

#	Question	Answer
1	<p>For item 1.2.3, it says "NRCan intends to award up to 3 contracts." Does this mean that only 3 bidding organizations will be selected for all of Canada? Since a bidder indicates which of the verification services it wants to be considered (Existing Homes, New Homes, MURBs, ENERGY STAR, R2000 and/or On-Site Assessments) (Evaluation Criterion Section 1.1 - Criterion O3), it is quite possible that a bidder may only wish to offer the QIV service for homes only and not MURBs, for example. In addition, according to Appendix 4, bidders must identify the regions or areas where they can provide the service, excluding the areas/regions where they deliver the energy assessment services. They also can't check on competitors. Since these restrictions may overlap in restricting bidders from offering QIV service at the national level, would it be possible to increase the number of contracts from 3 to 10, equal to the number of provinces and territories in Canada? This would minimize conflicts of interest for successful bidders.</p>	<p>Bidders are invited to indicate their area of expertise. Under 4.0 Project Requirements, you will see that resources are being sought. If you only wish to offer the QA services for one or more areas of expertise, please indicate this in your submission.</p> <p>Bidders must identify the service area as outlined in Appendix 4. NRCan will coordinate services at the provincial and territorial level based on successful submissions.</p>
2	<p>We interpret that a successful QAA cannot verify a competitor's file, which makes sense. But in the province of Quebec, where each administrative region of the province has only one SO offering energy assessments due to Rénoclimat contracts, how do you assess who is a competitor when each region has a SO that retains the monopoly on EAs?</p>	<p>For Quebec, we will focus on work assigned per region as long as they are not registered as EA in a different region.</p>
3	<p>Can you clarify the task of On-site or virtual assessment of installed heat pump systems and related measures? Is it simple enough to check the heat pump units and other related equipment units to validate whether they are listed on the eligible products list and that they are correctly modelled in HOT2000 by an Energy Advisor? There is a possibility of energy assessments, would it be in the same spirit as a level 6 ERS home evaluation but for post-work verification?</p>	<p>This component of the RFP serves to support the OHPA program, it does not involve ERS. As such, there would not be a need for a complete on-site ERS evaluation and an H2K file would not be created. While an ERS evaluation would not be conducted, NRCan is seeking to leverage the expertise of Energy Advisors (e.g., in working with homeowners, in collecting important data points from a home and heating equipment) to conduct this post-work verification auditing process. NRCan would decide whether a virtual or on-site is needed in consultation with the homeowner and taking operational feasibility into consideration (e.g., for a remote location with few available EAs, a virtual audit may be preferable). The exact structure of the audit process is still under development. At this time, it is expected that Quality Assurance Auditor would be given a list of data points that they would have to collect, verify, report on, and keep records of, including but not limited to: 1) checking that a heat pump was</p>

		<p>installed; 2) checking that the heat pump is on NRCan's eligible product list; 3) collecting photos of the equipment and model numbers; 4) verifying the property address 5) verifying other OHPA eligibility criteria as needed 4) submitting an audit report (template to be provided to the QAA) to NRCan.</p>
4	<p>Since we have to give an hourly rate for each desired category, it is particularly difficult to determine an hourly rate when a QAA has to travel to perform a Level 6 audit. This could result in exceptional costs if a QAA has to travel a few hundred kilometres by plane to check a site in a remote region/province, so each Level 6 check can vary in time and cost. Would it be possible to add a section to add travel expenses?</p>	<p>We will make sure that we use the information gathered in Appendix 4 – Service Area to assign a QAA in the respective service area. If travel expenses are incurred, we will inform the QAA who will complete the required verification. Your hourly rate includes the required assessment and not the possible travel.</p>
5	<p>Could we please have an estimate of the volume of review requests from NRCan? Is it ad hoc, like once a week, or it is several times a day? This will allow us to better estimate the number of resources to assign to QA and could affect the availability of evaluators, the infrastructure to support them and possibly the cost.</p>	<p>The work will be as determined by NRCan and it will vary weekly. Some weeks we could request 5 to 10 hours of review as other weeks we could request a higher volume of files to be reviewed.</p> <p>Each contract offered will have a different number of files to evaluate. Most contracts will be offered twice a year and may vary from 10 to 100 files.</p>