

E-Bike Rebate Program Administration and Evaluation RFP Questions Document

- 1. How many days after program kick-off (Estimated Timeline Summer 2024) would MassCEC like to have the website launched and ready for application processing?**
 - a. MassCEC hopes to have the website launched and open for applications within 4 months after a contract has been signed by both the Consultant and MassCEC. Applications that offer a quicker timeline will receive additional consideration. Consultants proposing longer deployment periods will still be considered as long as a detailed deployment schedule is provided.

- 2. Are there different or specific eligibility criteria for the Ancillary Incentive shown in Table 1: Program Summary Table?**
 - a. The ancillary incentive of \$150 is available to individuals receiving either the Moderate or the Enhanced incentive.

- 3. Does MassCEC currently have a third-party administrator they are working with for any of the four e-bike pilot programs under the ACT4All Program? Can you tell us whether outside consultants were hired to perform each of the four e-bike pilot programs that MassCEC manages? If so, can you provide the names of the consultants?**
 - a. MassCEC is not working directly with a third-party administrator to oversee the four pilot programs. Each of the four e-bike pilot program teams includes a lead organization with a location in the target deployment area. Several of the program teams include consultants.

- 4. Will MassCEC be open to escrowing the incentive funds rather than having the Applicant pay the incentives and then ask for reimbursement? And if not open to escrowing, what payment terms will you offer on reimbursement of the incentives?**
 - a. MassCEC is open to discussing financial terms with the selected Applicant during contracting to determine the best method of reimbursement for the rebates.

- 5. Does MassCEC hope to have the funds disbursed over a 6-month timeframe as indicated in the pricing sheet or a longer timeline?**
 - a. MassCEC expects this program to quickly run out of incentives. Applicants are expected to describe a method for preventing the e-bike incentives from selling out too quickly, such as monthly releases of batches of incentives.

- 6. For the pricing sheet, can the Applicant simply provide a fixed percentage for each rebate \$1 processed to cover all scope elements rather than provide a breakdown the costs for each specific line item referenced?**
 - a. Applicants are required to complete the [Budget Worksheet](#) to the best of their knowledge and submit it with their application. This spreadsheet includes costs per individual milestone (for example, the cost to process each incentive deployed by the

Awardee). The values input into the budget worksheet will be considered during the application evaluation process.

- 7. For translation services, are you seeking an Applicant to provide specific documents (such as the participant terms and conditions) in the specified languages or is it enough for the portal to have translation services embedded in it that could cover those languages?**
 - a. MassCEC would prefer that Applicants have the ability to translate documents and answer questions in the specified languages. As noted in the RFP, it is expected that consultants will be able to translate into Spanish, at a minimum.

- 8. Does the website need to be built in Drupal or Wordpress? Which is the preferred host?**
 - a. The consultant may use either. We do not expect to host the website on the MassCEC website.

- 9. Can you elaborate on the “kickoff event”? Is this just with the working team or meant to be a public kickoff for the program?**
 - a. MassCEC intends for the Consultant to host a public facing kickoff event around the time of the launch of the application portal. This event may include eligible applicants purchasing their e-bikes using a given voucher, e-bike test rides and safety demonstrations, and/or government and program officials announcing program kickoff. Consultants should include the cost of a public facing kickoff event in their budget table.

- 10. Does a mail-in application need to be in-place?**
 - a. MassCEC expects Applicants to propose a process for distributing incentives equitably. This may include allowing mail-in applications to be used but should be justified in the application. Currently, MassCEC does not expect mail-in applications to be included in the participant application process.

- 11. The RFP states, “Applicants applying for either the enhanced or the standard e-bike incentives must apply before their e-bike purchase.” Will there be any exceptions? Can post-purchase incentives be granted on a case-by-case basis to applicants at all, such as those needing adaptive e-bikes or residents who don’t have access to many participating retailers in their region (a retailer may choose to not participate in the program but be one of the few choices in a customer’s vicinity that sells eligible e-bikes)**
 - a. MassCEC is open to adjusting this criterion under specific circumstances. Applicants are welcome to propose adjustments to the program with corresponding logic to support the adjustment. These suggestions should clearly state how the adjustment would affect the program budget.

- 12. If an exception is granted for post-purchase applications and rebates, will there be any “grace period” for an applicant to receive a rebate if they purchased an e-bike within a certain time period before the program has launched?**

- a. MassCEC does not expect to make exceptions for e-bikes purchased before the start of the program.

13. Are online e-bike retailers or e-commerce platforms that distribute in Massachusetts eligible retailers?

- a. MassCEC will allow for the purchase of e-bikes to be completed online provided the retailer has a physical store location within Massachusetts.

14. Would MassCEC appreciate a digital coupon/voucher that participants can download and retailers can scan for an instant discount, reducing reporting requirements on all parties?

- a. The Applicant's plan to support participants will be considered when scoring proposals. Applicants should specify their method for distributing the vouchers to eligible applicants and reimbursement of the e-bike retailers. MassCEC expects rebates to be user friendly and easily employed by all parties.

15. The RFP states that "individuals applying for an enhanced incentive" must provide proof of income. Are applicants applying for the Moderate Income incentive not required to provide proof of income?

- a. Individuals applying for both incentives will need to provide proof of income or participation in an approved program.

16. When the RFP refers to the "standard incentive" is that referring to the Moderate Income incentive shown in Table 1?

- a. Yes, the Standard Incentive referenced in the RFP refers to the "Moderate Income" listed in Table 1.

17. The RFP says "The submission must be in electronic form (one PDF file), including all relevant attachments. Should the Applicant convert Attachment C to PDF format and attach it to the "one PDF file"? Or can it be submitted in its original Excel format?"

- a. Applicants should submit completed Attachment C documents in their original Excel format.

18. Would MassCEC be willing to send a Microsoft Word version of Attachment B so that it can be redlined using Microsoft Word tools?

- a. Applicants should be able to open and edit the RFP PDF document as a Microsoft Word document in order to make redlines to Attachment B, the sample Services Agreement. Please email CleanTransportation@masscec.com if you would like us to email you a separate copy of Attachment B.