



Questions and Answers

RFP for Residential Heat Pump and Weatherization Contractors

Updated: 9/25/2026

1. Our trade reference would like to better understand what to expect during the reference conversation. Could you provide some insight into the specific information you'll be looking for from them and the types of questions or topics they should be prepared to speak to?

Answer: We anticipate asking questions related to the customer experience working with the contractor. We are interested in knowing if the product was installed and working after the initial install, if there were any additional callbacks, how quickly any issues were resolved and how well the system met the customers' expectations after installation. We may also ask questions about whether the customer requested multiple bids and how the price point compared among the other bids. We may also ask why the customer decided to move forward with your company as a contractor.

Questions posted 9/22/2026

1. If we have the state license does that cover the counties?

Answer: The installing contractor must have the necessary licenses to install the program measures for each jurisdiction they will serve in Nevada. A statewide license is required for contractors in Nevada and in most instances the local jurisdiction also requires an additional local license to perform work. It is not necessary to have a license in every jurisdiction at the time of submission to this RFP. But an installing contractor will need a state license to be considered and a jurisdiction license before being given work in that area.

2. For the COI - what is the name of the business and address that the COI should reflect?

Answer: The Certificate of Insurance must list the name of the business and address of the contractor that is bidding in the RFP.

3. Are you not planning on any homes to have ductless installed?



Answer: We want each HVAC system to be designed appropriately for each home. We anticipate that it will be most cost effective to utilize existing ducted systems where they are present and ductless systems most cost effective when existing ductwork is not installed. But we are open to recommendations that provide the right solution for each individual home to balance energy efficiency and cost effectiveness that maximizes the grant money that we have available for each home.

4. We plan to bid with a “good option” and then “most efficient” option for heat pumps - does that work?

Answer: We encourage bidders to provide tiered pricing that balances cost and high efficiency.

5. How is the \$20K per home split between weatherization and HVAC?

Answer: NCEF will be looking to prioritize weatherization of homes that fall below certain insulation thresholds. The NV Energy rebate program stipulates existing insulation level minimums to qualify for the rebate program and we will likely adopt a similar trigger for this program. When weatherization is determined to be in high need this measure and cost will be prioritized as it is the most cost effective way to bring energy savings to the customer and serves as the foundation on which a high efficiency HVAC system can perform at its best.

6. The scope currently references duct sealing, but we want to make sure we understand exactly what is required before building it into our pricing. Specifically, does “duct sealing” refer to an AeroSeal application, or standard sealing of duct connections and verification of proper insulation? There is a significant cost difference between these approaches.

Additionally, are you requiring the duct system to meet **Tight Duct requirements of less than 6% leakage**? If so, is duct leakage testing and verification expected to be included as part of the HVAC scope?

Answer: We feel strongly that uninsulated and unsealed ductwork in unconditioned spaces should be addressed with insulation and sealing. We would like bidders to tell us their preferred solution to address these ducts keeping in mind the limitations that the grant has on total project cost. This is another scenario where we are open to a tiered pricing approach that balances cost and energy efficiency.

