# November 15, 2024

Please Note: We've implemented a new submission process using Responsive software. Please go to the link below to create an account on Responsive or to login. All questions must be completed to submit a response. Please SAVE your work throughout the submission process.

Submit a response to our Miami-Dade 2024 Solar Co-op RFP here:

http://app.rfpio.com/survey/public/66aacd6257bb53564d68a228 67228b2df08e252e35 2f5eb8/RFP--Miami-Dade-2024-Solar-Co-op

For general guidance on the platform, please contact us at FLteam@solarunitedneighbors.org

Dear Installer,

Thank you for your interest in the Miami-Dade 2024 Solar Co-op! We're excited to issue a Request For Proposal (RFP) on behalf of a group of homeowners and businesses in Miami-Dade county. We've worked closely with community stakeholders and volunteers to recruit interested homeowners for this group.

About Solar United Neighbors: We are working to help as many homeowners go solar as possible. We also want to help grow a strong, vibrant solar market in the region. We've been organizing solar cooperatives since 2007, facilitating 405 solar co-ops nationwide with thousands of co-op members, resulting in over 82MW+ of contracted residential solar.

This solar co-op is open to all Miami-Dade homeowners. Seventeen of these homeowners will benefit from support from the U.S. Department of Energy's (DOE) Energy Efficiency and Conservation Block Grant Program award to Miami-Dade County, with SUN as subgrantee (EECBG Award Number DE-SE0000221). With federal assistance, seventeen income-qualified low-to-moderate income (LMI) households will have the cost of their solar arrays covered by the grant and paid for through DOE subgrantee (Solar United Neighbors) and possibly via the homeowner's SREC income. Please note that with the addition of this low-income solar program, the RFP response template on the Responsive software platform will have new questions and LMI-specific requirements. Please read this document and the response template carefully. The Miami-Dade 2024 solar co-op will consist of seventeen (17) 5kW systems that are completely paid for by the grant. We also anticipate that about 100 additional homeowners who can pay for or finance their own systems will participate. Not all homeowners that participate are obligated to sign a contract. We highly encourage you to review this entire RFP carefully for additional federal requirements for the 17 installations funded by the Department of Energy.

### **Davis-Bacon Act**

This award is funded under Division D of the Bipartisan Infrastructure Law (BIL). All laborers and mechanics employed by the recipient, subrecipients, contractors or subcontractors in the performance of construction, alteration, or repair work in excess of \$2000 on an award funded directly by or assisted in whole or in part by funds made available under this award shall be paid wages at rates not less than those prevailing on similar projects in the locality, as determined by the Secretary of Labor in accordance with subchapter IV of chapter 31 of title 40, United States Code commonly referred to as the "Davis-Bacon Act" (DBA). Recipients shall provide written assurance acknowledging the DBA requirements for the award or project and confirming that all of the laborers and mechanics performing construction, alteration, or repair, through funding under the award are paid or will be paid wages at rates not less than those prevailing on projects of a character similar in the locality as determined by Subchapter IV of Chapter 31 of Title 40, United States Code (Davis-Bacon Act). The Recipient must comply with all of the Davis-Bacon Act requirements, including but not limited to:

- (1) ensuring that the wage determination(s) and appropriate Davis-Bacon clauses and requirements are flowed down to and incorporated into any applicable subcontracts or subrecipient awards.
- (2) being responsible for compliance by any subcontractor or subrecipient with the Davis-Bacon labor standards.
- (3) receiving and reviewing certified weekly payrolls submitted by all subcontractors and subrecipients for accuracy and to identify potential compliance issues.
- (4) maintaining original certified weekly payrolls for 3 years after the completion of the project and must make those payrolls available to the DOE or the Department of Labor upon request, as required by 29 CFR 5.6(a)(2).
- (5) conducting payroll and job-site reviews for construction work, including interviews with employees, with such frequency as may be necessary to assure compliance by its subcontractors and subrecipients and as requested or directed by the DOE.
- (6) cooperating with any authorized representative of the Department of Labor in their inspection of records, interviews with employees, and other actions undertaken as part of a Department of Labor investigation.
- (7) posting in a prominent and accessible place the wage determination(s) and Department of Labor Publication: WH-1321, Notice to Employees Working on Federal or Federally Assisted Construction Projects.
- (8) notifying the Contracting Officer of all labor standards issues, including all complaints regarding incorrect payment of prevailing wages and/or fringe benefits, received from the recipient, subrecipient, contractor, or subcontractor employees; significant labor standards violations, as defined in 29 CFR 5.7; disputes concerning labor standards pursuant to 29 CFR parts 4, 6, and 8 and as defined in FAR 52.222-14; disputed labor standards determinations; Department of Labor investigations; or legal or judicial proceedings related to the labor standards under this Contract, a subcontract, or subrecipient award.
- (9) preparing and submitting to the Contracting Officer, the Office of Management and Budget Control Number 1910-5165, Davis Bacon Semi-Annual Labor Compliance Report, by April 21 and

October 21 of each year. Form submittal will be administered through the iBenefits system <a href="https://doeibenefits2.energy.gov">(https://doeibenefits2.energy.gov</a>) or its successor system

The Recipient must undergo Davis-Bacon Act compliance training and must maintain competency in Davis-Bacon Act compliance. The Contracting Officer will notify the Recipient of any DOE sponsored Davis-Bacon Act compliance trainings. The Department of Labor offers free Prevailing Wage Seminars several times a year that meet this requirement, at <a href="https://www.dol.gov/agencies/whd/government-contracts/construction/seminars/events">https://www.dol.gov/agencies/whd/government-contracts/construction/seminars/events</a>

The Department of Energy has contracted with a third-party DBA electronic payroll compliance software application. The Recipient must ensure the timely electronic submission of weekly, certified payrolls as part of its compliance with the Davis-Bacon Act unless a waiver is granted to a particular contractor or subcontractor because they are unable or limited in their ability to use or access the software.

Davis Bacon Act Electronic Certified Payroll Submission Waiver

A waiver must be granted before the award starts. The applicant does not have the right to appeal SCEP's decision concerning a waiver request.

For additional guidance on how to comply with the Davis-Bacon provisions and clauses, see <a href="https://www.dol.gov/agencies/whd/government-contracts/construction">https://www.dol.gov/agencies/whd/government-contracts/construction</a> and

https://www.dol.gov/agencies/whd/government-contracts/protections-for-workers-in-construction

Wage rate determinations for Miami-Dade County are included below:

https://sam.gov/wage-determination/FL20240215/7

## **Affirmative Action and Pay Transparency Requirements**

All federally assisted construction contracts exceeding \$10,000 annually will be subject to the requirements of Executive Order 11246:

- (1) Recipients, subrecipients, and contractors are prohibited from discriminating in employment decisions on the basis of race, color, religion, sex, sexual orientation, gender identity or national origin.
- (2) Recipients and Contractors are required to take affirmative action to ensure that equal opportunity is provided in all aspects of their employment. This includes flowing down the appropriate language to all subrecipients, contractors and subcontractors.
- (3) Recipients, subrecipients, contractors and subcontractors are prohibited from taking adverse employment actions against applicants and employees for asking about, discussing, or sharing information about their pay or, under certain circumstances, the pay of their co-workers. The Department of Labor's (DOL) Office of Federal Contractor Compliance Programs (OFCCP) uses a neutral process to schedule contractors for compliance evaluations. OFCCP's Technical Assistance Guide should be consulted to gain an understanding of the requirements and possible actions the recipients, subrecipients, contractors and subcontractors must take.

### **Paid Sick Leave**

Note: Executive Order (EO) 13706, Establishing Paid Sick Leave for Federal Contractors applies to all contracts subject to the Davis-Bacon Act for which the contract is awarded (and any solicitation was issued) on or after January 1, 2017. If this contract is covered by the EO, the contractor must provide employees with 1 hour of paid sick leave for every 30 hours they work, up to 56 hours of paid sick leave each year.

Employees must be permitted to use paid sick leave for their own illness, injury or other health-related needs, including preventive care; to assist a family member (or person who is like family to the employee) who is ill, injured, or has other health-related needs, including preventive care; or for reasons resulting from, or to assist a family member (or person who is like family to the employee) who is a victim of, domestic violence, sexual assault, or stalking. Additional information on contractor requirements and worker protections under the EO is available at

https://www.dol.gov/agencies/whd/government-contracts

### **Historic Preservation**

Any of the 17 LMI homes that participate in the solar cooperative that are 45 years and older, must not proceed with their installations until approval is received from the State of Florida. This approval will be facilitated by Miami-Dade County.

# **Request for Proposal Details**

We are issuing this RFP with the intent of selecting one company ("Proposer") to provide solar photovoltaic (PV) energy systems, as well as optional level 2 EV chargers and optional battery backup or retrofits for all participating homeowners and businesses, including the 17 LMI homeowners. The Proposer will provide a single price/kW installed for the free installation LMI group reflecting Davis-Bacon Act wages and another single price/kW for market rate customers.

If the Proposer offers battery backup or battery retrofits, the Proposer will provide price ranges for installation, equipment, and design offered to homeowners and businesses participating in the group. Similarly, the Proposer will offer an installed price for level 2 EV charges if those are offered.

The goal of the solar co-op is two-fold: (1) to enable the co-op members to receive competitive pricing on their solar, EV charger, and battery systems by proceeding as a group, and (2) to provide the project developer with an extensively pre-screened and well-educated group of customers.

# Miami-Dade Solar Co-op Timeline

- RFP Issue Date: November 15, 2024
   Proposals Due: December 2, 2024
- 3. Selection Committee Review: December 12, 2024
- 4. Notice of Intent to Award: **December 13, 2024**
- 5. Installer Award Agreement Completed: December 20, 2024
- 6. Deadline for new co-op members to sign up: February 26, 2025
- 7. Deadline (tentative) for all site visits completed: March 26, 2025
- 8. Deadline (tentative) for all proposals to co-op members: **April 9, 2025**
- 9. Deadline (tentative) for all signed contracts: May 7, 2025

If you would like to submit a response to this RFP, please go to the link below to create an account with Responsive. If you already have an account with Responsive, use that to access the RFP response portal. Proposals are due by submission through Responsive by 5:00 p.m. on December 2, 2024 (Late submissions will not be accepted).

NOTE: If you plan to respond to more than one SUN RFP announcement, this software will let you save and re-use your responses for easier preparation and submission next time!

Submit a response to our Miami-Dade 2024 Solar Co-op RFP here:

<u>app.rfpio.com/survey/public/66aacd6257bb53564d68a228\_67228b2df08e252e352f5eb8/RFP--Miami-Dade-2024-Solar-Co-op</u>

Below you will find additional information and requirements for compiling a compelling proposal. If you have any questions about the process or expectations, please don't hesitate to email. Please see the document on the last page for guidance on commercial, non-profit and large systems as part of the co-op.

We look forward to receiving your submissions!

Best,

Laura Tellez FLteam@SolarUnitedNeighbors.org Associate Florida Program Director Solar United Neighbors

### SCOPE OF WORK

# Services to be provided by Solar United Neighbors as a subgrantee of, and in partnership with, Miami-Dade County

- 1. Pre-screen co-op members by reviewing each roof via publicly available satellite imagery. Assessments performed by Solar United Neighbors are categorized by "Qualified", "Maybe Qualified", and "Disqualified" (based on shading, size, shape, orientation) and are not intended to be overly restrictive. Our goal is to find the balance between wasting a homeowner's or the developer's time and unnecessarily excluding co-op members.
- 2. Recruit co-op members after selection (see timeline above). We expect the numbers of co-op members to increase significantly by the end of the project cycle.
- 3. We'll issue promotional materials (press release and social media posts, etc.) as well as work to generate local media attention. We'll clear materials with you to the best of our ability. We will feature your company prominently while keeping bid details confidential.
- 4. Support co-op members and the selected developer throughout the process.
- 5. Host celebration of successful co-op and public recognition of the work of the installer.
- 6. Distribute information should any details about the RFP be clarified or changed during the RFP period.
- 7. Facilitate State of Florida Historic Preservation approvals for homes that are 45 years or older that are part of the LMI homeowner group

# Services to be provided by the Proposer

- 1. A custom proposal for each co-op member in the group based on the group pricing and component offerings outlined in bid. The proposal should include language that explains all the services provided in the turnkey price for the system (assessment, system design, permitting, installation, interconnection paperwork, etc.). Please provide us the first three (3) proposals you send to co-op members.
- 2. In person (or virtual conference) site assessment, structural assessment, design, equipment procurement, installation, monitoring setup, financing, customer training (i.e. safety rules, monitoring, maintenance, how to deal with problems, etc.), permitting, and application/management of applicable incentives.
- 3. Responsive communication with group members.
- 4. Responsive communication and coordination with Solar United Neighbors about group and individual co-op member status.
- 5. Participate in public education/outreach events.
- 6. Installations performed in conformance with all applicable laws and codes, interconnection requirements for net-metered installations and any incentive-related installation requirements, rules, and timelines. Solar United Neighbors defers to the SEIA Solar Business Code as a determinant of fair, transparent business practices to ensure solar customers are treated in a fair and honest manner. In addition to the SEIA Code, Companies shall abide by the law and all applicable ethical business guidelines set forth by the Council of Better Business Bureaus (BBB), Federal Trade Commission (FTC), Consumer Financial Protection Bureau (CFPB), relevant state consumer protection bureaus, and other regulatory bodies with jurisdiction.

# **LMI Program Requirements and Expectations**

This program is funded by the U.S. Department of Energy's Office of State and Community Energy Programs (SCEP) under the Energy Efficiency and Conservation Block Grant Program (EECBG Award Number DE-SE0000221). We are a subgrantee of Miami-Dade County. We have chosen to incorporate this low-income co-op program into a Miami-Dade Solar co-op.

The goal of this program is to create a replicable model to help low-moderate income homeowners go solar.

In these co-ops, we will have both market-rate and low-moderate income participants. Under this grant, additional requirements and steps have been added to the co-op process. Please take note of these additional requirements below AND in the RFP response template.

The selected installer will be required to provide pricing for an Operations & Maintenance plan for each LMI installation, which includes:

- · 10 years of coverage (including a minimum 10-year workmanship warranty)
- · Proactive system monitoring and response
- · Labor on warranty work that is not covered by manufacturer warranty

The selected installer will be required to provide the following documentation to Solar United Neighbors for each income qualified installation:

- · A copy of your signed contract with the homeowner
- · A copy of the final approved inspection certificate from the AHJ
- · A copy of executed Authorization to Operate from the Utility
- · Itemized invoices for each installation to Solar United Neighbors for payment broken down by material, labor, and administrative costs at specified milestones.

The selected installer will also be required to facilitate the signature by the homeowner of some or all of the following documentation that will be provided by Solar United Neighbors:

- · Signed Solar United Neighbors program participant agreement
- · Signed SREC contract documents

LMI specific installations will all have a 5kW system size. Income qualified systems will be paid for by Solar United Neighbors partially through the grant and partially through the upfront sale of SRECs. Participants will have the option to sign a contract handing over SRECs and will use an SREC aggregator/broker selected by Solar United Neighbors. After installation, Solar United Neighbors can hire a 3<sup>rd</sup> party to conduct a basic visual inspection of the solar installation. The selected installer will not be required to be present for this additional inspection.

Individual project milestone payments for qualified participants of the income qualified program will be set by Solar United Neighbors. Those milestone payments are at:

- · Contract sign by the homeowner
- · Completion of final inspection approval by the AHJ
- · Authorization to Operate from the utility

NOTE: For market-rate co-op participants, the milestone payments proposed by the installer in their proposal will be used per the usual co-op process.

Per grant requirements, the selected installer must maintain the following insurance levels:

- · Commercial General Liability Insurance: \$1,000,000 limit per occurrence and \$2,000,000 aggregate;
- · Automobile Liability Insurance: \$1,000,000 per occurrence.
- · Workers Compensation Insurance: \$100,000 per accident for injury; \$500,000 per employee for disease; and \$500,000 policy limit for disease;
- · Umbrella/Excess Liability Insurance: \$2,000,000 limit per occurrence.

Per grant requirements, the selected installer is also required to provide additional documentation above the normal Solar United Neighbors co-op requirements. Please pay close attention to the bottom of the response template for a list of those documents.

## **Bid Requirements**

Offer a single purchase price (\$/Watt) for all co-op members. This \$/Watt price may vary between market rate co-op members and LMI grant installations. For the 17 LMI installations a separate price or adder (\$/Watt) may be included for the Davis-Bacon Act pay scale reporting requirements, and the Operations and Maintenance Plan.

- The prices for market rate members and LMI installations will be offered, respectively, to all homeowners (and businesses) participating in the solar co-op
- You may not exclude from your proposals any of the co-op members involved in this RFP.
- You do not need to provide individualized proposals for each homeowner in this initial bid. If selected to develop the group of projects Proposer will provide individualized proposals for each co-op member.
- Explicitly state any additional charges not included in the \$/Watt price in the proposal (e.g., charges for electrical upgrades, steep roofs, specific roofing types/materials, roof attachment methods/components, multiple array locations, small system size, customized racking, tree trimming, etc.).
  - The assumption is that all costs to most co-op members are factored into the base price, and that an additional charge, if necessary, is reserved for unique circumstances.
- Consider all selection criteria when preparing your proposal. Although the Selection Committee will look for aggressive pricing, price is **not** the only factor they will consider. Participants also value experience in the marketplace, quality system components, and strong warranties, permitting experience in the Authorities Having Jurisdictions, among other factors. Solar co-ops should not be a "race to the bottom" in terms of system price and quality, nor do we want proposers to feel they must sacrifice quality to be selected.

## Bid with PV modules that:

- Are listed and reviewed on the California Energy Commission list, 'Incentive Eligible Photovoltaic Modules in Compliance with SB1 Guidelines' or installer must provide similar performance information for selection committee from an alternate source, or by referencing a CEC-listed panel from the same product family.
- Have at least a 25-year power warranty with a specified performance degradation curve showing acceptable levels of performance or replacement and show achievement of a minimum of 80% of the nameplate rated power at STC by year 25:
- Have a product warranty of at least 10 years.

## Bid with inverters that:

- Are included in the California Energy Commission list '<u>List of Eligible Inverters per SB1 Guidelines</u>' or installer to provide similar performance information for selection committee from an alternate source or by referencing a CEC-listed inverter from the same product family.
- Have a warranty that allows for replacement due to premature failure over the specified warranty time frame and be a minimum of 15 years for microinverters and 10 years for string inverters.

# • Utilize mounting equipment that is:

o Grounded in accordance with manufacturer's specifications.

- Used in accordance with its manufacturer's listed purpose and specifications.
- Used in accordance with manufacturer specifications for waterproofing penetrations.
- Meets any specific local zoning requirements beyond #2 and #3.
- Level 2 EV chargers must: Be UL or ETL certified.
- Meet the following licensing requirements:
  - o Proposer submitting the bid is licensed to operate within Florida.
  - o Proposer submitting the bid is a licensed solar installer
  - o Proposer submitting the bid must be a staff member of the solar company who would receive the work.
  - o NOTE: Bids from third party sales representatives will not be accepted.
- Meet the following insurance requirements (for proposer and any sub-contractors): 1
  - o General liability \$1,000,000 per occurrence, \$2,000,000 in aggregate.
  - o Worker's compensation \$1,000,000 each accident, each employee, policy limit.
  - Automobile liability bodily injury, death, and property damage combined single limits of at least \$1,000,000 per occurrence covering vehicles owned, hired, or nonowned.
  - o NOTE: Official proof of exemption by applicable jurisdiction for any above insurance requirements for a company is also acceptable.

# Have you worked on a Solar United Neighbors co-op before?

To be eligible to submit a proposal for this co-op, you must:

- 1. Have no overdue invoices for past solar co-op work.
- 2. Have updated all customer tracking data for active or completed co-ops (including kW installed and interconnection completed dates).
- 3. Have completed initial contacts, site visits, and individualized proposals for the majority of any existing co-op you are currently working on.

Solar United Neighbors reserves the right to deny any proposer's bid due to overdue payments, lack of proper licensure for applicable jurisdictions, or outstanding co-op member grievance yet to be resolved.

These requirements are in line with the Solar Energy Industry Association's described best practices <a href="https://www.seia.org/research-resources/installation-best-practices-residential-portfolios">https://www.seia.org/research-resources/installation-best-practices-residential-portfolios</a>

# **Useful Info**

# How a solar co-op works

A solar co-op is when a group of homeowners goes through the solarization process together.

# Months 1-2 1 LEARN Attend a free solar co-op info session. 2 SIGN UP ONLINE Become a co-op

3 SPREAD THE WORD Invite neighbors & friends

to join!

member! It's free to

sign up.

# Month 3

# 4 SELECT INSTALLER

Once the co-op has 30 members, they choose the solar installer.

Solar United Neighbors issues a competitive RFP for solar installers on behalf of the solar coop. We review bids & check references.

Then volunteer co-op members review bids & select one installer.

# Months 4-8



Last chance to join.

# 5 PROPOSAL

Co-op pricing, customized for you.

# 6 SIGN CONTRACT

with the installer

# 7 INSTALLATION

# 8 PARTY!

Celebrate & meet your solar neighbors.

More detailed information about each phase is available here:

http://www.solarunitedneighbors.org/for-installers/

# How a co-op selects an installer

After all interested installers have submitted a proposal in response to this Request for Proposals, Solar United Neighbors will convene a selection committee of co-op members. This Selection Committee, consisting of homeowners participating in the solar co-op, will review the proposals. Each Selection Committee member signs a confidentiality agreement to keep your bid details private. The Committee will select **one Proposer** to develop all the projects for the group.

The process used to select the winning bid will be as follows:

- 1. Once Selection Committee members sign the confidentiality agreement, bids will be distributed to Selection Committee members along with a summary spreadsheet created by our staff.
- 2. Selection Committee members may review bids independently before meeting as a group.
- 3. Committee members will convene one evening to review all bids and select an installer. During that meeting they will:
  - a. Discuss each bid.
  - b. Select finalists.
  - c. Contact the designated bid representative for each finalist **if** a bid component needs clarification. The committee may decide not to contact finalists if no clarification is needed.
  - d. Select a winning company to serve the co-op.

If you are selected as a finalist and the committee calls you that evening, you will have an opportunity to speak about your bid and to answer questions. Please abide by the following:

- 1. No discussions of other installers' bids, reputation, etc. This is about your proposal only.
- 2. Please do not negotiate to change any aspect of the bid from what is in your proposal. Clarifications of what's included are acceptable.
- 3. Keep responses as brief as possible.

## **Selection Criteria**

\*Please note: The "importance" column below reflects the selection criteria priorities and preferences of the co-op members and will often vary from one co-op to another.

Category	Description	Importance
Offers the best price	The extent to which	13/19 (68%) members
	proposed pricing terms are competitive.	indicated as important.
<u>Uses higher quality equipment</u>	The extent to which the	17/19 (89%) members
	Proposer incorporates high-	indicated as important.
	quality components (high	
	CEC panel ratings,	
	flashed/non-penetrating	
	attachments, etc.) and	
	American-made products	
	into their system design.	
<u>Has more experience</u>	The extent to which the	10/19 (52%) members
	Proposer demonstrates a	indicated as important.
	track record of quality work	
	and incorporates	

	photovoltaic technologies in		
	line with industry standards.		
	Experience in the Phoenix		
	metro market a plus.		
Offers stronger warranties	The extent to which the	9/19 (47%) members	
	Proposer offers strong	indicated as important	
	warranties on system		
	components and labor.		
Are a local company/woman	The extent to which the	10/19 (52%) members	
or minority-owned business	proposed solar PV systems	indicated as important.	
	foster social and community		
	development, including		
	hiring local workers, and		
	offering local job training		
	opportunities. Preference		
	will be given to locally owned		
	companies.		
Please take note of these non-solar offering questions:			
Battery Storage	Number of members	0 members indicated	
	interested or potentially	interest.	
	interested in battery storage.		
Level 2 Electric Vehicle	Number of members	3 members indicated	
<u>Chargers</u>	interested in installing a level	interest.	
_	2 EV charger.		
<u>Financing</u>	Number of members	4 members indicated	
	considering financing.	interest.	
		4 members indicated	
		potential interest.	

# Lessons learned from previous solar co-ops

Historically, we have seen participant close rates of between 20% and 30%. Our goal with each solar co-op is to have a 50% (or higher) close rate for participants. We've put a lot of time into recruiting and educating the participants and we want to make sure that as many qualified participants as possible move forward with projects.

Our aim is not to interfere with your internal process or micromanage how you do business. We have, however, seen very different close rates within solar co-ops. Some of this has to do with the installer's process and approach. Below we've put together some lessons learned that we've found are helpful in getting a high close rate.

# Installers with higher close rates:

• Called participants to schedule an initial site visit and followed up via email instead of only emailing.

- Reach out to selection committee members early-they are often the first signed contracts.
- Use the co-op as a "special offer" to lost leads in the co-op area, directing them to our sign-up page so they have support and education that can help to convert to a signed contract.
- Scheduled site visits as soon as possible and provided quick turn-around times for sending proposals to participants (proposals received 1 week or less after site visit).
- Provided participants with a proposal and a final contract for signature at the same time (so the customer has all information to finalize their decision).
- Had short, concise, and clear email communications with participants. When there's lots of text in a proposal or email, participants stop reading.
- Let the group know when they would be unavailable or were experiencing delays. Participants understand delays; they just want to be kept in the loop about when to expect information from installers. We can communicate this to the group as a whole and help manage expectations too. Just let us know how things are going.
- Maintained organized, updated customer tracking records. We use these records to monitor group progress and respond to participant questions and concerns.
- Communicated with us about difficulties reaching participants. We'll remain involved throughout the process and are happy to reach out to participants to reassure them, encourage scheduling site visits, signing contracts, etc. Just let us know what you need.

# **Q&A Process**

Solar United Neighbors will act as the point of contact for all solar co-op and RFP related questions on behalf of the co-op members covered under this RFP. Laura Tellez will manage all communications. Please submit any questions and/or comments via email to <a href="https://example.com/FLteam@SolarUnitedNeighbors.org">FLteam@SolarUnitedNeighbors.org</a>. **Proposers that contact co-op members directly for any reason will be disqualified.** 

# What we will disclose to group members about your bid if you are selected

We will disclose this information to the entire group (not the public) about your winning bid:

- Equipment included in the bid.
- Warranties on all equipment and installation.
- Base pricing and key adders.
- System cost examples based on your bid pricing, average sizes, and equipment options (noting that bid pricing and component offering is for limited co-op time frame and may not be applicable to non-co-op members)
- Installer contact information and next steps for each homeowner.
  - o NOTE: If you are selected, we will work with you to clarify this.

# Commercial, non-profit, and large systems

Solar Co-ops are mostly made up of residential customers but may include some small businesses, non-profit organizations, churches and other larger than residential systems.

At Solar United Neighbors, we realize that commercial projects may be priced differently and are often custom or cannot be completed within the timeframe of the solar co-op. Due to the complexity of the projects, this can result in a higher price per Watt due to permitting or sometimes a lower price per Watt for larger installations.

If a lower price per Watt is available for the customer than the co-op pricing, feel free to include this price in the customer's proposal. The solar co-op is not meant to get in the way of you making a sale.

If higher pricing is required due to the complexity of the project, including but not limited to engineering upcharges or meter issues, we expect that you honor the spirit of discounted pricing you are providing for residential customers for any commercial customers in the group.