

Question	Answer
<b>Email Submissions</b>	
<p>The RFP solicitation states that the processing fee for the incentive program shall not exceed 15% of the total project funding, however, does not clearly state whether the processing fee is part of the \$4M budget or if the \$4M is fully allocated to the incentives and the processing fee will be additional budget.</p>	<p>All administration/processing fees are part of the total budgets, \$4M for the incentive program and \$2M for the lending program.</p>
<p>What requirements will EBCE hold for partner retailers or other engagement (IE bike library distribution) partners? If a retailer is handling discounts and submitting requests for payment, will you require them to be in a subcontractor agreement? Would you have minimum insurance or other requirements for retailers or other engagement partners?</p>	<p>Only the Program Administrator(s) that EBCE selects will be required to sign the EBCE MSA. The Program Administrator will need to ensure that any partners you work with meet your insurance requirements based on the services they are providing to you.</p>
<p>Would they be required to meet the same minimum threshold as the prime contractor? That may be impractical for many if not all smaller retailers.</p>	<p>No we will not, see answer above</p>
<p>Regarding the following clauses Respondent will establish an applicant / participation verification system utilizing tools provided by EBCE to verify customer eligibility. and Respondent will...notify EBCE of customer participation in the e-Bike Program in EBCEs customer CRM, Salesforce Will EBCE be providing the databasing/software and building the necessary customer validation / management within its own software stack?</p>	<p>Yes, EBCE will provide the system using our Salesforce CRM. Any licenses for users or customer portals will be provided by EBCE.</p>
<p>Does EBCE assume they will provide any necessary salesforce licenses and or custom programming necessary for customer validation, discount validation, user verification and incentive tracking?</p>	<p>Yes, see above</p>
<p>Please post the written questions/answers from the prebid webinar along with the response to these submissions.</p>	<p>All respondents and Questions/Answers have been posted and provided to webinar registrants.</p>
<b>Questions submitted during Webinar</b>	
<p>Will this program be open to businesses, or only residential?</p>	<p>No, this will only be for residents. Businesses could be proposed as a channel for reaching residents</p>
<p>Are you able to connect submitters who offer one or the other of the elements if they opt in?</p>	<p>Yes</p>
<p>Approx. how many CARE customers do you have?</p>	<p>130,000 residential accounts are on CARE (not including Stockton, which has not been enrolled yet in EBCE service)</p>

are you open to a proposal that limits MORE of the program funds to CARE customers?	We are open to discussion as long as the minimums are met.
Do you envision the incentive to stack with other incentives, like the CARB e-bike incentive or other local/regional e-bike incentives?	Stacking EBCE's incentive with other incentives is not required. We are not requiring incentive stacking given there is no guarantee that CARB or other programs will have funding available at the time of EBCEs program
Is the budget inclusive of the administration cost or will administration costs be additional budget?	The budget is inclusive of the administration costs. Please review the solicitation for details on the max admin cost allowable.
If we can provide sufficient rationale for doing so, would you consider proposals that suggest shifting some budget from the Lending Program to the Incentive Program? i.e. Will you confirm that such a proposal will not immediately be disqualified?	No, the Program Budgets have been evaluated and are set at the levels specified in the RFP.
would you circulate these live answered Q&A, or otherwise post in your solicitation to attendees/bidders post meeting?	Yes, response to questions and the recorded webinar will be posted to our Solicitations webpage
Is it possible to API into EBCE's Salesforce system for automatic customer qualification?	Yes, this is possible. we have built webforms to verify customers based on name and address. An API could be made available as well if needed
Is there a minimum number of ebike lending locations in your service area?	EBCE is seeking for Respondants to propose the structure for the lending program including number of locations.
How will you be sharing participant info? Can that be done soon?	Yes, we will post the names of webinar participants on our Solicitations webpage
before?	Yes, this is EBCE's first e-bike initiative
Are you keeping the deadline the same, or do you plan to extend the due date by a week or so given the delay in this webinar?	changes or updates will be posted on our Solicitations webpage.
Should we assume that we won't offer lending or incentives to the Stockton residents until 2024?	We plan to launch in Stockton when we launch the rest of the Program

you expect 1 budget or one for each? (I see them as different functions with different components)	EBCE expects 1 budget for each program area
how will you measure success?	examples: Customer experience, uptake/engagement, widespread participation throughout our service area
Should incentives be in dollar amount or percentages? what is the best ?	(potentially with a cost % cap) and should not exceed the total cost of the bike
For the "lending program" does it have to be free? Or can there be some cost to users?	EBCE is looking to Respondents to propose the structure of the program requirements
Are incentives limited to one household or more than one adult from a family?	EBCE is looking to Respondents to propose those types of program requirements
Has EBCE discussed any ideas about restricting incentive limits to prevent funds from incentivizing a category of e-bikes I would describe as "e-waste" (IE No-Name extremely cheap ebikes that are not	EBCE is looking to Respondents to secure e-bike products / supply chain. It will be up to your firm to ensure product quality.