



Built to Last Retrofit Service Providers RFP
Written Questions and Answers
Created 9/28/2026

- 1. Is there a target number of eligible applicants per time period (weekly, monthly) that would be ideal to support the scope of services at stages 2 and 3 .**

Answer: Built to Last may select multiple vendors to provide this service. Therefore, the distribution will be dependent on the number of vendors and their capacity. The program aims to scale from serving 300 households in FY27 to serving over 500 annually within the next three years. In addition to processing 200-500 completed applications every year, the intake vendors will also process incomplete or unresponsive applications which may compose 20-50% of the overall volume. Intake providers will be asked to process 300-700 total applications annually.

- 2. What is the estimated number of individuals who may come off the waitlist at a given time and be eligible for the program, based on historical program data?**

Answer: Applications are processed on a rolling basis and are currently being approved and assigned for Scope 2 and 3 services at a rate of 25 homes per month. This number will increase as the program scales.

- 3. Can paperwork be sent by USPS or email?**

Answer: The applicant can provide application paperwork via email or USPS. Intake personnel can also send application paperwork via USPS or email, as directed by the applicant.

- 4. Is an electronic signature for applicable client documents (release forms, income affidavit) acceptable, or does it need to be a wet signature?**

Answer: E-signatures through verified electronic signature services are acceptable. If you intend to use such a service, please indicate this, and the service provider, in your submission. Documents signed using electronic signatures must include the digital certificate showing the date and time the document was signed.

- 5. Does the applicant need to provide a copy of the deed, or, once all required releases have been signed, can the Intake Specialist pull the deed on the applicant's behalf in PhilaDox?**



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Answer: The specialist should work with the applicant to get the most recent copy of the deed. This can include the specialist accessing documents on Philadox.

- 6. Eligibility for both roles. May the same company be selected as both a Retrofit Management service provider and a general contractor under the separate GC RFQ? Please distinguish eligibility to join both pools from eligibility to perform both roles on an individual home.**

Answer: The Program prefers to have separate providers for a project's scope 2 and 3 Retrofit Services and General Contracting work. A 3rd party must inspect/verify the work performed by the General Contractor. If the respondent is proposing to serve in a Retrofit Construction Management role as well as a General Contracting role they should specify how they will meet this requirement: either through separate project assignment, or through a 3rd party inspection/project verification method. If the latter, please include this detail in the proposed scope and fee schedule.

However, Construction Management firms cannot inspect their own General Contracting work, therefore, distribution of Project Assignments will be impacted if a vendor is selected for both Retrofit Services and General Contracting Services.

- 7. Extent of any restriction. If there is a conflict-of-interest restriction, does it apply only to a home where the firm performs assessment, scope development, procurement, or construction management, or across all Built to Last projects?**

Answer: Work performed by a General Contractor must have third party inspections of their work. If the respondent is proposing to serve in a Retrofit Construction Management role as well as a General Contracting role they should specify how they will meet this requirement: either through separate project assignment, or through a 3rd party inspection/project verification method. If the latter, please include this detail in the proposed scope and fee schedule.

- a. Does the answer differ for Scope 2 versus Scope 3, and does it extend to affiliates under common ownership or subcontracting arrangements?**

Answer: The third party inspection/verification method is necessary even in circumstances where the General Contractor subcontracts all work.

- b. Please identify the applicable provision and any permitted safeguards.**

Answer: A third party must inspect/verify the work performed by the General Contractor.



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- c. **Given that the September 28 GC initial submission deadline precedes the scheduled September 29 RFP answers, may a firm submit to both procurements and, if necessary, elect a role after receiving the written clarification?**

Answer: New vendors who are interested in participating in the program in Retrofit Services and General Contractor roles are encouraged to describe their business structure and ideal way of participating in the program.

8. **Anticipated assignment volume. What annual volume of homes is anticipated for Scopes 2 and 3, both program-wide and per selected firm, during the initial contract term? Please distinguish currently funded work from projections contingent on additional funding, indicate the expected number of providers selected for each scope, and confirm whether any minimum assignments or revenue are guaranteed. If available, please provide recent actual assignment volumes and the expected initial ramp-up.**

Answer: The program aims to perform 300 projects in the first year of these vendor contracts. Projects are assigned according to the vendor's capacity and track record. Vendors can expect between 30-100 projects within the first year.

The program is fully funded for the next 18 months of work with recurring future funding commitments from the City of Philadelphia and philanthropic sources. The degree to which the program is able to rapidly scale is dependent on additional funding.

The Program anticipates selecting 3-6 vendors. The program will assign work based on the capacity and performance of the Vendor but does not guarantee a minimum number of assignments.

9. **Allocation among selected firms. How will assignments be distributed: rotation, ranking, mini-competition, geography, capacity, performance, or another method? How will new providers receive initial assignments, and can they decline work when at capacity without affecting future eligibility? Will Scope 2 and Scope 3 ordinarily remain with the same provider for a home, or be assigned separately?**

Answer: Allocation will be at the discretion of the BTL program team who will seek to distribute work evenly among providers, typically in a rotating assignment structure. Assignments are subject to other considerations such as provider capacity, performance, and specialty (if any).

The Program will work to consider the self-reported capacity of each firm when making work assignments. Capacity limit will not negatively impact future eligibility, however, the program prefers to increase or decrease the assignment of work incrementally.



As long as the provider has the capacity to do each in a timely manner, the Program team will aim to keep Scope 2 and 3 with the same provider.

10. Pricing and payment for Scopes 2 and 3. Please clarify the required pricing basis for each scope (for example, per-home fixed fee, hourly rates, percentage of construction cost, or milestone fees), required inclusions, and treatment of reimbursable expenses.

Answer: The Program highly prefers a fixed cost- per-project fee schedule for each scope. The respondent should provide per-project unit scope pricing that will cover all responsibilities described in the manual.

11. What deliverables trigger invoicing, who approves payment, and what are the payment terms and any retainage?

Answer: The Program prefers a one-time payment upon completion of each scope. The respondent may propose scope milestones for progress payments, but these should be limited. Invoices are reviewed and approved by program staff. There is no retainage structure for Retrofit Services providers. Additional information about payment terms can be found in the Retrofit Manager Agreement Section 8. Compensation and Expenses.

12. How are additional visits, scope revisions, extended construction schedules, and completed work on projects later deferred or cancelled compensated?

Answer: For Scopes 2 and 3, if a project is canceled or does not move forward leaving the scope only partially complete, the vendor may bill a prorated rate for the work completed. The respondent may outline such billing milestones in their response.

13. Are payments contingent on construction completion or receipt of outside funding, and can rates be adjusted during the contract term or renewals?

Answer: Payments to Retrofit Service providers are made based on completed scopes and/or scope milestones. Compensation adjustments may be negotiated no more frequently than annually, at the time of contract renewal.

14. What licenses, certifications, and minimum experience are required for each scope? May qualified subcontractors provide specialized assessment services?

Answer: The Program is seeking respondents who have a depth of experience and skill in delivering the services of each scope. Though not required, proposals for scopes 2 and 3 will be strengthened with staff who have Building Performance Institute Building Analyst certification,



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EPA Renovate Right RRP certification, or American Society of Home Inspectors Certification. Proposals for Scope 1 will be strengthened with staff who are HUD certified housing councilors.

Respondents may subcontract specialized inspection services such as sewer scoping, hazardous material testing, etc. However, respondents should have the experience and knowledge to conduct comprehensive whole-home inspections of Philadelphia row-homes with their core staff structure.

15. May a firm participate as both a Built to Last general contractor and a retrofit management provider? What restrictions apply to assessing, bidding on, managing, or inspecting the same property?

Answer: This is addressed in questions #6 and #7

16. What project volume, concurrent caseload, and turnaround times should respondents assume when developing staffing plans and pricing?

Answer: Built to Last is planning steady, year-over-year growth that aligns with the following trajectory: 300 projects in FY 2027, 450 projects in FY 2028, 600 in FY 2029, and 750 in FY 2030.

Work distribution and caseload for Intake Services are addressed in question 1.

Work distribution for scope 2 and 3 services is addressed in question 2.

Scope 2 work duration will be approximately 1 month per project. Scope 3 work projects have a duration of 2-4 months per project.

17. Is there a preferred pricing structure? How should proposals address additional visits, scope revisions, and cancelled projects?

Answer: This answer is addressed in question 10 and question 12.

Additionally, respondents for Scope 3 work should assume multiple site visits to monitor the progress of the project as well as factor for likely change orders. Respondents should make themselves thoroughly familiar with the responsibilities described in sections 6, 7, 8, 10, 11, 12, and 13 of the BTL Procedures Manual and provide per-unit pricing that will support the delivery of these services.

18. Are a firm's own residential development projects acceptable examples of relevant experience? What references are required?



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Answer: The Program Team will consider all relevant experience in its evaluation of the respondents submission. Experience managing owner occupied renovation projects is critical.

19. Which insurance coverages and limits must be demonstrated with the proposal, and which must be in place before agreement execution?

Answer: If a respondent does not currently meet an insurance requirement it must describe its plan to meet this requirement before executing the Retrofit Services Agreement.

20. For properties requiring specialized environmental or Healthy Homes evaluations, including lead-based paint inspection/risk assessment, environmental sampling, and clearance testing, will the Retrofit Management provider be responsible for performing or procuring those services, or will they be provided separately by PEA/PGCC or another program partner?

Answer: The Retrofit Services provider will need to provide all services related to delivering Scope 2 services- Home Assessment and Project Development. If, during the scope 3 phase, a project requires such services as part of the project work scope, those services will be performed or sub-contracted by the General Contractor. In this case, the Retrofit Services provider may assist the GC in procuring such vendor services, but will not pay for them directly.

21. Must a respondent proposing for Home Assessment and Project Development demonstrate the ability to deliver the entire scope of that service category, or may respondents propose for defined portions of the scope based on specialized qualifications and capabilities?

Answer: The Program is seeking providers who can deliver each scope in its entirety. A firm that is interested in participating in the program, but unable to deliver whole scopes is encouraged to contract the BTL Program Team and discuss alternative options for participation.

22. Please clarify which licenses, certifications, professional credentials, and experience requirements for Home Assessment and Project Development are mandatory at the respondent/prime level and which, if any, may be satisfied through qualified personnel, consultants, or subcontractors.

Answer: This is addressed in question #14

23. May respondents use qualified consultants or subcontractors to perform portions of Home Assessment and Project Development, and if so, must those entities be identified in the proposal? Will their qualifications and experience be considered in determining whether the respondent satisfies applicable qualification requirements?



Answer: The respondent should describe the work team that will perform the core deliverables of Scope 2 work, including their resumes and relevant certifications. If the work team is composed of subcontractors this relationship should be described.

24. For contractors selected under this RFP, how does PEA anticipate assigning projects or work orders; for example: based on capacity, availability, specialized expertise, geographic considerations, performance, or another allocation methodology?

Answer: This answer is addressed in question #9.

25. Will Philadelphia LBE, small-business, or certified diverse-business participation receive evaluation consideration or be subject to participation goals under this procurement?

Answer: The selection committee will consider a firm's MWDBE certification status or good-faith pursuit of certification, established network of MWDBE subcontractors, and expected percentage of each contract subcontracted to MWDBE firms in its selection. This procurement is not subject to any specific participation goals.

26. When specialized environmental assessments, laboratory analysis, or other third-party professional services are required for a property, should those costs be incorporated into the respondent's proposed pricing, separately identified in the pricing proposal, or authorized and reimbursed on a project-specific basis?

Answer: Scope 2 Services may include specialty inspections needed to determine the home condition. Such inspections may include but are not limited to: sewer scoping, structural inspection, and hazardous material inspections. Respondents may include the itemized prices of such inspection services in the "Add/Alt" section of the proposed price schedule.

27. What is the volume of intake that is anticipated for the entire BTL program, i.e., how many full applications ideally would PEA want completed per program year?

Answer: This is addressed in question #1.

28. What is the overall production goal of completed homes that PEA has for the BTL program as a whole? (all agencies combined)

Answer: The program aims to scale from serving 300 households in FY27 to serving over 500 annually within the next three years.