

# High Performance Windows and Low-E Storm Windows Program

## Questions (Q) and Answers (A)

03/08/11

1. **Q.** How are shipping and handling charges handled?
  - A.** Your base bid prices for your windows products should not include shipping and handling charges. They should also not include taxes, installation, and additional features (grids, tempered glass, etc.).
  
2. **Q.** Does this program put builders/contractors in a position to purchase windows and patio doors direct from manufacturers?
  - A.** The vendors on the windows volume purchase web site ([www.windowsvolumepurchase.org](http://www.windowsvolumepurchase.org)) have provided a URL for buyers seeking windows products that meet the specifications and requirements of the program. The vendors have the latitude to sell through any distribution channel they choose as long as the base price of the window is the same as the base price bid into the program. This could be direct sales from the manufacturer to a buyer or indirectly through a dealer/distributor.
  
3. **Q.** Paragraph E. of the Draft Agreement states that no information deemed proprietary need to be disclosed “outside of the reporting sales generated from the program to Battelle.” Are we correct in assuming then that the total sales from all sources aggregate information request in paragraphs numbered 3 and 4 in the Sales Reporting Requirements document are not a requirement under the program?
  - A.** Ideally we would like to know your aggregate sales of the qualified windows products. This includes your sales through the volume purchase program and from all other sources. However, we understand the sensitivity of reporting sales from sources that are not a part of the program and are therefore only requesting sales resulting from the program as a minimum. If sales of qualified windows products from the program cannot be easily separated from total sales, we will accept the total aggregate sales from all sources. We will not share sales information from any qualified vendor and would appreciate whatever information which will help us understand the impact of our program on the industry's sales.
  
4. **Q.** We need clarification on what the language in the solicitation means. Does glass mean IGU seal durability or the glass? What does ‘non-glass’ include?
  - A.** It is difficult to define “glass” and non-glass” in exact terms and these were used mainly as guidelines for the vendors when comparing to the warranties they were already using. For our purposes we define “glass” as the entire IGU (glass, spacer, seal, etc.) and “non-glass” as all other materials that make up the window such as the hardware and frame material (but not paint). We cannot give exact definitions because there are too many

variables involved, but we will use our own judgment when reading manufacturer warranties to determine if they are reasonably close to the program specifications.

5. **Q.** The prices submitted in Phase II cannot be raised for a period of one year just as in Phase I?
  - A.** Unlike Phase I we will allow one opportunity to raise your prices six months after your bid proposal is received. E.g. those in the March 18<sup>th</sup> priority group will have their one opportunity on Sept. 18<sup>th</sup>. A company whose proposal is received on July 11<sup>th</sup> would have its one opportunity on January 11<sup>th</sup>.
  
6. **Q.** Is it true that only one company can sell our product per selected geography through this program.
  - A.** There has been an addendum to the original solicitation which has been posted at [http://www1.eere.energy.gov/buildings/windowsvolumepurchase/rfp\\_phase2.html](http://www1.eere.energy.gov/buildings/windowsvolumepurchase/rfp_phase2.html), <https://ebs.pnl.gov/ViewSolicitation.aspx?Solid=183>, and [https://www.fbo.gov/index?s=opportunity&mode=form&id=2814d6229a36f909fe50142b00b2894e&tab=core&\\_cvview=1](https://www.fbo.gov/index?s=opportunity&mode=form&id=2814d6229a36f909fe50142b00b2894e&tab=core&_cvview=1) . Pursuant to this addendum we will not allow any dealers to bid into the program. Only the company whose name is registered with NFRC for each product is allowed to bid. However, there is no limit to how many dealers you can use to sell your windows products. The manufacturer is responsible for bidding a price which will be matched or lowered by everyone in their dealer network, but they may certainly use as many dealers as they desire.
  
7. **Q.** The bid package that we submit need only consist of the properly filled out bid template and the Statement of Acceptance?
  - A.** Correct. Other requirements will be submitted later, but these are the only two things initially required to begin processing of the submitted bid package.