

**Attachment B**  
Income Qualified Multifamily Services  
(Includes Access to Residential In-Unit Premises)

Access to DCSEU tools containing customer data: No Access
Access to Residential Premises: Yes
Access to Commercial Premises: Yes
Driving Required for Scope of Work: Yes

The Service Provider shall provide the full range of energy efficiency-related services, including technical and management expertise and product solutions to meet the requirements of the DCSEU. Specific requirements will be further identified and defined at the WO level. The Service Provider will furnish the necessary personnel, materials, equipment, facilities, and other services required to satisfy the energy efficiency capabilities and solutions that will be specified in the IQC and related WOs. As tasked, each Service Provider awarded an IQC through this RFQ shall provide solutions for the Income Qualified Program as further defined below:

1. Solicitation of Customers into Program and Site Assessments

- a. The DCSEU will assign potential projects to qualified Service Providers. The Service Providers will use the information provided by the DCSEU to contact potential customers and conduct energy audits to identify energy efficiency saving opportunities at the customer's premise including the exterior, common areas and any interior units. It is anticipated that the potential projects will include income-qualified multifamily buildings, shelters, and approved clinics. The completed energy audit will be sent to the DCSEU for review and pre-approval of the energy efficiency measures. If approved, the DCSEU will issue a Work Order to Service Provider to complete the work. The Service Provider will serve as the principal point of contact with the customer and will be responsible for scheduling a site assessment, per DCSEU program protocols.
- b. The DCSEU will also accept project proposals from Service Provider. The project proposals must include i) a copy of Service Provider's energy audit of the customer's property, ii) a list of the proposed energy efficiency measures for the project, iii) Service Provider's pricing provisions to complete the project, iv) the dollar amount the customer is willing to contribute to complete the project and v) a timeline for the work. If approved, the DCSEU will issue a Work Order to the Service Provider to complete the work. The Service Provider will serve as the principal point of contact with the customer and will be responsible for scheduling a site assessment, per DCSEU program protocols.
- c. Upon receipt of the Work Order, Service Provider shall complete the site assessment to determine which measures from the Work Order are eligible for retrofit according to the terms and conditions of the DCSEU program protocols and Work Order. In the event Service Provider becomes aware of any variances between the measures eligible for retrofit and the Work Order, Service Provider will submit a change order and proof

of purchase of materials so that the DCSEU can issue an Amendment to the Work Order.

2. Marketing/Selling of offering to end-use clients

- a. The Service Provider will be responsible for "selling" any potential upgrades to the end-use clients based on program protocols.

3. Installation of Energy Efficient Measures

- a. Service Provider shall install the energy efficiency measures as specified in the Work Order. The Service Provider shall follow all DCSEU installation program protocols outlined in the Work Order and install the energy efficiency measures according to the manufacturer's specifications.
- b. The Service Provider shall submit to the DCSEU all "as built" program documentation using the forms provided by the DCSEU, per program protocols.
- c. Service Provider shall comply with all DCSEU program protocols including the DCSEU's dispute resolution protocols and protocols specifically relating to remediation efforts in a timely fashion.