



Corporation of the City of
NEW WESTMINSTER

REQUEST FOR QUALIFICATIONS

NWRFQU-13-03

FOR

**PROJECT COORDINATOR SERVICES
ENERGY SAVE PROGRAM**

Closing time:
Thursday, August 15th, 2013
3:00 P.M., Local Time

Closing location:
Main Reception Desk
City of New Westminster
511 Royal Avenue,
New Westminster, B.C. V3L 1H9

All requests for further information must be made on or
before **August 8th , 2013** in writing and only to:

Purchasing Division:
Roy Moulder, SCMP
Purchasing Manager
Email: rmoulder@newwestcity.ca

COMPANY NAME	
Address	
Telephone	Email
Signature	Dated

CORPORATION OF THE CITY OF NEW WESTMINSTER

A. Overview

The City of New Westminster, in collaboration with the City's Electric Utility, BC Hydro Power Smart, and Fortis BC, is implementing a high-impact initiative targeting energy efficiency and energy conservation in low-rise residential homes and commercial business properties in New Westminster. The program name is **Energy Save New West**. It is envisioned as a multi-year program targeting energy efficiency improvements for low-rise residential homes and local businesses. The initial 12 months of the program is considered a pilot, the initiative may be extended based on the level of participation within the community.

The objective of Energy Save is to encourage New Westminster homeowners and business owners to make energy efficiency improvements to their homes and businesses.

See energysavenewwest.ca for more information on the program.

The City has engaged the services of a firm to provide the energy efficiency assessment services as part of the Energy Save New West Program.

To achieve an above provincial average of participation in this program, the City is inviting responses to this Request for Qualifications for an energetic and enthusiastic professional who is passionate about energy efficiency and reducing GHG emissions in homes and businesses. A successful Respondent will report to the City's Community Energy Manager and be responsible for the management, promotion and continued development of the Energy Save New West initiative. This opportunity will cover the initial 12 month pilot project with the possibility for extension, solely at the discretion of the City.

This is a request for qualification and not a call for tenders or request for binding offers. The City does not intend to enter into contractual relations as part of this RFQU process and no obligations whatsoever will arise between the City and any individual / organization who submits a response to the RFQU (a "Respondent") until and unless the City and a Respondent enter into a formal, written contract for the Respondent to undertake this service.

B. Scope - Basic Responsibilities and Requirements

The Project Coordinator's responsibilities, as the point person working in conjunction with the energy efficiency assessment firm, will be to:

CORPORATION OF THE CITY OF NEW WESTMINSTER

1. Promote the Energy Save New West initiative through the media; host open houses, workshops or display booths at local community festivals; and initiate one-on-one contact with customers;
2. Successfully implement the energy retrofit programs targeting efficiency improvements to existing residential homes and commercial businesses by achieving the Year 1 target objectives established for this program;

Year 1 Program Target (2013/14) 12-month pilot

- 200 homeowners registered with Energy Save
 - 150 home energy retrofits underway
 - 20 local businesses receiving free energy assessments registered with Energy Save
3. Participate on the project steering committee and further develop the program plan and guidelines;
 4. A pre-launch implementation plan as well as draft communications and marketing plan have been created for Energy Save. A website with on-line registration has also been set up. The Coordinator will be responsible for further development of these plans including marketing collateral, enhancements to website content, as well as creating new features and guidelines for the program;
 5. Set up and maintain a registration and monitoring system for homeowners and businesses participating in the program as well as produce status reports;
 6. Liaise and coordinate business energy assessments with a Business Energy Advisor (provided through LiveSmart BC and Metro Vancouver), as well as residential energy efficiency assessments with the City's Certified Energy Advisor;
 7. Work within the predetermined project budget;
 8. Develop a participant tracking and reporting system;
 9. Arrange feature profiles of local residents/local businesses participating in Energy Save;
 10. Review program registrations (online and paper) for eligibility in Energy Save and respond to e-mail and telephone inquiries about Energy Save;
 11. Assisting customers with completing BC Hydro, FortisBC and LiveSmart BC energy incentive/rebate application forms;
 12. While the majority of the work can be accomplished in an office environment during regular work hours, the nature of the project will require the Coordinator to work some evening and weekends to conduct outreach and engage local residents and businesses in participating in the Energy Save program;
 13. Report bi-monthly to the City's Community Energy Manager on the progress of the overall project; and
 14. Performing other related duties as assigned.

CORPORATION OF THE CITY OF NEW WESTMINSTER

The successful Respondent will possess the following qualifications:

- College or Technical School diploma or equivalent,
- Minimum 3 years experience in project management or program administration/reporting,
- Minimum 3 years experience in customer service, or similar experience in marketing, promotions and communications,
- Valid Class 5 British Columbia Drivers License, and
- Reliable vehicle.

The successful Respondent will possess the following skills and abilities:

- Ability to communicate effectively, both written and verbal
- Ability to articulate clearly to a variety of audiences (including local homeowners, local business owners, City staff, Certified Energy Advisors, Business Energy Advisors, renovation contractors, realtors and building supplier outlets)
- Excellent program management skills, including progress tracking and records management
- Knowledge of program development and creating an implementation strategy
- Excellent team building and relationship skills
- Ability to work independently with minimal supervision
- Ability to manage a wide variety of tasks simultaneously
- Comfortable in delivering feature stories in local media and/or creating press releases
- Strategic thinker, with a creative and imaginative approach to problem solving
- Basic knowledge of computer systems and related programs including Word, Excel, PowerPoint and MS Outlook

Only Respondents who have been short-listed will be contacted for an interview.

C. Content of Response

The response to this Request for Qualification should also include:

- The Respondent's C/V with covering letter,
- Information that demonstrates the Respondent's previous experience with residential / commercial energy efficiency programs, or experience in developing or supporting communications and marketing programs associated with energy efficiency,
- Qualifications of personnel, and the number of years in business,
- A corporate profile to include complete corporate organization and ownership including holding companies and subsidiaries and major shareholders,
- Respondent's hourly rate (fee) for undertaking the scope of work as identified above,
- A list of references for comparable projects/clients (including contact person's phone/fax),
- Descriptions of the services that can be offered to complete the requested scope.

CORPORATION OF THE CITY OF NEW WESTMINSTER

D. Evaluation

The City intends that responses will be reviewed by an Evaluation Team, consisting of City staff, consultants, and experts selected by the City to determine:

1. If there is candidate with sufficient experience to be contracted for the scope of work above.

The City intends to have responses evaluated according to the following criteria, not in any order of importance:

- Respondent's technical qualifications;
- Respondent's experience with energy efficiency programs;
Respondent's experience with communications and marketing related to energy efficiency;
- References for the Respondent;
- Hourly rate;

Each Respondent will be notified of the outcome of the evaluation upon conclusion.

E. Instructions for Responses

1) Form of Response

Respondents shall submit the following, in an envelope clearly marked "**Request for Qualifications – Energy Save Program Coordinator**"

- One (1) hard copy of the response; and
- One (1) soft copy of the response, (in Microsoft Word, Excel, and/or Adobe (PDF) format) on a CD, DVD, or memory stick.

The City may reproduce any of the responses and supporting documents for internal use or for any other purpose required by law.

Email responses are not acceptable.

Responses must be submitted at the Closing Location noted on page 1 of this document on or before **Thursday, August 15th, 2013 3:00pm (Local time)**.

The clock at the Main Reception Desk is the official clock.

Responses received after the deadline will be returned unopened and will not be considered.

CORPORATION OF THE CITY OF NEW WESTMINSTER

2) Contacts

Except for the contacts stated herein, respondents shall not contact City officers, City employees or elected officials directly or indirectly regarding this Request for Qualification.

3) Addenda

During the course of this Request for Qualification process, the City may choose to provide additional information, and clarifications or to make modifications to this process. The City intends to post these addenda on the City's website and to reference them on BC Bid as being available for download on the City's website.

4) Signatures

All responses should be signed by the Respondent and contain the Respondent's full name and address.

F. General

1) Ownership of responses and Freedom of Information

All documents submitted to the City of New Westminster in response to this RFQU will become the property of the City, and will not be returned. Respondents should be aware that the City is subject to the provisions of the Freedom of Information and Protection of Privacy Act (FIOPPA). A Respondent may stipulate in their response that portions of the response contain confidential information and are supplied to the City in confidence. However, under FOIPPA the City may nevertheless be obligated to disclose all or part of a response pursuant to a request made under that Act, even if the Respondent has stipulated that part of the response is supplied in confidence. Respondents should review section 21 and other provisions of FOIPPA in order to gain a better understanding of the City's disclosure responsibilities under that Act.

2) Respondent's Expenses

Respondents shall be solely responsible for their own expenses in preparing and submitting a response to this Request for Qualification.

3) Conflict of Interest

By submitting a response, the Respondent confirms that neither it nor any of its officers, directors, employees or subcontractors, has any financial or personal relationship or affiliation with any elected official or employee of the City of New Westminster or their immediate families which might in any way be seen or perceived to create a conflict of interest.

4) Changes in a Respondent

Respondents are requested to promptly notify the City's above-named contact person in writing if there is an addition, deletion or change from time to time in the members comprising a Respondent, in the key personnel positions of the Respondent or a change of effective control in any Respondent member.

CORPORATION OF THE CITY OF NEW WESTMINSTER

5) Living Wage Employer

Effective January 1st, 2011, the City of New Westminster became a “Living Wage Employer”. As such, the City has established a Living Wage Policy that requires all firms that are contracted by the City to provide services on City premises, to pay their employees, who perform said service on City property, a Living Wage as calculated by the Living Wage for Families Campaign. The figure for 2013 for the Lower Mainland is \$19.62, assuming no benefits are provided by the employer.

In order to determine an employee’s hourly rate with benefits the Living Wage for Families has created a Living Wage Calculator to assist with this determination. Please access the following website to determine your compatibility.
<http://livingwageforfamilies.ca/calculator/>

The City will include with any future tender calls relating to this project, a Declaration referencing the City’s expectations with regards to compliance of the Policy. Completion and submission of the Declaration with a firm’s tender bid is required prior to any contract award.

Please review the City’s Living Wage Policy for further information.
http://www.newwestcity.ca/business/living_wage_employer.php