# Northern Arizona Solar Co-op RFP Response Template

## Part 1 of 2 – Template Responses

Please answer each of the following questions in this document.

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| [Company name] | | | |
| Primary contact name | | |  |
| Primary contact phone | | |  |
| Primary contact email | | |  |
| **Competitive Pricing** | | | |
| 1. | | Provide the base $/W price the Proposer will offer to all solar co-op members. Please note if there is a minimum system size.  (NOTE: Our co-ops sometimes attract a few small commercial members. Providing separate commercial pricing here is optional.) | * $#/W – Module X w/ Inverter Y * Slate roofs supported? * Ground mount & trenching costs? * (Optional) Can you offer commercial pricing? If so, at what price range and for what range of system sizes? * (Optional) If you have any custom options for houses of worship or non-profits that you’d like to promote, please include that information as well.   ***[These are EXAMPLES below – Add/Remove as needed]***   * $/W - Small System Adder for Systems < 3kW DC (min. 2kW) * $ - Electrical Service Upgrade (flat) * $/W - Interior conduit run * $/W - Flat Roof Installation |
| 2. | | List any optional upgrades to system components. | ***[These are EXAMPLES – Add/Remove as needed]***   * $#/W – High efficiency module * $#/W – American made * $#/W – Microinverters/optimizers * $ - Squirrel guards and snow guards * Options you offer for homes without wi-fi? |
| 3. | | As part of this co-op, installers are encouraged to provide co-op members with an option for level 2 charging. Please provide an option for networked, ‘smart chargers’  What equipment and installation price will you offer? | ***[These are EXAMPLES – Add/Remove as needed]***   * $ - Bosh EL-51245-A * $ - Clipper Creek LCS-30 * $ - AeroVironment 32A, 240V, 25’ cable * $ - Installation (240v outlet or hardwired) * Applicable adders for trenching, drywall and/or hard to access electric service |
| 4. | | Please quantify Proposer’s experience with  batteries (number of commercial and/or  residential PV + storage installations).  NOTE: Some co-op members have expressed interest in adding battery storage. If you answered yes to grid-tied PV with battery backup, we recommend answering Questions in the Battery System Addendum | * [Yes/No] Do you have experience with grid-tied PV-based battery systems   + # of installations   + Types of certifications (i.e Tesla, LG Chem etc.) * [Yes / No] Do you have experience adding a battery retrofit to an existing system?   Would you be willing to provide battery retrofits to PV existing systems that your company did not install (Yes/No) |
| 5. | | Will you offer loan financing to co-op members? Is there a financing surcharge? (either % price increase or financing or origination fee) | * [YES/NO] * Specify loan products and applicable terms |
| 6. | | Will you offer a Power Purchase Agreement or lease to co-op members? | * [YES/NO] * Specify starting $/kWh price, percentage escalator, length of the contract, etc. |
| 7. | | Will you process all incentives on behalf of co-op members? | * [YES/NO/NA] |
| 8. | | Will there be any additional charges for securing historic permits, HOA approvals, or other permits or approvals that go above and beyond normal permitting requirements?  **NOTE**: We recognize historic permitting incurs additional cost and want to ensure your costs are covered. If additional charges are required be sure they are listed in the added cost section. | * [YES/NO] * Explain [optional] |
| 9. | | Will Proposer be able to remove and reinstall the original PV installation should a co-op member require roof repairs or replacement at a later date independent of Proposer’s PV installation? If so, please specify at what cost to the co-op member. | * [YES/NO] * Cost * Duration available |
| 10. | | What are your standard milestone payments for a signed contract?  **NOTE**: The Selection Committee will look favorably on milestone payments that include a final payment after receipt of permission to operate from the utility. | ***[These are EXAMPLES – Add/Remove as needed]***   * X % at milestone 1 (example: contract signing) * X % at milestone 2 (example: equipment order) * X % at milestone 3 (example: inspection) * X % at final interconnection (permission to operate) |
| **System Quality & Sourcing** | | | |
| 11. | List all model names/numbers of equipment and components Proposer intends to install including panels, roof attachments, type of racking system, and type of inverters. If you offer multiple options for panels (i.e. American-made vs. not American-made), inverters (i.e., central inverters vs. micro-inverters) or roof attachments/racking, please specify components and attachment methods used for each option.  **Note:** Following the intensified winter storms in recent years, there has been an increased risk of personal and property damage from masses of snow avalanching off of solar arrays. Snow management systems can reduce this danger. If your company is able to install a snow management system should a homeowner desire this additional feature, please list the component manufacturer and model your company recommends. | | ***[These are EXAMPLES – Add/Remove as needed]***   * American Made Module X, Model #, Details, Made in USA * High Efficiency Module Y, Model #, Details, Made in China * Inverter Z, Model #, Details * Racking System Q, Details |
| 12. | Describe the equipment and methodology used to weatherproof all roof attachment points made during installation. | | ***[These are EXAMPLES – Add/Remove as needed]***   * Flashings * Pitch pockets (flat roof)   NOTE: If you are using a flat roof parapet mounting system please describe in detail how parapet attachment points are weatherproofed. |
| 13**.** | Will installed systems include monitoring and at what level (system wide or panel level)? How much will monitoring services cost?  **NOTE:** If monitoring charges are not included in the base pricing, be sure they are listed in the added cost section. | | * [YES/NO] * Cost |
| 14. | Do you have a long-standing relationship with any included equipment manufacturers or distributors? | | * [YES/NO] * Details |
| **Proposer Experience & Qualifications** | | | |
| 15. | | Provide three (3) customer references and their contact information from customers who worked with Proposer during the installation phase. |  |
| 16. | | Do you offer roofing services in house? If so, are they sub-contracted? How long have you offered roofing services? If you partner with roofing companies, please provide roofing company’s information and experience with roof repair/replacement in conjunction with solar PV installation. | * In-house roofing services? - [YES/NO]   + Sub-contracted? - [YES/NO] * Roofing Partner - [YES/NO]   + Details   + Experience |
| 17. | | Please describe the company’s key personnel and certifications **who will be working directly on this co-op and an estimate of time to complete work**. Also describe your staffing plan and provide staff names for key roles.  **NOTE:** Our goal is to understand how your organization will staff and coordinate a large group of leads in a short time frame. | * Do you have a backlog of work, or can you start working on this co-op immediately? * When do you anticipate having all site visits and proposals completed for the group at its current size? * How soon after receiving a customer’s signed contract will the physical installation begin? * What languages can your sales staff support? * Key company personnel * Key certifications and who holds them (NABCEP, RISE, Professional Engineer (PE), Master Electrician’s License, other State-required licenses) * Total number of employees * Number of full-time employees dedicated to co-op * Number of part-time employees dedicated to co-op * Number of employees working part-time on co-op * How many new employees have been hired in the last year? * Do you anticipate using sub-contractors (individuals or companies) for this co-op? If so, please provide additional detail on why and how contractors will be used. * Staffing Plan & contact info for each staff member:   + Customer communication   + Solar United Neighbors communication (weekly calls and Salesforce CRM database updates)   + Site visit scheduling   + Site visits   + Installation   + Administrative work * In the event that a co-op member has difficulty reaching their assigned team member at your company, please provide a general point of contact that can respond to co-op member inquiries within 2-3 business days at any point throughout this process. |
| 18. | | Please provide company information & experience.  **NOTE:** Please provide answers to ALL the bulleted points. | * Number of years in business? * Number of years installing PV systems? * Are you a B-Corp or other social benefit organization? * Are you a member of your local SEIA chapter or other professional organizations? * Amount of general liability insurance? * Amount of worker’s compensation insurance? * State and local licensing numbers * Total number of solar PV installs by company (everywhere) * Total number of solar PV installs completed in the last two years * Number of solar PV installs in the co-op area in the last two years * Additional information on the company’s experience, standing and stability |
| **System Warranty** | | | |
| 19. | | Describe production and product warranties provided for system modules.  NOTE: Refer to the “Technical Requirements” section of the RFP | ***[These are EXAMPLES – Add/Remove as needed]***   * Module model X   + Product warranty = 10 years on all defects   + Production warranty = 25-year linear warranty to 80% of rated capacity |
| 20. | | Describe warranty provided for inverters and options for extending the warranty. | ***[These are EXAMPLES – Add/Remove as needed]***   * Inverter Y   + Product warranty = 10 years   + Extendable to 20 years |
| 21. | | Describe warranty provided for level 2 EV chargers. | ***[These are EXAMPLES – Add/Remove as needed]***   * Level 2 charger X   + 3-year product warranty |
| 22. | | Describe product warranties provided for system batteries and if applicable battery-based inverters/charge controller | ***[These are EXAMPLES – Add/Remove as needed***   * Battery model X   + Product warranty = 5 years on all defects   + Extendable   (if not included as part of unit or for DC coupled system)   * Battery Based Inverter   + Product warranty = 5 years on all defects   + Extendable * Charge Controller   Product warranty |
| 23. | | Describe warranty provided for Proposer’s labor and workmanship. Give details for roof penetration warranty.  **NOTE**: please indicate whether Proposer offers an electrical production/performance guarantee. | ***[These are EXAMPLES – Add/Remove as needed]***   * Installation warranty = 10 years on all workmanship including all roof penetrations   + Extendable to 20 years (see pricing sheet) * Terms of performance guarantee (if applicable) |
| **Social & Community Benefits** | | | |
| 24. | | Provide location of your nearest office |  |
| 25. | | Please answer each question at right with respect to your inclusion, diversity and fair wage practices. | * Are you a woman or minority-owned business?\*\* If you are registered as such in the co-op’s area, please provide documentation. * Do you make any significant efforts to offer employment opportunities to women, minorities, residents from unemployed or underemployed communities, including qualified individuals with criminal records?\* * Please specify what policies you have in place to ensure hiring on the basis of merit and in accordance with fair employment laws.\* * How many people on your staff identify as a minority?\*\*? How many have supervisory responsibilities? * How many people on your staff are women? How many have supervisory responsibilities? * Do you pay a living wage\*\* ($18.20/hour) for all employees for the county where your closest office is based? (Category: “1 Adult”, source: http://livingwage.mit.edu/) |
| 26. | | Please describe any commitments you have made or are willing to make regarding local engagement if you are chosen to service the group. For example, companies previously chosen offered job internships, solar job training programs, donated to local nonprofits and planted trees. etc. |  |

**Battery System Addendum Questions (Optional)**

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| 1. | List all model names/numbers of equipment and components Proposer intends to offer and price.  This includes:   * all types of batteries * inverters/charge controller (For DC coupled) | ***[These are EXAMPLES – Add/Remove as needed]***   * Battery X, Model #, Details (chemistry), price ($/kWh) * SolarEdge, Model #, Details (chemistry), price * SMA, Model #, Details, price * Tabuchi America, Model #, Details, price * Magnum, Model #, Details, price * Outback, Model #, Details, price * Xantrex, Model #, Details, price * LiFePO4 chemistry option * Inverter Z, Model #, Details, price |
| 2. | Will you be able to retrofit existing solar systems to add battery storage? If yes, are there any additional costs to retrofit systems not originally installed with battery ready wiring/inverters? If so, please specify equipment and breakout cost to the best of your ability.   * We note that storage systems are custom and vary based on site specific considerations. We will communicate this to clients and set up reasonable expectations regarding cost, installation timeline, and maintenance monitoring. | ***[These are EXAMPLES – Add/Remove as needed]***  ***[Yes / No]***   * Installation labor, cost (range or hourly rate is OK) * Additional disconnect, cost * Panel upgrade, cost * Inverter swap, cost * Recycle value of inverter if inverter swap is needed: * Can battery systems be interfaced with existing monitoring software of solar system? [Yes, No] * Do you charge a design fee up-front? [Yes, No]   If Yes, Design fee: |
| 3. | Will your work affect warranties if there is an existing solar array on site? | * YES/NO   Explanation. |
| 4. | Will the battery installation include an energy management/monitoring system? If so, what is the cost?  - If applicable, will the Battery Management System (BMS) demonstrate that the batteries are charged 100% by onsite solar for solar ITC tax credit eligibility? | * [YES/NO] * Energy management system cost (one-time or recurring?) |
| 5. | Does the installer or supplier have a battery storage presale checklist to offer the customer? (in order to set expectations and identify critical loads and electrical devices that will be run by batteries). Please also include any related examples as an attachment.  Will you work with customers to help register any paperwork required to honor warranty?   * Permitting jurisdiction * Equipment manufacturer | * [YES/NO] * [YES/ NO] |
| 6. | Do you expect any delays in sourcing any of the storage equipment you’re offering? If so, what equipment and at what timeline?  How does your storage system installation timeline compare to a standard grid tied system (1 month/weeks etc.?,)  Replacement Procedure: With future upgrades and battery system component replacements, will system owner have any foreseeable issue sourcing an individual component? i.e. are there components that can only be replaced by one supplier? | * [YES/NO] * Details * Solar + Storage timeline: * Storage Retrofit timeline:   [Yes / No?   * Details |

## Part 2 of 2 – Additional Required Documentation

In addition to submitting this completed template (in Word), please also provide a **SINGLE** PDF that includes the following documentation:

* Spec sheets for each module and inverter type specified
* Copy of your template sales proposal (if different than your contract)
* Copy of your standard contract agreement
* Copy of general liability insurance
* Copy of applicable jurisdiction licensing certificate(s)
* Copy of your standard contract language covering your installation and roof penetration warranties

Optional content to be included at the end of the document:

* Any additional business promotional information, warranties, performance information, product certifications, installation examples, etc.
* If applicable, a copy of your certification as a woman or minority-owned business

\* *In accordance with Title VII of the Civil Rights Act of 1964, the selected installer shall not discriminate on the basis of race, religion, national origin or sex. In accordance with U.S. Equal Employment Opportunity Commission (EEOC) guidance on Title VII, the selected installer shall not have a blanket policy against hiring individuals who may have convictions on their record but shall have in place a fair and equitable hiring/employment policy that takes all relevant factors into account when making employment decisions.*

*\*\* For the purpose of this RFP response, please consider the following definitions in your responses. The actual certifications mentioned in references below are NOT required to qualify for the purposes of this RFP. The certification qualifications listed are used for definitional purposes only.*

* Minority – *“Minority group members are United States citizens who are Asian-Indian, Asian-Pacific, Black, Hispanic and Native American.”* (Source: https://nmsdc.org/mbes/what-is-an-mbe/)
* Minority-owned business – “*Ownership by minority individuals means the business is at least 51% owned by such individuals or, in the case of a publicly owned business, at least 51% of the stock is owned by one or more such individuals (i.e. the management and daily operations are controlled by those minority group members.)”* (Source: https://nmsdc.org/mbes/what-is-an-mbe/)
* Living wage – Sufficient hourly or salary income to meet the minimum local cost of living. For the purpose of this RFP, we’re using category of “1 Adult”. (Source: MIT calculator: <https://livingwage.mit.edu/>)
* Woman-owned business – *“At least 51% unconditionally and directly owned by women; The woman must manage the day-to-day operations; The woman must make the long-term decisions for the business; A woman must the hold highest officer position in the company; This woman must work at business full-time during normal working hours****.”*** (Source: https://www.nwbc.gov/content/what-certification/)