

Questions on Energy Efficiency Program Management RFP

April 09, 2021

- Will CLC provide historical program volumes related to calls, number of audits and weatherization projects by month/year? Or if you cannot share historical volumes, can you share targets for this RFP?

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	2019	2020	Q1 YTD 2021
Cape Light Compact Call Center volumes:	16,445	13,750	3,789
Number of 1-4 units with an energy assessment:	5,807	4,219	1,481
Number of 1-4 units with weatherization work completed:	2,705	2,202	625

- Will CLC share programs goals (expected savings, expected number of audits, number of weatherization projects, etc.)?
  - Please refer to the Cape Light Compact's 2019 – 2021 filed plan starting at page 177 of the filing (Data Tables) <https://3jy14ha9u771r7qzn35g0s6c-wpengine.netdna-ssl.com/wp-content/uploads/2018/11/CLC-filing-with-appx.pdf>
- Regarding customer service and calls, does CLC have specific service level agreements for the lead vendor?
  - No, CLC does not have specific service level agreements for the lead vendor.
- Within Submission Procedures on p. 8 of the RFP, CLC requests one original and one hard copy of the proposal as well as an electronic copy via email. Given delays recently with mailing and shipping during COVID, is it possible for us to submit our electronic copy first and then follow-up with the hard copies? Or can we hand deliver the required hard copies?
  - CLC will accept electronic copies delivered on, or before the required due date. Overnight deliveries will be accepted late provided that they are postmarked 24 hours before the due date.