

## RFP Response to Questions

### Webinar Recording:

<https://ebce-org.zoom.us/rec/share/onq885hZTnjXhEJv4AxMu9ATowiPzo-Xepxmu9BPZe7tRGOOn8gqvCKFCxVMGCUOC.KXZmnfz091i7rwVh>

1. Are there medical partners already involved in the Program or is it the applicants' responsibility to find a medical partner?

A: The applicant will not be responsible for securing a medical/healthcare provider partner. It should be noted that, at this time, a healthcare provider has not been selected. For the pilot, Ava will be using existing customer data to target and enroll eligible customers.

2. How will households be selected after the medical qualifications? Can renters participate in the Health-e Communities Program?

A: Any eligible household that meets the program guidelines will be selected on a first-come, first-serve basis. Ava will allow both homeowners and tenants to participate in the Health-e Communities Program. However, for any tenant-occupied dwelling, Ava will need the homeowner or property manager's cooperation and all necessary approvals to perform work on their property.

3. If there are community-based groups that can contribute to the success of this Program, can the main applicant work with those organizations as a subcontractor?

A: Proposals may include subcontractors. Tasks assigned to the subcontractor should be aligned with, or in support of Section 1.3 - Specific Work Requirements of the RFP.

4. Is there interest in using other types of air quality monitoring equipment outside of the equipment provided by the air quality monitoring provider.

A: Not at this time. Data collection tools used during the pilot/program will be at the discretion of the air quality monitoring/research partner and Ava.

5. Should the proposal be written for the pilot or for the full program?

A: The bidder should write the proposal for the full program. Scope of work tasks for the pilot and the larger program will generally be the same, just at a higher scale. The one exception is electrical panel replacements, which will likely not be supported in the pilot phase but should be included in the proposal.

6. Is the contractor expected to use Ava's customer care services, scheduling, etc., or is the contractor expected to come with their own?

A: Ava invites bidders to recommend an online scheduling service. The service should be cost-effective, scalable, and accessible to multiple parties. Ava will collaborate with the selected Contractor(s) to determine the best way to log customer interactions and project milestones using a customer relationship management (CRM) platform.

7. Is there a way for parties who wish to partner, as a subcontractor, with potential bidders to contact those bidders in advance of the proposal due date?

A: Ava does not have a list of parties that intend to bid. Ava is seeking proposals with complete scopes of work and would consider responses from teams responding to this RFP.

8. Would non-operating equipment (stoves) be eligible for replacement?

A: Non-operating stove replacements will not be supported during the pilot. The intent of the pilot is to measure indoor air quality before and after gas is eliminated from the kitchen. Ava will consider this as part of the full program implementation design.

9. How much time is expected to install the AIQ monitoring equipment?

A: It is anticipated to take a max of 15 minutes for the Contractor to install the air monitoring equipment. This would need to happen no less than one (1) week before the gas stove is replaced

10. How many sets of monitors are there going to be for deployment at any given time?

A: There are currently 25 air quality monitoring units that can be deployed at one time. Ava would consider adding additional monitors, if needed to expedite the pilot.

11. Can you disclose who the air quality monitoring partner is at this time?

A: We will release the name of the air quality monitoring partner once a contract has been executed.

12. How does a manufacturer get its induction stove products on the eligible products list?

A: The Contractor(s) selected under this RFP will work with an Ava-selected local appliance retailer to procure the induction units. Products offered under the program will depend on the retailer's inventory. All induction stove units (regardless of manufacturer) that are available by the retailer and fit within the eligibility guidelines (sale cost, stove type, etc.) will be included on the eligible products list.

13. Will air quality monitoring equipment be installed and uninstalled during both the pilot and main program phases?

A: It is anticipated that the air quality monitoring will be conducted throughout both the pilot and full program implementation.

14. After the air quality monitor is uninstalled, what happens next? Is the contractor expected to ship air monitors back to the provider? Is the contractor expected to download the monitor data and transmit it to another entity? Is the contractor expected to reset the monitor and re-use it in other participating homes?

A: During the pilot, the air quality monitoring partner will provide training to the Contractor to allow for data extraction and prepping the air quality monitoring equipment for redeployment. It is anticipated that this can be a simple process without requiring significant time. Should more sophisticated air monitoring equipment be used during the full program implementation, Ava, the Contractor, and the air quality monitoring partner may collaborate on a process to deploy the equipment.

15. Does Ava require a "schedule" as indicated in Exhibit B to be submitted now (with the proposal), or is the schedule/Exhibit B something that will be developed after a contractor is chosen?

A: No, the proposal should not include a detailed schedule. The exhibits in the Installer Services Agreement are for reference and to provide redlines/comments to the Agreement. However, it would be helpful to include expected timeframes for specific work items provided in response, if applicable.