of the Contractor. A service request can be for any of the following services: quality control inspection, comprehensive assessment, Manual J load calculations, verification, final inspection, or training. Contractors will not be paid for any service request not performed or canceled for any reason, including for City's convenience.

The City shall be responsible for scheduling verifications, final inspections, and some quality control inspections for the Contractor unless the Contractor is instructed by AE to schedule the services. All other service requests such as quality control inspection, comprehensive assessment, Manual J load calculations, and training will be scheduled by the vendor within three (3) working days and completed within seven (7) working days after the appointment is scheduled. If service request cannot be completed with the seven (7) working day period, Contractor shall contact the City Program Manager and request an extension. If Contractor does not request an extension and the services exceeds the seven (7) working day period, the City will document this as a performance issue.

The City will review all proposed training guides submitted by Respondents and incorporate into a single training guide for all Vendors to implement.

The AE Project Manager shall review reports, evaluations, diagnostic test results, and load calculations submitted by Contractor on a weekly basis or other frequency as agreed upon with Contractor to identify any performance related issues or problems that impact the Contractor's ability to perform any of the services requested of the Contractors, such as performing comprehensive home energy assessments, running energy modeling software, verification, inspection services or field training.

The City shall maintain notes from the on-site evaluations on the Scope of Work/Final Inspection Form, including any deficiencies and corrective action required of the Contractor.

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Contractors will receive a handbook with forms and instructions and are hereby made a part of this solicitation, and constitute performance standards required of the Contractor in accordance with all terms of this solicitation.

X. ACCEPTANCE OF WORK

Approval or acceptance of work by City shall not be an assumption of such responsibility for any erroneous or incomplete information/data collection by the Contractor.

Upon successful award of any contract resulting from this solicitation, Contractor shall provide all manpower, equipment, supplies, and transportation necessary to meet all of the program requirements set forth in this solicitation.

XI. FEES AND PAYMENTS (reference Attachment 2 – Cost Proposal)

- A. The Contractor shall invoice for only the items listed in Attachment 2 unless AE has approved a change order.
- B. The Contractor shall supply a list and charges for any additional cost required but not reflected within the set pricing structure listed Attachment 2.

XII. CONFIDENTIALITY AGREEMENT

Upon selection for contract award and prior to commencement of the work, AE will require the selected Contractors to execute a Confidentiality Agreement due to competitive business and technical information that may be provided by Austin Energy.

Contractors shall identify areas of possible conflicts of interest in their proposals that may arise during the term of the anticipated contract. At a minimum, conflicts of interest to be identified include but are not limited to, all those described in applicable professional guidelines and/or statutes. Conflicts of interest may disqualify a firm or its subcontractors from a particular assessment but not disqualify the firm or subcontractors from other assessments or efforts. If, at any time during the course of the contract, conflicts of interest arise, then Contractor shall notify AE immediately in writing of such conflicts.

XIII. ADDITIONAL INFORMATION

- A. **Attachments**. The attachments enumerated and denominated below are hereby made a part of this solicitation, and constitute promised performances by Contractors in accordance with all terms of this solicitation:

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- B. **Websites and Other References.** Contractors understand and agree that all references to statutes, rules, regulations and websites are included in the requirements of this solicitation and the ensuing contract as if they were set out in full within this document and any related document.

<http://www.austinenergy.com>

<http://fedgov.dnb.com/webform>

<http://www.bpn.gov/ccr/>

<http://www.cityofaustin.org/purchase>

www.ahridirectory.org

www.acca.org

www.license.state.tx.us

www.cce1.org

www.ashrae.org

www.nationalcomfortinstitute.com

www.energyconservatory.com

www.epa.gov