



January 16, 2026

**Request for Proposals for
Home Performance with ENERGY
STAR®**

Program Implementation Contractor

**Deadline to Respond:
February 18, 2026**

500 W. LOOCKERMAN ST, SUITE 400
DOVER, DE 19904

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I. Delaware Sustainable Energy Utility Overview

The Delaware Sustainable Energy Utility (DESEU) d.b.a. Energize Delaware, is a unique non-profit organization offering a one-stop resource to help residents and businesses save money through clean energy and energy efficiency. DESEU was created in 2007 by the state of Delaware to foster a sustainable energy future for the State. Their mission is to inspire sustainable energy solutions for a thriving environment and economy. They value being customer driven while maintaining their nimble and flexible nature to adapt to changing landscapes.

Energize Delaware is committed to helping Delawareans save energy and money by increasing the energy efficiency of their homes. Whether it's replacing older equipment with higher efficiency units, acquiring financing for upgrades or providing a comprehensive building approach. To learn more about DESEU, please visit our website at: <https://www.energizedelaware.org>

II. RFP Objective

DESEU, through Energize Delaware, is a sponsor of the U. S. Department of Energy's Home Performance with ENERGY STAR® (HPwES) program. The purpose of this RFP is to solicit proposals from firms interested in implementing and administering the Delaware statewide Home Performance with ENERGY STAR® program. Per Section IV of this RFP, the DESEU intends to solicit proposals, interview, and hire a successful bidder by **March 31, 2026** so that they are fully in place at the start of the 2027 program year which commences July 1, 2026 (and extends through June 30, 2027). The DESEU intends to enter into a multi-year contract with the successful bidder, but the number of years will be determined after discussions with the short-listed bidders. To support analysis of the RFP replies, responses should include a concise description of the Proposer's capabilities to satisfy the requirements of the RFP with emphasis on accuracy and completeness.

III. Home Performance with ENERGY STAR®

Overview of DESEU's HPwES Program Offerings

Home Performance with ENERGY STAR® is a whole-house approach to improving a home's energy efficiency and comfort. Through this program, Delaware property owners can improve comfort and indoor air quality while also reducing energy bills. The programs are fuel-neutral, offering home energy assessments and incentives for electricity-saving measures and other fuels including propane, fuel oil, and natural gas, and occasionally measure savings for coal and wood.

HPwES Current Program Implementer

Franklin Energy Services currently implements the program. The program typically goes out to RFP on a 3-to-5-year cycle and DESEU Board requests. The program aligns with the DESEU fiscal year from July 1 through June 30.

HPwES Program Components

Currently DESEU offers three HPwES program modules:

- **HPwES** targets residential customers: Eligible Delaware property owners can receive a Home Performance with ENERGY STAR® Audit for just \$50 (\$400 value) or \$100 for homes over 3,000 sq ft. Property owners also receive, at no additional cost, one or more “direct install” measures depending on the needs of the household. Direct install measures currently include the following energy-saving items: energy-efficient light bulbs, efficient-flow showerheads, faucet aerators, pipe insulation and smart power strips. The cost of Direct Install measures is currently capped at \$250. Finally, property owners who go through the audit process and implement recommended energy efficiency measures can qualify for rebates. Complete details on how this program currently works go to: <https://energizedelaware.org/residential/get-started-home-performance-with-energy-star/>
- **Assisted HPwES** mirrors the HPwES with the exception that the home energy audit is offered at (\$25) and higher rebates for installed measures to income-qualified Delawareans. Complete details of the Assisted HPwES can be on the HPwES webpage listed above.
- **HPwES for Downtown Development Districts Program** targets residents and business owners who live in one of the eight Delaware Downtown Development Districts: This program is currently structured similar to the Assisted HPwES program; however, mixed use buildings that house both commercial and residential units are eligible. Additional details on Downtown Development District Program, can be found on the main HPwES webpage listed above, under the “Special Eligibility Categories” section.

HPwES Funding

The DESEU program is primarily funded by proceeds from the Regional Greenhouse Gas Initiative with supplemental funding from cost-sharing arrangements with local utilities. The DESEU has arrangements with the Delaware Electric Cooperative, and Chesapeake Utilities to cover partial costs of certain measures implemented by their customers through HPwES.

The DESEU covers the upfront costs of incentives in the HPwES program. These costs are partially reimbursed through the cost-sharing arrangements on a monthly basis. Alongside the monthly cost-sharing invoices, the program implementor must compile the energy savings split between the DESEU and the utility in accordance with the cost-sharing arrangements, which may be done at a work order or measure level. Split savings must be accurately uploaded to the DESEU’s energy savings database each month to verify the accuracy of cost-sharing invoices prior to submission to their respective utilities. Because of the cost-sharing arrangements, it is imperative to accurately and securely verify participants’ utility information.

DESEU Financing Option

Financing is available for the HPwES and Assisted HPwES with low-interest, unsecured loans available to participants to help cover the cost of recommended measures. It is the responsibility

of participating contractors and energy auditors to make participants aware of the Home Energy Efficiency Loan Program, and the successful respondent to the RFP will be responsible for ensuring compliance with this requirement. Note that operation of the Home Energy Efficiency Loan Program is not included in this RFP, however, HPwES implementors should ensure that HPwES participants are aware of their option to finance efficiency improvements. For complete details on the loan program, go to: <https://energizedelaware.org/residential/residential-financing-loan-programs/>

Delaware Energy Advisors

The program currently employs two full-time Delaware Energy Advisors who are employees of the implementation contractor and based in Delaware. The Delaware Energy Advisors are available to provide important quality assurance and control functions, training functions, and customer issue resolution. The Delaware Energy Advisors act as liaisons between the program and participating contractors. Currently, all projects receive a test-out inspection when the job is complete by the participating energy auditor. In addition, randomly selected work orders receive a quality assurance and control inspection; the goal is to inspect 10% of installed work orders statewide, and 5% of home energy audits.

Home Energy Checkup and Counseling

DESEU also offers the Home Energy Checkup and Counseling (HEC²) program, a no-cost walk through audit that also provides free energy saving Direct Install Measures. This program operates separately from HPwES, but HEC² participants are encouraged to participate in the comprehensive HPwES program. Note that while operation of the HEC² program is not specifically included in this RFP, respondents are encouraged to provide expertise in program management, which may include experience administering similar programs. The HEC² program is currently a significant intake pathway for participation in the HPwES program. For information about the HEC² program go to: <https://energizedelaware.org/hec2/>

Historical Program Participation, Impacts and Budget

The current program has been running since 2014 under contract with a program implementation firm. Franklin Energy Services was awarded the program implementation contract in 2017. The following table summarizes the program activity over the last three years.

Table 1: HPwES Program Participation

Project Type	PY 2023	PY 2024	PY 2025
Audits (number of homes)	4,008	3,560	3,386
Installation Jobs (number of homes)	2,386	2,578	2,131
Total Annual Participation (Homes)	4,959	4,792	4,890
Direct Install Measures	7,371	5,040	4,505
Insulation and Air Sealing Measures	1,744	1,907	2,001

HVAC Measures	2,901	3,048	2,256
Water Heating Measures	322	309	248
Total Annual Participation (Measures)	12,338	10,304	9,010

Table 2 shows claimed program impacts for the HPwES Program. Note that these results have not been subjected to independent third-party evaluation at this time.

Table 2: HPwES Program Impacts

Savings	PY 2023	PY 2024	PY 2025
Energy Savings (kWh)	3,456,030	2,276,241	1,665,538
Peak Demand Reduction (kW)	905.51	717.62	594.10
Gas Savings (therms)	82,942	441,633	179,713
Oil Savings (MMBtu)	11,457	12,947	7,787
Other Fuel Savings (MMBtu)	2,098	13,106	9,158
Total Energy Savings (MMBtu)	33,642	77,983	40,270

Table 3 summarizes the program-level budget including incentives, program management, marketing, and other costs for the HPwES Program.

Table 3: HPwES Program Budget

HPwES Program Budget*	PY 2023	PY 2024	PY 2025
Total Budget	\$8,000,000	\$10,000,000	\$9,700,000

*Combined for market rate, assisted, and Downtown Development Districts.

For reference, Table 4 provides a more detailed summary of the number of measures by type installed in PY2025.

Table 4 Number of Work Orders by Measure Type Installed in PY 2025

Measure	Qty
Air Sealing	596
Air Source Heat Pump	279
Air Source Heat Pump (Fuel Switching)	92
Attic Insulation	473
Bathroom Aerator	17
Boiler	4
Boiler (Fuel Switching)	2
Boiler Condense On-Demand	19
Central Air Conditioner	162

Crawlspace Encapsulation	315
Duct Sealing	74
Floor Insulation	90
Foundation Insulation	60
Furnace	108
Furnace (Fuel Switching)	23
Heat Pump Water Heater	110
Hybrid HP-Furnace	354
Kneewall Insulation	215
LED	4080
LED Outdoor	63
Mini Split Heat Pump	102
Mini Split Heat Pump (Fuel Switching)	111
Pipe Insulation	347
Rim Joist Insulation	460
Showerhead	41
Smart Thermostat	805
Tankless Water Heater	113
Tankless Water Heater (Fuel Switching)	41
Thermostatic Restrictor Shower Valve	1
Wall Insulation	10
Whole-home Dehumidification	374

Summary of DESEU's Expectations HPwES

A. Goals of Solicitation

The DESEU has identified the following goals that will guide this solicitation:

1. Identify the implementation firm that can deliver the program cost-effectively within program budgets for a multi-year period. (DESEU anticipates a 3-year term, but this is subject to change.) DESEU uses a zero-base budget system, and program budgets are approved by the DESEU Board on an annual basis.
2. Provide the level of tracking required for efficient program operations, including documenting key metrics such as participation, kWh and MMBTU savings, converting all savings to MMBTU following the most current Delaware TRM. Greenhouse Gas (GHG) Emissions will be calculated by DESEU to determine 5% year-over-year savings as required by the DESEU Business Plan. Additional methodologies may be supplemented on an as needed basis with approval from the DESEU.
3. Provide tracking in sufficient detail so that cost- and savings-sharing can be easily accomplished. Alongside the monthly cost-sharing invoices, the program implementor must compile the energy savings split between the DESEU and the utilities in accordance with the cost-sharing arrangements, which may be done at a work order or measure level.

<https://dnrec.delaware.gov/climate-coastal-energy/efficiency/evaluation-measurement-verification/>
<https://documents.dnrec.delaware.gov/energy/eeac/emv/Technical-Reference-Manual.pdf>

4. Provide example incentive lists to help achieve DESEU goals of five percent (5%) reduction in energy year over year after reviewing current incentive rebate list. Keep in mind Delaware's Energy Plan and Climate Action Plan when formulating proposed incentive rebate list(s). As the DESEU's largest residential program, creativity and innovation are desired.
5. Provide a clear and straightforward path for customer participation from initial home energy assessment to project completion.
6. Provide verification of Quality Assurance/Quality Control procedures designed to ensure the health, comfort, safety, eligibility and correct operations of program measures. If you propose a change to the 10% target being used currently, please describe your reasoning.
7. Identify a strategy to integrate program rebates with financing to help reduce the cost of the installed measures.
8. Identify the strategy to coordinate between HEC² and HPwES staff and activities
9. Identify the strategy that provides clear communication and support to Delawareans, participating homeowners, auditors, and contractors, while offering creative program solutions to DESEU

B. Core Requirements for the Bidders

Successful bidders will **demonstrate** they have a clearly defined implementation strategy that will illustrate how their firm could manage the HPwES program which includes:

1. A clear understanding of how to reach customers outside of the traditional utility model.
2. DESEU uses an "open model" software tool which allows any modeling tool that is BPI HPXML compatible. The proposer must demonstrate it uses a proven software auditing tool, energy modeling tool, program management and reporting tools, and a strategy for reporting and communicating with the DESEU.
3. A strategy for partnering with InClime, the implementor of the DESEU's residential financing program, in linking rebates and loans to maximize the amount of funding available to program participants; established partnerships that can show proven results will be highly valued.
4. A fuel-neutral program offering which encourages installations that save both fuels (natural gas, fuel oil, propane, etc.) and kilowatt hours.
5. A proven approach that will convert energy audits to energy projects (i.e., conversion rates).
6. Explanation of how the Proposer will use Delaware resources (i.e., labor).

7. Experience in building an effective trade ally network and maintaining the integrity of the existing networks, including the Best Practices Working Group.
8. Experience in reaching out to and engaging HVAC, insulation, air sealing, and water heating contractors considering the evolution of HPwES Program offerings, current and future activity.
9. Experience in creating innovative incentive structures based on Delaware's Energy Plan, Climate Action Plan, and the DESEU's own Business Plan which targets five percent (5%) reduction in GHG emissions year over year.
10. Experience in identifying barriers to program participation and flexibility in making improvements to the program to promote participation, which may include marketing of program, capturing customer testimonials and project photos and/or creation of program materials/newsletters.
11. Experience operating and maintaining a customer call center.

III. Work Scope

The Proposer shall include the following information in its response.

A. *Proposed Approach*

Proposers should describe their recommended approach to delivering a whole-house program that includes:

1. Providing a strategy for program startup to be fully functional by July 1, 2026 which would include a potential 3-month (April-June 2026) transition if a new program implementer is selected.
2. Conducting an in-home energy audit utilizing a participating auditor network and potentially in-house personnel of the program implementer.
3. Performing direct installation of measures for immediate energy savings at the time of the audit.
4. Processing rebates and issuing rebate payments to program participants, or participating contractors electing to offer instant rebates by electing to take the rebate for the customer and reducing the project cost to the customer by the amount of the rebate, within 4 to 6 weeks of rebate submission or less.
5. Strategy to coordinate and communicate with contractors to
 - a. Provide program procedures and updates in a timely manner.
 - b. Assign audits or other work proposed.
 - c. Provide assistance requested from contractors and resolve issues in a timely manner.
 - d. Provide bi-weekly processing of contractors' invoices for energy audits and installed measures for instant rebates.

- e. Describe other aspects Proposer has found important in other implementation experience.
 - f. Continuing the Best Practices Working Group (BPWG) and coordinating elections and terms or length of service on the BPWG.
6. Providing recommendations for comprehensive whole-house measures including project cost estimates.
 7. Developing promotion and integration of the offerings of the Home Energy Efficiency Loan Program, ensuring contractors are well versed in financing procedures to discuss with customers. Recommendation for maintaining or changing any loan spiffs for participating contractors.
 8. Providing a strategy for integrating the Home Energy Score into the HPwES program design and plans to share the information with participants, or explanation for why the respondent does not recommend this.
 9. Providing a strategy for improving participation in the Assisted Home Performance Program <https://www.energizedelaware.org/assisted-home-performance>
 8. Providing a strategy for improving the Home Performance for Downtown Development District Program along with an interactive map.
<https://delaware.maps.arcgis.com/apps/OnePane/basicviewer/index.html?appid=c39125308a174d38980947d6ee3a30df>
 9. Designing a program that uses the “one-stop-shop” approach which makes it easy for customers to apply for the programs described in this RFP.
 10. Maintaining the current practice of using Delaware Energy Advisors, or propose alternate strategies for providing independent energy audits, quality control, customer issue resolution, training, and contractor liaison services.
 11. Providing accurate and timely reporting and uploads to the DESEU’s Energy Orbit system with sufficient detail that cost- and savings-sharing with cost sharing utilities can be accurately tracked, which must include a process to QAQC data quality for all reporting.

B. The Proposer’s description must include:

1. The approach that will be used to conduct the in-home energy audit, including any diagnostic testing that will be used (e.g., thermal imaging, blower door testing)
2. Description of the energy auditing tool and software that will be used to identify and estimate energy savings
3. A sample of the typical home energy assessment report
 - a. State which energy auditing tool or software generates the report
 - b. State where Proposer has used its recommended home energy assessment report
 - c. Discuss any customer or client feedback and how issues were addressed

4. A description of the types of recommendations that will be provided by participating contractors conducting the home energy assessments
5. A list of recommended measures planned for direct installation during the energy audit
 - a. The criteria that will be used for installing them in a customer's home (e.g., determining need for each item, dollar cap, savings cap, durability, customer acceptance)
 - b. Which, if any, direct install measures would be installed in the HEC² program and which in the comprehensive HPwES program, and describe your reasoning
 - c. Savings expected from each measure and estimated number of measures planned for installation
 - d. Plans to purchase, store and distribute direct install measures to contractors for installation during home energy audits. Please elaborate on the plan for staffing and for coordination with multiple contractors.
6. Description of follow-up activities to encourage customer follow-through on program recommendations
7. A recommended list of equipment that should be eligible for a rebate and financing under the whole-house program, and a recommended rebate amount. Current rebate offerings are found here: <https://energizedel.wpenginepowered.com/wp-content/uploads/2025/08/048-1167-10-072025-DESEU-Available-Rebates-Flyer.pdf> Describe how rebates will be structured to encourage implementation of measures with greater savings but also higher cost.
8. A recommended list of equipment that could be added to the current offerings of equipment eligible for rebates and financing, and a recommended rebate amount
9. Incentive payment to energy auditors for completing the energy audits
10. Incentive amounts for per home Direct Install Measures (DIMs)
11. Fee, if any, charged to homeowners for energy audits (Market Rate, AHP & DDD).
12. Description of "test-out" procedures after equipment installation, ensuring installed equipment meets eligibility requirements and is correctly and safely installed. Would this be conducted by Implementer Field Staff, energy auditor or other? Staffing plan should include the number of technical QAQC personnel or energy advisors.
13. Provide a typical timeline for QAQC of data for activities following completion of installation. Describe the approach that will be used to transfer data from the auditing tool, savings estimator, and management tools to the DESEU Statewide Energy Savings Software program (a Salesforce platform).
14. Weekly check in calls during startup with cadence moving to bi-weekly
15. Monthly reporting to the DESEU includes the following key metrics, for example:

- a. Activity report including assessments and installation jobs
 - b. Inspection report including assessments and installation jobs
 - c. Customer service report
 - d. Marketing events
 - e. Results of any promotional marketing or bonuses
 - f. Energy savings, therm savings, converting all fuel types to MMBTU, fuel savings distinguished by fuel type (i.e., natural gas, oil, propane, wood, other)
 - g. Peak demand reduction
 - h. Incentives paid, for example: assessment, direct install measures, prescriptive incentives, test-out fees, loan incentives
 - i. Administrative fees, for example: program administration, marketing, call center, trade ally management, QA/QC
 - j. Broken out by funding entity (DESEU, Delaware Electric Cooperative and Chesapeake Utilities)
16. Description of how the existing complimentary Home Energy Check Up and Counseling (HEC²) would be managed and staffed as an addendum to this proposal if the proposer is interested in also implementing that program. Address strategies for this program to generate and follow up on leads for the HPwES Program.
- a. Address techniques for converting participants in the streamlined HEC² program into participants in the comprehensive HPwES program
 - b. Strategies to prevent the HEC² program from inhibiting participation in the comprehensive HPwES program
17. Description of plans and procedures for quality assurance/quality control inspections
- a. The HPwES program currently targets 5% of all program audits receive a QA/QC inspection and 10% of all installation work orders receive inspection. The respondents are encouraged to provide alternative approaches but should include 5% and 10% as their base bid.
 - b. Procedures to document selection strategy to inspect audit and work orders
 - c. Strategy to select and review a representative sample of each contractor's work throughout the state
 - d. Inspection procedures, whether desk-audits, in-progress, or post installation inspections
 - e. How the Proposer will track and report out on all inspections, results and any follow-up

- f. Strategy to educate all contractors to address common audit and installation issues
18. The Delaware TRM will be used for this program and can be obtained at:
<https://documents.dnrec.delaware.gov/energy/eeac/emv/Technical-Reference-Manual.pdf>
Describe your firm's experience in working with and integrating TRM's energy savings calculations
 - a. The TRM allows for the use of either a "time-of-sale" or an "early replacement" baseline for some measures (Air Source heat pumps, central AC, mini split AC). Please describe how you will ensure that the appropriate baseline is used in savings calculations.
 - b. For some other equipment replacement measures, the TRM currently includes only a "time-of-sale" baseline. Please describe your approach to developing "early replacement" baseline algorithms for such measures.
 - c. Describe your approach to estimating savings for any measures not in the Delaware TRM.
 - d. Describe the process and the timeline for updating tracking system calculations if a TRM algorithm is modified or added.
19. The DESEU is not a conventional utility. Utility bills can be obtained from the utilities only after obtaining authorization from customers. Please describe strategies you would use, if any, for targeting customers in the absence of easily obtained utility records
20. Description of all proposed program database management tools used to manage and track customer applications, participation, and follow-up
21. Demonstrate the program database management tools' ability to ensure high levels of accuracy and integrity, for example, standardizing with drop down menus, including data entry validity checks, transferring data from one platform to another to eliminate entering the same data multiple times
22. Description of the marketing approach, the Proposer's expectations of the DESEU, the Proposer's strategy to manage and balance marketing with participation and budgets.
23. Strategies for cross-marketing the HPwES program with other DESEU and utility programs to maximize the rebates available to participating customers
24. Description of the approach to build, train and maintain a trade ally network, along with recommended training topics, training frequency and delivery channels, e.g., on-demand PPT or videos, newsletters, emails, in-person training etc.
25. Description of Proposer's plans to obtain feedback from participants about their experience with auditors, the home energy report, installation contractors, and the participants' overall program experience, describe methods, frequency, reporting, and follow up on findings

26. Proposer should describe its position to maintain the program as HPwES meeting all equipment eligibility requirements, e.g., HVAC refrigerant SEER and EER versus a Whole Home Program where, for example, HVAC requirements may allow less restrictive ENERGY STAR® certified equipment
27. Describe your plans and procedures to pay auditors and installation contractors, invoicing procedures, timing between invoicing and payment, and how contractors and staff are kept informed of policies and procedures

C. Additional Capabilities

The Proposer must also demonstrate their qualifications by providing the following

1. Summary of corporate qualifications for performing the work including a description of current and/or previous experience in designing and implementing a whole-house residential rebate and finance program
2. Description of the role of subcontractors, including length of time the subcontractors have been working with the Proposer, their capabilities and the value they bring to the response
3. A short description of the call center capabilities including the tracking for key performance metrics
4. Description of current website capabilities, including ways the Proposer monitors website traffic, links to current program website/s, snapshots of current program web pages
5. Description of how the Proposer will track, incorporate, and utilize data submitted through the Energize Delaware HPwES on-line application
6. Description of marketing and outreach capabilities for targeting customers and recruiting and training contractors, the proposed marketing budget, and expected outcome
7. Experience and capabilities with customer intake/qualification processes, tracking and reporting these data
8. Description or discussion of typical program administrative costs, including the marketing budget to incentive ratio
9. Discussion of your problem escalation and resolution process following customer feedback, QA/QC inspection findings, feedback from contractors or trade ally networks, and from the DESEU or utility partners
10. Describe your firm's commitment to sustainability

D. Staffing

1. Proposer shall demonstrate its ability to provide adequate staffing to maintain all program operations
2. Provide an organizational chart, brief biographical sketches of personnel who will be responsible for assisting in program design and development, implementing the program,

and managing this project

- a. Include key field staff, key staff working in various other aspects with contractors, back-office processing, payment and rebate processing, and the like
 - b. Biographical sketches should include the planned FTE for each person and demonstrate the availability of qualified personnel for this project
 - c. Two-page resumes may be provided in an accompanying appendix
 - d. For each, indicate if the staff is a Delaware resident or will be located within the State of Delaware.
3. Describe your plan to minimize turnover, provide adequate cross training of essential staff duties and quickly train new hires when turnover occurs.

E. Budget Estimates

Further, the Proposer shall provide the following

1. A generalized three-year budget. Assume that incentive budgets are consistent with recent activity.
2. Estimated expected incentive volumes by type and year should be provided, along with recommended rebate levels. The use of loans must be specified, and preference will be given for bids that do not rely solely on rebates
3. Anticipated targets for participation and energy savings. Energy and demand savings must be based on recognized standards and practices of the Home Performance with ENERGY STAR® program
4. A proposed schedule for program implementation including start-up activities and coordination with the existing implementation firm, and future key milestones and reporting deadlines.

F. References

Proposers must provide three relevant references for clients where the same or similar work was conducted, and, three relevant references from contractors who conducted work within a program managed by the Proposer.

Please note that DESEU may contact any companies or individuals, whether offered as references or otherwise, to obtain information that will assist DESEU in evaluating the Proposer. DESEU retains the right to use such information to make selection decisions. Submittal of a proposal is agreement that DESEU may contact and utilize such information.

IV. RFP Submission Requirements

Accessing the RFP

Entities with an interest in responding to this RFP can download a PDF copy of this document online at <https://www.energizedelaware.org/home/rfps/> . Submitted questions and answers can be found at the same location.

Format

An electronic copy must be delivered to Fritzy Rodriguez, Office Manager, Delaware Sustainable Energy at the email address or physical listed below. The electronic copy must arrive before the deadline. Hard copies can be sent at the proposer’s discretion, but no later than 4 pm EST on the due date. The respondent is responsible for ensuring that the file size is small enough for email. PDF can be split into multiple files to achieve sufficient file size if needed. If file size is a concern, please advise during question & answer period should you wish to use Google Drive or Dropbox to allow sufficient time for inviting appropriate reviewers to that site.

Proposals should be addressed to:

Fritzy Rodriguez, Office Manager
 Delaware Sustainable Energy Utility
 500 West Loockerman Street, Suite 400
 Dover, DE 19904
 Phone: (302) 883-3048
 Email: Fritzy.Rodriguez@deseu.org And Info@deseu.org

Proposal Schedule

Table 4: RFP Timeline

RFP Issued	January 16, 2026
Deadline for questions	January 28, 2026
Responses to questions posted	February 6, 2026
Proposals Due*	February 18, 2026 11:59 pm EST
Vendor Presentations (if necessary)	Week of March 2-6
Vendor Selection	March 13 - 20, 2026 (Pending DESEU Board Approval)

*Any hard copy proposals are due by 4 pm on February 18, 2024 at the address listed above.

The DESEU reserves the right to request one or more firms to submit a more detailed proposal following vendor presentations, as well as reject any and all proposals and re-advertise if deemed necessary.

Question and Answer Period

All questions must be directed to info@deseu.org during the schedule provided above. No phone calls will be allowed. Contacting Program staff with RFP questions may disqualify the respondent.

Page Limits

Responses should be limited to 50 pages for this RFP in Times Roman 12 Point Font. However, Proposers can submit additional clarifying information in appendices as appropriate including resumes, examples of marketing and outreach capabilities, typical home energy audit report, database structure, or additional information that may be relevant for DESEU’s consideration. Overall, the total submission, including appendices, should not exceed 100 pages.

DESEU reserves the right to make changes to this RFP. DESEU reserves the right to request clarification of information submitted and to request additional information from one or more respondents. DESEU is under no obligation to procure services under this RFP. The final scope of

work and contract will be dependent on DESEU Board approval.

Confidentiality

All documents submitted as part of the vendor’s proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the Screening Committee or its designated agents. There shall be no disclosure of any vendor’s information to a competing vendor prior to award of the contract.

The Delaware Sustainable Energy Utility is subject to the Delaware Freedom of Information Act, 29 Del. C. Ch. 100. Under the law, all the State of Delaware’s records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. Vendor(s) are advised that once a proposal is received by the Delaware Sustainable Energy Utility and a decision on contract award is made, its contents will become public record, and nothing contained in the proposal will be deemed to be confidential except proprietary information. Vendor(s) must submit proprietary information in a separate, sealed envelope labeled “*Proprietary Information.*”

Evaluation and Selection

Based upon the criteria established, DESEU, after careful review of all Proposals, will identify a Reduced Candidate/Shortlist using the rating criteria below. At least two qualified firms will be interviewed. Qualified firms may be invited to respond to a more detailed RFP.

At the discretion of the DESEU, selected Proposers may be requested to provide a presentation of their business services and capabilities. The selected Proposer must be able to describe in detail their company’s personnel and be prepared to answer questions. Not all Proposers will be invited to make presentations.

DESEU shall evaluate the proposals based on the following criteria:

Criteria	Total Possible Points
Experience administrating HPwES programs of a similar size	20
Applicability, Practicality, and Creativity of the proposed approach	20
Qualifications of the team: resumes, prior experience, and level of responsibility and availability. Local presence. i.e., Delaware workforce. (Startup team & Long-Term)	20
Demonstrated ability to meet work schedules	10
Value of the proposed program budget/costs relative to the proposed energy savings goals and targets	25
Firms Commitment to Sustainability	5
Total Points	100

Response Costs

Those submitting responses do so entirely at their own expense. There is no expressed or implied obligation by the DESEU or Energize Delaware to reimburse any individual or firm for any costs incurred in preparing or submitting responses, providing additional information when requested by the DESEU, or for participating in any selection interviews.

Additional Information:

1. DESEU reserves the right to reject any and all proposals received as a result of this RFP and is not liable for any cost incurred by your firm in responding to this opportunity.
2. DESEU reserves the right to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal if deemed in the best interest of DESEU.
3. Ownership of all work products will rest with DESEU.
4. Any work products will be delivered to DESEU upon termination of the project.
5. DESEU reserves the right to amend or cancel this RFP at any time if in the best interest of DESEU.