

Request for Qualifications

# On-Call Services and Software for Building Performance Standards Implementation

City of West Hollywood

Date Issued: December 2, 2025

Proposal Due: January 21, 2026

**WEHO**  
**CLIMATE**  
**ACTION**



City of West Hollywood  
California 1984

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# Introduction

The City of West Hollywood is seeking on-call proposals to provide services that will help the City administer its Equitable Buildings Performance Standards (EBPS) Program and offer direct support to buildings covered by the EBPS. Understanding that one vendor cannot provide all the requested services, the City seeks to award one or more contracts to support various aspects of its Equitable Building Performance Standards implementation by providing on-call services for the following subprograms and elements:

1. Policy and Administrative Guidelines Support
2. Software Platform, Help Desk, and Communications
  - 2.1. Covered Building List Maintenance
  - 2.2. Compliance Platform and Customer Relationship Management
  - 2.3. *Optional Complementary Tools and Features*
  - 2.4. Help Desk Services
  - 2.5. Building Owner Communication
3. Technical Assistance and Direct Install
  - 3.1. Technical Assistance
  - 3.2. Direct Install

The City prefers to award all elements of a subprogram to a single vendor; however, if a vendor is interested in applying for one or more Subprogram elements, the City will consider proposals for individual subprogram elements.

At the time of this Request for Qualifications (“RFQ”), the scope includes an estimated 310 buildings that are greater than 20,000 sq. ft. The Services are expected to commence on an anticipated contract start date of March 1, 2026. The estimated project timeline is 3 years with the potential to extend for an additional 2 years. The City will facilitate the transfer of data, materials, and previous Equitable Building Performance Standards work to the selected Respondents (hereinafter “Contractor(s)”) in the time between contract award and contract start.

# Background

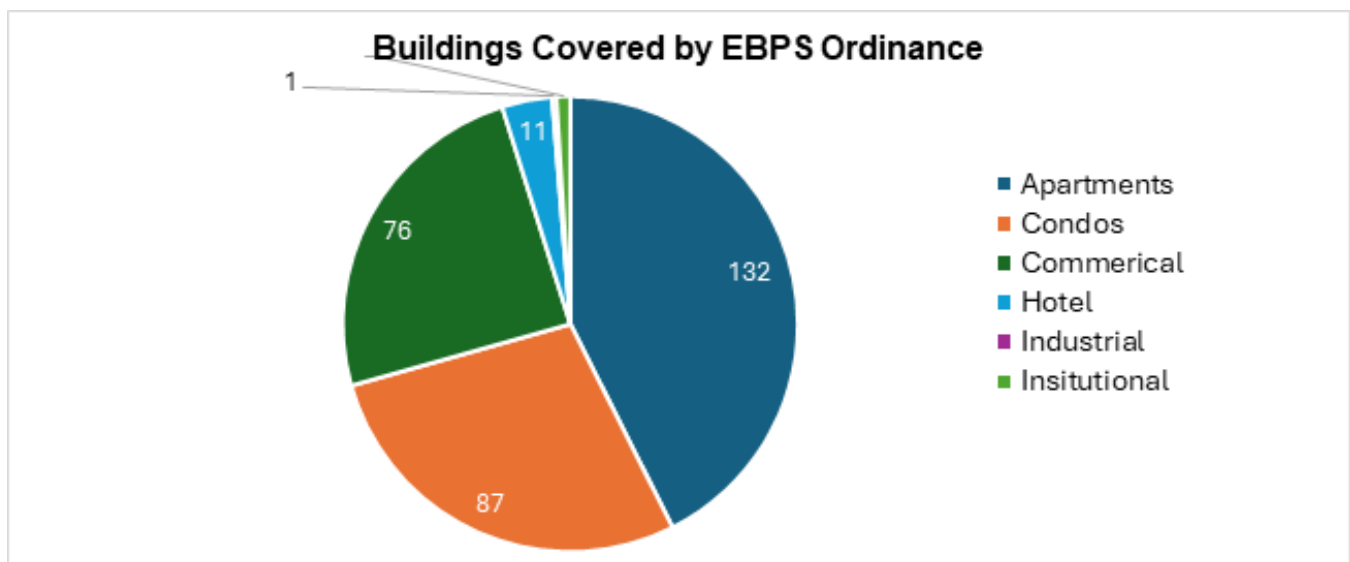
The City of West Hollywood is committed to reducing its carbon footprint and achieving carbon neutrality. On December 20, 2021, the City adopted its Climate Action and Adaptation Plan (WeHo Climate Action), which establishes a path for the City to achieve carbon neutrality by 2035 and adapt to the impacts of climate change. To reach carbon neutrality, the City must reduce community-wide GHG emissions by 68.4% by 2035 compared to 2018 levels.

Based on its 2018 GHG inventory, buildings are the City's largest source of carbon emissions, and reducing these emissions is a critical step toward achieving carbon neutrality. Developing existing building decarbonization strategies is a key part of this effort, especially now that over 90% of the West Hollywood community receives 100% Green Power through the City's participation in the local community choice aggregate, Clean Power Alliance.

## Equitable Building Performance Standard Ordinance

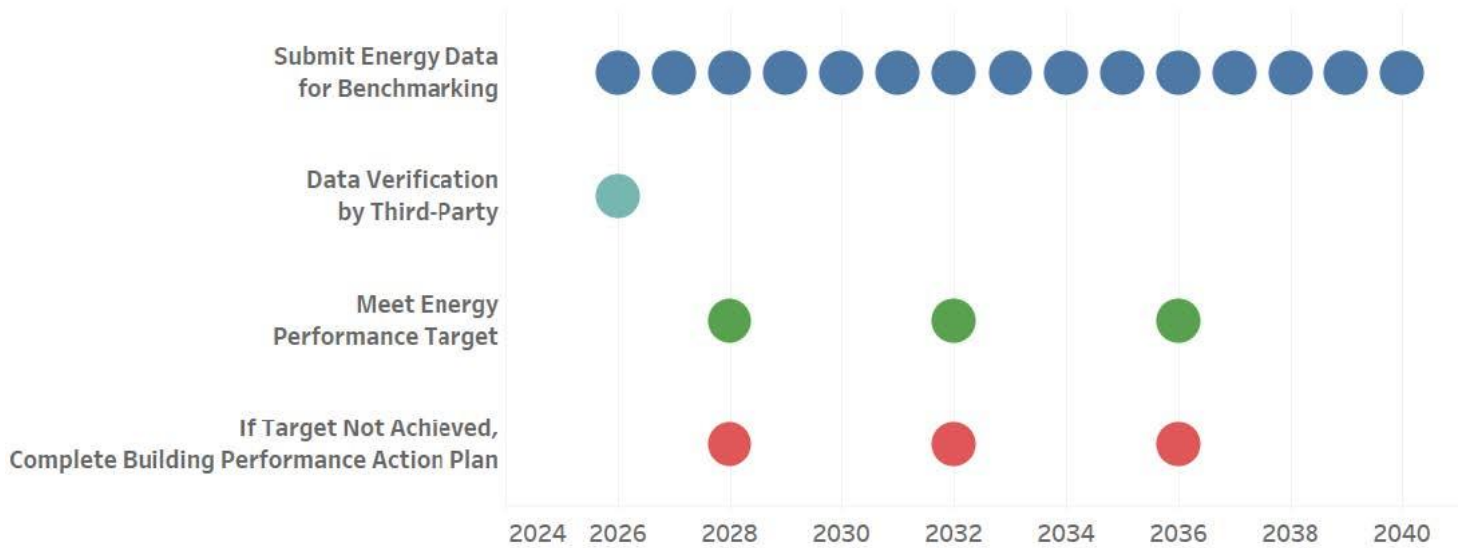
Starting in November 2023, the City engaged with a team of consultants to develop and engage stakeholders in its Equitable Building Performance Standards (EBPS) ordinance. On November 17, 2025, the City Council passed its EBPS on first reading. The staff report can be viewed [here](#). Final adoption took place on December 1, 2025.

The ordinance (Attachment B) covers existing buildings that are 20,000 square feet or above that have received a certificate of occupancy, whether constructed before or after the adoption of this ordinance. This is approximately 6% of West Hollywood's building stock, or 310 buildings. Approximately 310 buildings will be required to benchmark their energy performance annually, starting in 2026, and around 223 buildings will be required to meet building performance standards every four years, starting in 2028. The tables and figures below provide more details on EBPS' covered buildings, requirements, and timelines.



**Table 1** presents the different requirements and corresponding due dates.

<b>Requirement</b>	<b>Who</b>	<b>What</b>	<b>When</b>
<b>Benchmark</b> <i>15.100.040</i>	Buildings over 20,000 sq ft	Submit Energy Data	Annually, starting in 2026
<b>Data Verification</b> <i>15.100.040</i>	Buildings over 20,000 sq ft	A Qualified Energy Professional must verify the accuracy of the benchmarking data.	In 2026, for the first benchmark of the 2025 calendar year
<b>Meet Performance Target (Building Performance Pathway)</b> <i>15.100.060</i>	Buildings over 20,000 sq ft, except for residential condos	Achieve and maintain the specified Performance Standards through energy efficiency and electrification improvements, behavioral changes, etc.	2028, 2032, and 2036
<b>Building Performance Action Plan Pathway</b> <i>15.100.070</i>	Buildings over 20,000 sq ft that are unable to meet their applicable performance targets by the deadlines (residential condos exempt)	Submit a Building Performance Action Plan (BPAP) that outlines the timeline for proposed retrofit measures, expected dates of compliance, and includes the current Benchmarking Report, Distributed Energy Resource Report, and either a) energy audit or b) retro-commissioning report.	From 2028 to 2036
<b>Disclosures Upon Sale of Property</b> <i>9.25.020</i>	Buildings over 20,000 sq ft	Disclose that the City has adopted requirements for building energy benchmarking and performance of different types of buildings.	Upon Sale



**Figure 2** shows the timeline of proposed requirements. For buildings constructed after the ordinance’s adoption, compliance begins in the first full calendar year following issuance of the certificate of occupancy.

Benchmarking is due by May 15<sup>th</sup> of each year, starting in 2026. To support initial compliance efforts, staff has the ability to extend the first benchmarking deadline up to 120 days through the Administrative Guidelines. For 2026, the City has the option to push the deadline up to September 15, 2026. On May 15, 2028, the first performance target must be met for the January 1 to December 31, 2027 period. Performance targets are required to be met in 2028, 2032, and 2036.

## Grant Funding

To support implementation, the City recently executed a grant agreement with Clean Power Alliance (CPA) to offer direct subsidies for energy improvements and technical assistance, helping building owners meet the EBPS requirements. This funding would be prioritized for buildings that meet equity criteria, ensuring that tenants of all housing types can benefit from energy improvements and that the policy does not overly burden building owners with limited means. The City plans to utilize the CPA grant to provide a range of technical and financial assistance to building owners, aiming to achieve reductions in building energy emissions and support compliance with the City’s Equitable Building Performance Standards. The City proposes offering two “tracks” for building owners, depending on building-specific existing energy performance and capacity.

- **Track 1** would fund energy improvements and product installations from a list of pre-selected upgrades, including heat pumps, electrical panel upgrades, and insulation.
- **Track 2** would assist in performing an energy audit, which is required for buildings that comply with EBPS using a Building Performance Action Plan. The audit would identify measures to improve energy performance.

The work associated with the grant will be outlined in Subprogram 3 (Technical Assistance and Direct Install) of the Scope of Work. CPA funding must be spent by June 30, 2028.

## Relevant City Documents

### Climate Action and Adaptation Plan (WeHo Climate Action), 2021

[WeHo Climate Action](#) establishes a path for the City to achieve carbon neutrality by 2035 and adapt to the impacts of climate change.

### Equitable Building Performance Standards Ordinance (2025) and Handouts

- Attachment B: November 17, 2025 City Council Ordinance
- Attachment C: EBPS Handouts

## Objectives

The City of West Hollywood seeks on-call Contractor(s) to support development, management, and services of the following subprograms of its Equitable Building Performance Standards (EBPS) Program:

- Subprogram 1: Policy and Administrative Guidelines. Support the drafting of administrative guidelines.
- Subprogram 2: Software Platform, Help Desk, and Communications. The compliance platform will be used to compile and manage all reporting and compliance data, organize contact information, and provide a system to track and manage all related communications and outreach. The Help Desk and communication services will support building owner education, outreach, and compliance.
- Subprogram 3: Technical Assistance and Direct Install. Provide Building Owners with technical assistance and procure and install products that improve energy performance as part of the City's grant with Clean Power Alliance.

## Scope of Work

The following tasks and deliverables are included in the scope of work of each subprogram:

### Subprogram 1: Policy and Administrative Guidelines

The City is seeking support to develop Administrative Guidelines that outline additional details and support for complying with the Equitable Building Performance Standards in terms of Benchmarking, Performance Metrics, Performance Standards, and Compliance Pathways. The contract team will conduct research and technical analysis to support the development of procedures and policies for the Administrative Guidelines, providing draft language.

No later than June 1, 2026, the Policy and Administrative Guidelines Contractor will work with City staff to publish Administrative Guidelines for Benchmarking and set Interim and Final Performance Standards for each Property Type using either or both of the following Performance Metrics: Site Energy Use Intensity (EUI) and/or Greenhouse Gas

Emissions Intensity (GHGI). The previous consultant team that assisted the City in developing its Equitable Building Performance Standards policy has already drafted performance standards for various property types. The Policy and Administrative Guidelines Contractor is responsible for coordinating with the previous team and other Subprogram Contractors to confirm that these values align with the City’s climate goals before publishing the performance standards in the Administrative Guidelines.

After June 2026, the contract team will revise the Administrative Guidelines to include items such as establishing the Social Cost of Carbon, GHGI calculation procedures, setting normalization factors, and defining and reporting emissions factors. Additionally, the contractor may update Property Types and their associated Performance Standards; establish processes for alternative compliance, extensions, and exemptions; adjust requirements for data verification, create or modify reporting formats, templates, and procedures; and adjust penalty amounts and building end-use deductions.

As needed, Subprogram 1 Contractor may work with the Contractors of other Subprograms to ensure that the guidelines are aligned with the EBPS Program goals and services.

For vendors proposing to this Subprogram, describe how the Team will manage this cross-team coordination (e.g., joint work sessions, shared data dictionaries).

## **Subprogram 2: Software Platform, Help Desk, and Communications**

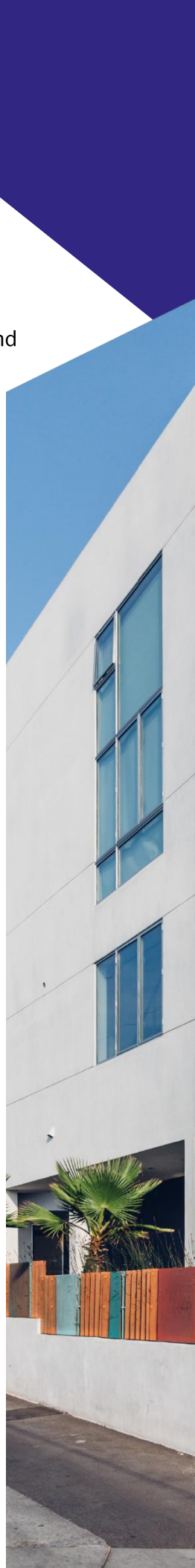
### **2.1 Covered Building List**

The Contractor will assist the city in updating and managing the list of buildings required to comply with the ordinance on an annual basis. City staff has developed the initial Covered Buildings list by merging data from multiple sources, including the local tax assessor, CoStar, building department permit database, and solid waste utility data.

The Contractor should be capable of identifying which records across the different datasets represent the same physical building, by automatically matching records based on the key building identification fields listed above or, when available, by overlaying the GIS coordinates of each building’s footprint. It should also provide the capability to manually match/unmatch records for those building references that cannot be accurately matched using the existing matching fields.

The Contractor shall expand and improve upon the covered buildings list by:

- Update property records as necessary (contact information, square footage, etc.)
- Process requests to add or remove buildings to the covered properties list
- Do bulk data clean-up of bad email addresses and report back to City staff about where contact information is missing.



## 2.2 Compliance Platform and Customer Relationship Management

The City is seeking software that can facilitate the collection of public and private building energy data and reports into a single platform, track progress toward goals, provide portfolio-wide reporting, and facilitate customer relationship management (CRM).

The software platform shall:

- Automate the transfer of data from ENERGY STAR Portfolio Manager to the energy reporting software platform
- Be capable of organizing data by reporting year, running data quality tests, and tracking program compliance
- Include a reporting platform to enable the City to analyze data at the building level, the aggregated citywide level, and also on subsets of buildings based on staff-defined tags
- Support back-end calculations that accurately convert data from different energy uses into emissions and/or energy-use data according to the EBPS Performance Metrics
- Connect communications and Help Desk data by including a customer relationship management system that organizes contact information and tracks and manages building owner inquiries, City and vendor responses, and compliance notices and enforcement measures
- Provide resources to help building owners understand the EBPS Program and how to comply

The Contractor shall:

- Keep all data shared on the software platform confidential and not share data with third parties
- Conduct data quality assurance and control, and upon identifying errors, issue a status notice and next steps via email or on the user portal
- Provide City staff with account access to the platform so they may view the data and run reports
- Provide City staff training on the software platform and keep staff updated on new features and how to use them
- Be available to support City staff with platform-related questions and issues on an everyday basis (e.g. by email and phone), and meet formally on a recurring basis;
- Be a collaborative partner, ensuring the City maximizes the software platform's benefits and recommending best-practice strategies based on experience with other customers

For Proposers of this Subprogram element, please describe or provide:

- List of jurisdictions currently using their platform (with contact references where possible).
- Example dashboards and reports (building-level, citywide, and by custom tags like “rent-stabilized or “affordable housing”).
- Where data will be hosted, security practices, and compliance (e.g., SOC 2, ISO, etc. if applicable).
- How the City retains full ownership of data, including rights to export all data in non-proprietary formats (CSV) at any time and upon contract end.

### 2.3 Optional Platform Complementary Tools and Features

The City invites vendors to propose any additional products and services that would enhance the platform's integrated functionality and value. Complementary tools may include:

- A Public-facing dashboard for building owners to view their reported data, calculated emissions, and comparison to emissions standards.
- A customizable compliance planning dashboard that allows owners to input different retrofit strategies, renewable energy purchases, costs, and other scenarios to visualize options for meeting the emissions standards.
- Tools for providing actionable information to covered properties, for example, report cards or recommended energy improvements.
- Tools for disclosing benchmarking results to the general public, for example, via web maps and dashboards.
- Visualization and mapping of data for both internal and external audiences.

These would be considered as optional components to extend the capabilities of the final platform. Any complementary tool should be able to integrate directly with the Data Management and Help Desk Management Systems, allowing it to access stored data without requiring a separate data extraction process.

### 2.4 Building Performance Help Desk

The City is requesting professional services to develop and operate the Help Desk to support Building Owners complying with the City's energy benchmark and performance standards ordinance. The goal of the Help Desk is to provide exceptional customer service to Building Owners, educate them on the benchmarking process, and assist them with setting up reporting accounts and with reporting, among other responsibilities.

The Help Desk will provide direct one-on-one support to Building Owners throughout the benchmarking and building performance process, including:

- General education and outreach
  - Communicate EBPS Program requirements with building owners
  - Producing compliance guides and checklists
  - Provide presentations or training on benchmarking and compliance
- Benchmarking Compliance Assistance (*immediate need for May 15, 2026 benchmark deadline, which can be pushed up to September 2026*)
  - ENERGY STAR® Portfolio Manager support
  - Report submission
  - Utility connection & troubleshooting
  - Data quality check resolution
- Performance Requirements Compliance Assistance (*after 2026 benchmark; first performance target needs to be met in May 2028 for the 2027 calendar year*)
  - Target and baseline data review
  - Compliance planning
  - Building Performance Action Plan (BPAP) pathway inquiry
- Compliance Resource Support (*after 2026 benchmark*)
  - Information on incentives, rebates, and financing opportunities

The Help Desk Contractor will support compliance and administrative processes by:

- Processes and reviews all benchmarking reports received and maintains accurate compliance data
- Manage and update the list of covered buildings and their compliance status
- With the City, notify building owners and managers of ordinance requirements and make proactive calls, and send emails to non-compliant buildings
- With the City, establish a process for reviewing exemption requests and process exemption requests

The Contractor will manage the EBPS Program and this Subprogram by:

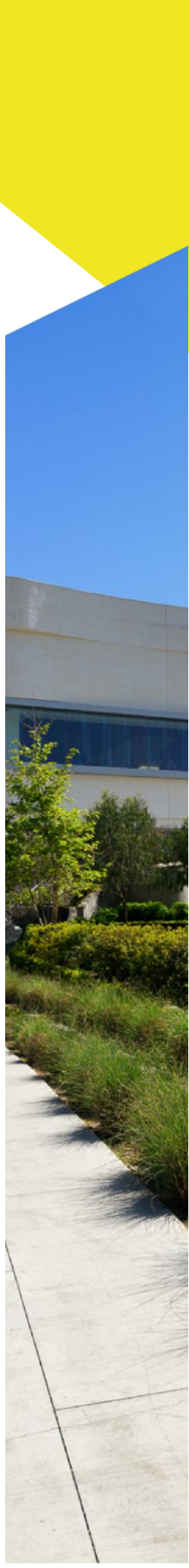
- Develop a project plan prior to work start that describes the approach, techniques, timelines, and technologies that will be utilized.
- Indicate KPIs and key milestones that will be used to measure program success and timeliness.
- Meet regularly with the City to provide status updates, including reporting on the types and frequency of property owner inquiries.
- Coordinate with and support the management of other Subprogram Contractors, as needed.

## 2.5 Building Owner Communications

- **General Building Owners:** The Contractor will develop and implement standard, periodic communications via postal mail and email to ensure Ordinance compliance. The Contractor will coordinate with the City regarding printing and mailing of such postal mailings by City staff. Records of all communications should be tracked with each property in the software.
- **Targeted Outreach:** The Contractor will identify the buildings eligible for the City's Equity Priority Buildings Program and prepare additional outreach to notify them of their eligibility, the benefits of being a high-performance building, and the extra support available to help them become a high-performance building. Targeted outreach includes but is not limited to postcards, email, and phone calls.
- For vendors proposing to this Subprogram element, please provide at least two sample communication pieces (emails, mailers, FAQs, or one-pagers) from similar programs.

## Subprogram 3: Technical Assistance and Direct Install

The City is seeking Contractor(s) to provide additional support for covered buildings, with priority given to under-resourced buildings. The elements of Subprogram 3 will be at least partially funded by the City's Clean Power Alliance grant. The City invites vendors to submit any additional ideas that support under-resourced buildings that may require extra assistance to enhance their performance.



### 3.1 Technical Assistance

The Contractor(s) will support Building Owners, including the City, in completing benchmarking, conducting energy audits, providing technical advisory services, preparing Building Performance Action Plans, and assisting with the implementation of recommendations to improve building performance. Clean Power Alliance's grant award to the City will cover part of this Subprogram (3.1). The technical assistance includes, but is not limited to:

- Audits. Conduct ASHRAE Level II Energy Audits or Energy Retro-Commissioning (RcX)
- Technical Advisory Services. Provide consultations and technical assistance to Building Owners, including the City, in the procurement process for energy efficiency retrofits, solar energy generation and storage systems, and EV charging systems. The contractor(s) will also provide a cost-benefit analysis of potential energy efficiency/generation/storage solutions and offer information on applicable incentives and financing options.
- Implementation Support. One-on-one consulting services to Building Owners on selecting projects, finding contractors, and coordinating the retrofit process. Offer technical advice as needed throughout the installation process.
- Building Performance Action Plan. Develop a Building Performance Action Plan to support compliance with the policy's Building Performance Action Plan Pathway.
- Financing Support. Identify financial resources Building Owners qualify for (Rebates, grants, incentives, financing etc.). Assist Building Owners in completing forms and applications for programs and incentives.

For vendors proposing to this Subprogram element, please provide the City with:

- List of qualifications: At least one licensed engineer (MEP) or equivalent with demonstrated multifamily and commercial retrofit experience.
- Two representative project examples, Southern California preferred, where the Team:
  - Completed audits or Retro-Cx for existing multifamily/commercial buildings;
  - Advised or helped building owners implement energy measures in existing buildings; or
  - Identified and secured incentives/financing on behalf of building owners.

### 3.2 Purchase and Installation of Equipment - Direct Install

The City is seeking Contractor(s) to purchase and install building energy upgrades from a menu that may include heat pumps, electrical panels, and insulation. Subprogram 3.2 will be fully funded by the Clean Power Alliance grant award.



# RFQ Process Schedule

RFQ Schedule & Deadlines	Date
RFQ Issued by the City	December 2, 2025
RFQ Questions Due on PlanetBids	December 16, 2025
Proposal Due on PlanetBids	January 21, 2026
Consultant Interviews and Selection	Late Jan – Early Feb, 2026
Awarding of Contract and Contract Signing	February 2026
Project Kickoff	Late Feb - Early March 2026

# Consultant Selection Process

The following section outlines the submission requirements and selection process. The City will accept proposals for one, two, or all three subprograms described in this RFQ. Each subprogram will be evaluated and scored independently using the criteria in the “Evaluation Criteria” section, and the City may, at its sole discretion, award a single contract covering multiple subprograms, award separate contracts for individual subprograms, or make no award for a given subprogram. For teams proposing multiple subprograms, the City will also consider the added value of an integrated approach, including the proposer’s strategy for coordinating policy, software/Help Desk, and technical assistance/direct install services. Nothing in this RFQ obligates the City to award all subprograms to the same Contractor, and the City reserves the right to select the combination of Contractor(s) and subprogram awards that it determines best serves the City’s interests.

## Proposal Submission Instructions

The City is accepting proposals from Consultants interested in one or more subprograms and requests that applicants consolidate their subprogram proposal(s) into a single submission. Submissions are due digitally on PlanetBids (<https://pbsystem.planetbids.com/portal/22761/>) no later than January 21, 2026 at 5pm (Pacific Time). Proposals cannot be accepted after this time. No oral, telephonic, faxed, emailed, or telegraphic proposals or modifications of proposals will be considered.

The Consultant is solely responsible for “on-time” submission of their electronic proposal. This is considered the Consultant’s “Response File” on PlanetBids. The City will only consider proposals that have been transmitted successfully and have been issued an e-bid confirmation number with a time stamp from the PlanetBids Bid Management System, indicating that proposal was submitted successfully. Consultant shall be solely responsible for informing itself with respect to proper utilization of bid management system, for ensuring the capability of their computer system to upload the required documents, and for the stability of their internet service. Failure of the Consultant to successfully submit an electronic proposal shall be at the Consultant’s sole risk and no relief will be given for late and/or improperly submitted proposals. Consultants experiencing any technical difficulties with the proposed submission process may contact PlanetBids at 818.992.1771. Neither the City, nor PlanetBids, makes any guarantee as to the timely availability of assistance, or assurance that any given problem will be resolved by the submission deadline.

# Proposal Submission Requirements

Proposals must be clear, succinct, and not exceed twenty (20) pages in 12 font size, excluding optional resumes and communications materials, if proposing for only one subprogram. Extra pages are allowed for firms proposing more than one subprogram: 30 pages for two subprograms, and 40 pages for all three subprograms.

All submittals will be evaluated on the completeness and quality of the content. Only Consultants who provide complete information as required will be considered for evaluation. The ability to follow these instructions demonstrates attention to detail. The applicant must provide all information as requested in this RFQ. Responses must follow the format outlined below. Additional materials beyond the stated page limit may not be considered. The City may reject as non-responsive at its sole discretion any Proposal or any part thereof, which is incomplete, inadequate in its response, or departs in any substantive way from the required format. Responses shall be organized in the following manner:

1) Cover Letter: An overall introduction is required, including a statement of the Team's understanding of the needs of the City. The Cover Letter must state the name of the person(s) authorized to represent the Team in any negotiations, the name(s) of the person(s) authorized to sign any contract that may result, the contact person's name, mailing or street addresses, phone and email addresses. A legal representative of the Team, authorized to bind the company in contractual matters must sign the Cover Letter. The letter may also briefly set forth any particular information the Team wishes to bring to the City's attention.

2) Executive Summary: Teams must include an Executive Summary. This part of the response to the RFQ should be limited to a brief narrative highlighting the company's Qualifications. The summary should contain as little technical jargon as possible and should be oriented toward nontechnical personnel. Please include any benefits your Team has over competitors.

3) Company Background: Teams must provide their response to the following statements and questions in this section.

- Name of company.
- Name of parent company, if applicable.
- Identification as minority- and women-owned business enterprise or non-profit organizations, if applicable.
- Company website address.
- Number of years in business.
- How many employees are in your company?
- How many employees are available to work on this project?
- Company's experience in providing comparable services to other organizations.

4) Subprograms Included and Capacity. Include the following table in the proposal:

Subprogram/ Elements	City Program Development and Administration	Direct Support to Building Owners	Included in the Vendor's Proposal? (Yes/No)  Please Mark
1: Policy and Administrative Guidelines Support	X		
2.1: Covered Buildings List Maintenance	X		
2.2: Compliance Platform and Customer Relationship Management	X		
2.3: Optional Complementary Tools and Features	X		
2.4: Help Desk Services		X	
2.5: Building Owner Communication		X	
3.1: Technical Assistance		X	
3.2: Direct Install		X	

5) Statement of Understanding: Teams shall include a statement of understanding of each subprogram scope, which shall represent the company's knowledge of the functions, methods, and problems related to providing effective services as described in this RFQ.

6) Proposed Services: Propose and describe in detail the services that will be provided as requested in each subprogram's Scope of Work in this RFQ and Section 4 above.

Additionally, include a phased implementation schedule showing how the Team will:

- Support first benchmarking in 2026 (All Subprograms)
- Finalize Administrative Guidelines and performance standards (Subprogram 1)
- Stand up the Software Platform and Help Desk (Subprogram 2)
- Ramp up Technical Assistance and Direct Install to fully utilize CPA funding by June 30, 2028 (Subprogram 3)
- Support the first performance target in 2028 and subsequent cycles. (All Subprograms)

7) Proposed Fee: Propose and describe in detail the fee structure corresponding to the related professional services. Fees should include hourly rates for work to be performed, all travel costs, materials, and printing costs.

8) References: Teams shall include up to three references of the most relevant projects completed by the company, of equivalent size (or larger) and similar complexity for each Subprogram. Please include the following information for each reference:

- Contact Name and Title
- Address, Phone Number, and Email Address
- Location/Jurisdiction
- Project Name
- Project Description
- Project Dates
- Project Contract Value (initial and current or ending value)

9) Optional Communication Materials: Teams may include, if desired, communications materials, including newsletters, brochures, posters, and websites for review of products, tools and services available, including references and case studies. This material will not count towards the proposal page limit.

## Evaluation Criteria

Submitted proposals shall be evaluated using the following key criteria:

<b>Subprogram 1 (Policy and Administrative Guidelines) Criteria</b>	<b>Maximum Points/Percentage</b>
<b>Relevant Project Experience and Understanding:</b> Applicant demonstrates adequate and meaningful experience with projects of similar/comparable type and scope; clarity, creativity, and completeness of approach and proposed work plan; and adaptability to client and stakeholder needs. Experience developing or implementing building performance standards or similar outcome-based policies (e.g., benchmarking, emissions caps, performance standards) for other jurisdictions.	30
<b>Project Team Qualifications:</b> Applicant demonstrates relevant project experience, availability, and capability of proposed vital staff members. Proposed staff members have familiarity with energy utilities, organizations, and agencies in the Los Angeles region.	30
<b>Company Experience and References:</b> Applicant has experience in providing comparable services to other organizations and overall expertise in subject matter, and a demonstrated ability to deliver high-quality work for relevant projects of similar complexity.	25
<b>Project Structure and Budget:</b> Applicant demonstrates cost effectiveness and value of each task, including a proposed fee schedule.	15
<b>Total Points</b>	<b>100</b>

<b>Subprogram 2 (Software Platform, Help Desk, and Communications) Criteria</b>	<b>Maximum Points/Percentage</b>
<p><b>Expertise in high-performing existing buildings and providing support and outreach:</b> Applicant demonstrates meaningful experience with programs to improve existing buildings by providing direct assistance and outreach to building owners of a similar type and scope. Provides references for similar services provided. Experience and approach to serving under-resourced buildings and equity-priority communities (e.g., rent-stabilized housing and small “mom &amp; pop” owners).</p>	35
<p><b>IT and Data Capacities, System Management, and Quality Assurance:</b> Applicant has experience in providing comparable platform services to other organizations and a demonstrated ability to deliver quality and accurate data on building performance as well as building and contact information. Provides references for similar services provided.</p>	30
<p><b>Program Team and Management:</b> Applicant demonstrates relevant project experience, availability, and capability of proposed vital staff members. Applicant provides a project timeline for the software platform and Help Desk to be set up by June 2026. Staffing plan for the Help Desk, including during times of higher demand.</p>	20
<p><b>Project Structure and Budget:</b> Applicant demonstrates cost effectiveness and value of each task, including a proposed fee schedule.</p>	15
<p><b>Total Points</b></p>	<b>100</b>

<b>Subprogram 3 (Technical Assistance and Direct Install) Criteria</b>	<b>Maximum Points/Percentage</b>
<p><b>Company Experience and References:</b> Applicant has experience in providing comparable services to other organizations and private Building Owners. Overall expertise in subject matter, and a demonstrated ability to deliver high-quality work and services for existing building projects of similar complexity. Experience and approach to serving under-resourced buildings and equity-priority communities (e.g., rent-stabilized housing and small “mom &amp; pop” owners).</p>	40
<p><b>Project Team Qualifications and Local Availability:</b> Applicant team and proposed vital staff members demonstrate relevant project experience, local availability, and familiarity with Los Angeles region energy utilities, organizations, and agencies. Ability to work well with building stakeholders, including private residential and commercial Building Owners and City staff.</p>	40
<p><b>Project Structure and Budget:</b> Applicant demonstrates cost effectiveness and value of each task, including a proposed fee schedule.</p>	20
<p><b>Total Points</b></p>	<b>100</b>

For the purpose of scoring Proposals each of the RFQ Review Team members will evaluate each Proposal based upon the criteria listed above. The Team may seek outside expertise, including but not limited to technical advisors. The highest ranking firm(s) may be asked to come in for an interview.

The City will not entertain requests for clarifications or debriefing about the merits of any individual proposal before or after the selection of finalists has been announced.

