

Request for Proposal (RFP)

By: Energy Efficiency and Conservation Authority
Te Tari Tiaki Pūngao (EECA)

For: Support for Energy Education in Communities (SEEC)
Programme 2026/2028 – Round Six

RFP released: 05/03/2026

Deadline for Questions: 20/03/2026

Supplier Briefing(s): 11th March 2026 and 19th March 2026, Timings to be confirmed.

Deadline for Submission 5:00PM, 09/04/2026

The opportunity

This Request for Proposal (RFP) is issued by Energy Efficiency and Conservation Authority (EECA), referred to below as “the Buyer” or “we” or “us.”

What we need

The Support for Energy Education in Communities programme (SEEC) supports Providers that provide targeted, specialised advice and education to households in energy hardship. These Providers use the funding to support households to achieve warmer, more energy-efficient homes and lower their power bills.

This RFP is seeking up to 10 Providers who can each deliver at a minimum of 300 unique In-Home Energy Advice Interventions and Support Services, during the Contract term of 2 years.

EECA is interested in Providers with established community relationships who can provide targeted, specialised energy efficient advice and education to households (both tenants and homeowners) in energy hardship. These providers will use the funding to support households to achieve warmer, energy efficient homes whilst helping lower power bills. This will also contribute to EECA’s strategic focus of empowering energy users and energy efficiency first.

This RFP is seeking to compliment and build on the programmes already in place and to achieve a more nationwide coverage, whilst being able to contractually manage all the service providers in an efficient and effective manner. Not only maximising relationships but also delivering successful outcomes to whanau and families in energy hardship.

The service providers will provide In-Home Energy Advice Interventions and Support Services during the contract term of up to 2-years.

EECA will prioritise the contracting of providers who meet the requirements of the tender who can deliver interventions in the following underserved regions:

- North Island – Northland, Waikato, Hawkes Bay, Taranaki, Gisborne, Whanganui / Central Plateau
- South Island – South of Marlborough / Tasman

What’s important to us?

This RFP is seeking providers who have a track record in providing targeted, specialised services and education to household (tenanted and homeowners) in energy hardship and have existing staff who have Home Performance Advisor Certification (HPA) which is a standardized, nationally recognized framework. EECA is also looking for those providers to show they have established pathways to receive referrals, have experience in providing referrals to the Warmer Kiwi Homes (WKHs) and Healthy Homes Initiative (HHI) and have worked and have proven relationships in the community they wish to service.

Why should you bid?

This is a unique opportunity to support the estimated 300,000 – 500,000 New Zealand households in energy hardship, through delivery of In-Home Energy Advice Interventions and Support Services.

The programme is an essential first step to understanding the need and the support required to help those struggling or who are vulnerable.

A bit about us – Te Tari Tiaki Pūngao (EECA)

EECA, the Energy Efficiency and Conservation Authority is a New Zealand government agency dedicated to improving energy efficiency and promoting renewable energy.

EECA works with businesses, households, and the public sector to encourage, promote and support energy efficiency, energy conservation and the use of renewable energy sources.

Through research, funding programmes, regulations, and clear information, EECA helps New Zealanders make informed energy choices to benefit both individuals and the country as a whole.

EECA does this with expertise and knowledge, research, regulation, co investment and partnerships as well as support. Inspiring New Zealanders to be clean and clever energy users.

SECTION 1: Key Information

1.1 Context

- a. This Request for Proposals (RFP) is an invitation to submit a Proposal for the **SEEC Programme 2026/2028- Round Six Contract Opportunity**.
- b. This RFP is a single stage, open procurement process published on GETS

1.2 Our timeline

Here is our timeline for this RFP (all are New Zealand times and dates):

RFP Released	05/03/2026
Supplier Briefing(s), timings to be confirmed.	11/03/2026 & 19/03/2026
Deadline for Questions	20/03/2026
Deadline for EECA to answer questions	27/03/2026
Deadline for Submissions	5:00PM, 09/04/2026
Evaluations (indicative)	w/c 04/05/2026
Successful Respondents notified (indicative)	w/c 01/06/2026
Expected start date of Contract (indicative)	01/07/2026

1.3 How to contact us

- a. All contact to be made solely through: applications@eeca.govt.nz
- b. Our Point of Contact:

Name: Brad McMeekin
Title/role: Lead Advisor- Procurement
Email: applications@eeca.govt.nz

- c. To register for a supplier briefing session, email our point of contact.
- d. To submit questions please use the GETS question and answer function
- e. To submit your response use the [Government Electronic Tendering System \(GETS\)](#)

1.4 Developing and submitting your Proposal

- a. This is an open competitive tender process advertised on GETS
- b. Take time to read and understand the RFP.
- c. Take time to understand our Requirements. These are in SECTION 2: of this document.
- d. Take time to understand how your Proposal will be evaluated. See SECTION 3: of this document.
- e. For resources on tendering visit: <https://www.procurement.govt.nz/suppliers-2/>
- f. If you have questions, please raise these through GETS before the Deadline for Questions (see Section 1.2 above).
- g. Use the Response Form provided alongside this tender to submit your response. You can use your own organisational templates but the layout, ordering and headings must be the same.
- h. Rate cards and are to be submitted separately from the non-price submission.
- i. Complete and sign the declaration at the end of the Response Form.
- j. Check you have provided all the necessary information in the correct format and order.
- k. Submit your written proposal and presentation before the communicated deadlines

1.5 Address for submitting your Proposal

You must submit your proposal via [Government Electronic Tendering System \(GETS\)](#)

We will not accept proposals sent by post, delivered to our office or submitted outside of the [Government Electronic Tendering System \(GETS\)](#)

If you require further information on how to register and submit your proposal through GETS please contact applications@eeca.govt.nz

1.6 Our RFP Terms

Offer Validity Period

By submitting a Proposal, the Respondent agrees that their offer will remain open for 4 calendar months from the Deadline for Proposals.

RFP Terms

By submitting a proposal, the Respondent agrees to the RFP-Terms described in Section 6.

If a Respondent commits a non-trivial breach of the RFP-Terms, we may exclude them from further participation in the RFP process, whether that requirement is contractually binding.

1.7 Later changes to the RFP or RFP process

- a. After publishing the RFP, if we need to change anything or provide additional information, we will let all Respondents know by addendum published on GETS.
- b. Those who have subscribe to the tender will receive an automated email notification.

1.8 Defined terms

These are shown using capitals. You can find all definitions at the back of the RFP-Terms.

SECTION 2: Our Requirements

2.1 Background

This procurement relates to the Support for Energy Education in Communities (SEEC) Programme, that through grant funding provides specialised advice and education to households in energy hardship.

Previously SEEC was administered by the Ministry of Business, Innovation and Employment (MBIE), with responsibility transferring to EECA in February 2025.

Since SEEC was established, several years ago, it has established over 46 projects and has allocated \$10m of funding.

Community engagement and contracted SEEC providers continue to advise of the energy hardship and energy affordability being experienced by the low income / vulnerable, which is being compounded by the current “cost of living” crisis.

The SEEC programme has funded a broad range of services and support to be provided to households in energy hardship. An independent evaluation of the programme was completed in 2024, by Martin Jenkins Limited. The evaluation found that SEEC delivers a positive return on investment. Societal returns, including co-funding leveraged by providers, shows a \$1.70 benefit for \$1 invested. The returns on the Government investment only are higher at \$2.21. These are conservative estimates to account for poor-quality historical data.

The evaluation also made recommendations to maximise benefits from the programme which was considered in Round 5 and will be in round 6. By implementing the recommendations of the Martin Jenkins evaluation, will help achieve an even greater return on investment on Government investment.

The recommendations included:

“that future funding rounds should focus funding on a smaller number of providers, who can demonstrate that their delivery model is aligned with the success factors described in [this] report. This would see funding prioritised to providers that have the reach and the well-established community networks needed to gain referrals and be trusted to enter people’s homes, as well as the partnerships and connections to provide wrap-around services”

Taking into consideration the findings from the martin Jenkins evaluation this RFP is seeking up to 10 Providers who can each deliver at least 300 unique In-Home Energy Advice Interventions and Support Services, depending on geographical areas, during the Contract term of up to 2 years.

2.2 Key Outcomes

The SEEC programme provides targeted, specialised advice and education to households in energy hardship, to support them to achieve warmer, more energy-efficient homes and lower their power bills.

Energy hardship is the situation when households and whānau are not able to obtain and afford adequate energy services to support their wellbeing in their home or Kainga.

This is a unique opportunity to support the estimated 300,000 New Zealand households in energy hardship, through delivery of In-Home Energy Advice Interventions and Support Services.

2.3 What we Require from a Respondent

This RFP is seeking Providers who can work across the community and with regional partners to support households in energy hardship within their community. Successful Providers will have a track record of providing In-Home Energy Advice Interventions and Support Services.

EECA is seeking up to 10 providers who can demonstrate they:

- have an understanding of the unique characteristics of the community it wants to serve.
- are experienced in providing targeted, specialised advice and education to households in energy hardship, including both renters and homeowners.
- have been working with the community(ies) they wish to provide in-home services to for at least 2 years.
- have established pathways to receive referrals for households in energy hardship, to ensure they are able to reach their target of In-Home Energy Advice Interventions.
- have existing staff employed by the Provider who have Home Performance Advisor Certification, (HPA) and if required, are able to train staff for the Home Performance Adviser Certification, a standardized nationally recognised framework.
- can provide an example of a Home Performance report and / or advice given.
- have experience in providing referrals for the Warmer Kiwi Homes and Healthy Homes Initiative programmes, and other services in their region.
- are experienced in conducting and reporting post-intervention surveys with households that received In-Home Energy Advice Interventions by the Provider.

EECA is wanting to engage Providers who can work across the community and with regional partners to support households in energy hardship within their community. Successful Providers will have a track record of providing In-Home Energy Advice Interventions and Support Services.

EECA will prioritise the contracting of providers who meet the requirements of the tender that can deliver interventions in the following underserviced regions:

- North Island – Northland, Waikato, Hawkes Bay, Taranaki, Gisborne, Whanganui /Central Plateau
- South Island – South of Marlborough / Tasman

The requirements of the SEEC Programme fall under three interdependent headings providing an overview of provider responsibilities and services in scope for delivery of the outcomes of this tender:

Service Requirements

Delivering Energy Intervention services to households in energy hardship by an accredited Home Performance Advisor (accreditation) and in line with the “Home Performance Advice Kaupapa” (principles) or equivalent.

Service requirements include:

- a. Home Energy Advice Interventions (Interventions) to assess household energy use and the provision of advice on the reduction of energy costs.
- b. EECA would be looking for providers to assess a minimum of 300 assessments over the 2-year contract
- c. household-specific recommendations to improve energy usage habits and energy efficiency.

- d. Monitoring progress of completed interventions and the reinforcement of energy-saving advice where permissible.
- e. Working with both tenants and homeowners

Support Service Requirements

Support Services will not be required for each In-Home Energy Advice Intervention, however, Providers must have capability to deliver all support service requirements as and when required to enable the full benefits of In-Home Energy Advice Interventions.

Support service requirements include:

- a. Compliance checks with Healthy Home Standards (HHS) and support/advocate tenant for home to become HHS compliant with the landlord.
- b. Inspections to identify inefficiencies, such as poor insulation, draughty windows, and inefficient heating sources.
- c. Facilitation of referrals to WKH, HHI and other support programmes within the community and other government departments e.g. Ministry of Social Development (MSD), Heartland Services, Te Puni Kokiri (TPK)
- d. Facilitation of minor home upgrades, such as:
 - o sealing draughts
 - o installing window insulation kits
 - o fixing ventilation issues.
- e. Provision of low-cost energy efficient equipment and devices, such as:
 - o draught stoppers
 - o curtains
 - o energy-efficient power strips (v seal)
 - o hot water cylinder wraps
 - o LED light bulbs
- f. Provide personalised energy advocacy and power bill support, assisting households in:
 - o analysing and understanding their electricity bills and identifying opportunities to save money.
 - o comparing energy retailers and switching to the most cost-effective provider.
 - o applying for financial support schemes or hardship grants with their existing retailers or elsewhere.

Reporting Requirements

Reporting requirements will be detailed in the proposed funding agreements, and will include:

- a. Quarterly progress reporting to EECA and the attendance at monthly meetings with the EECA to discuss project and contract performance.
- b. Number of interventions completed and demographics of the recipient households, this will be linked to release of quarterly funding.

- c. Number of each support service delivered that is linked to an In-Home Energy Advice Intervention, detailing what was delivered, including:
 - o the type and volume of low-cost energy efficient equipment and devices have been implemented
 - o number of referrals made to WKH and HHI and the referral outcome
- d. Results of post-intervention follow-up surveys completed with at least 10% of households serviced.
- e. Project completion report at the conclusion of the funding agreement.
- f. Progress reporting on economic benefits as mutually agreed at the contracting phase.

Economic Benefits

Economic benefits are the positive impacts on New Zealand's economy generated through the procurement of goods, services, or works.

For more information on Economic Benefits please visit: [Economic Benefits](#)

Through this tendered opportunity EECA will consider the following Economic Benefits:

- Making better use of New Zealand resource, such as increasing workforce participation, providing training or apprenticeships and improving pay conditions of New Zealand workers.
- Using New Zealand businesses, including SME's and regional businesses in delivering goods and services, either directly or through subcontracted arrangement in the supply chain.
- Any other valid economic benefit(s) to New Zealand that the respondent proposes to contribute to.

Respondents will be asked to only include economic benefits that they are sufficiently resourced to monitor and report against.

Supplier Code of Conduct

EECA is committed to sustainable and inclusive government procurement that delivers for New Zealand and New Zealanders. This Supplier Code of Conduct outlines the expectations the Government have of Government suppliers.

As part of the tender process the Respondent is required to confirm that if they are successfully appointed, they will comply with the Code of Conduct and will also require must make their subcontractors/subconsultants aware of this code.

2.4 Contract term

We expect that the Contract will commence [insert], the anticipated contract term and options to extend are:

Description	Term
Initial term of the Contract	Up to 30 th June 2028
Options for EECA to extend the Contract	1 extension of 1 year (i.e. 2 +1)
Maximum term of the Contract	2 years plus potential of one year

2.5 Contract value

We estimate the value of this contract to be \$2,595,000.00 (NZD, excluding GST) over the two-year term of the contract.

2.6 Key Deliverables

Description	Indicative date for delivery
Delivery of the proposed number (at least 300) of unique In-Home Energy Advice Interventions and Support Services, depending on location.	From commencement date to 30 June 2028
Completing post-intervention follow-up survey (via phone, in-person or other methods agreed with EECA) with at least 10% of households	From commencement date to 30 June 2028

2.7 Other tender documents

The following documents form part of this RFP and have been uploaded on GETS and are available to Respondents:

01. Request for Proposals (RFP)
02. RFP Response Form – Non price criteria
03. RFP Pricing Schedule
04. RFP Terms and Conditions
05. Supplier Code of Conduct
06. Supplier Code of Conduct Question and Answers
07. Contract Template – SEEC 26_28 Funding Agreement

SECTION 3: Our Evaluation Approach

This section sets out the Evaluation Approach that will be used to assess Proposals.

3.1 Pre-conditions

Each Proposal must meet the following pre-conditions. We will not consider Proposals which fail to meet these conditions.

#	Pre-conditions
1	Has your organisation been working with the community(ies) you wish to provide in-home services to for at least 2 years?
2	Has your organisation been undertaking In-Home Energy Advice Interventions for both renters and homeowners for at least the last 2 years?
3	Does your organisation have at least one staff member trained in Home Performance Advisor Certification a standardized, nationally recognized framework?
4	Can your organisation deliver at least 300 In-Home Energy Advice Interventions and Support Services during the contract term of up to 2-years?

For more information visit: [Pre-conditions | New Zealand Government Procurement](#)

3.2 Evaluation model

The evaluation model is **weighted attribute**. Price **is not** a weighted criterion.

Evaluation Panel members will score complaint responses using a scoring scale of 1-10 against the assessment criteria set outlined in the request for proposal. The individual scoring from will be collated by the Evaluation Panel Chair and then the evaluation panel will convene to moderate the scores at the conclusion of the individual evaluation period.

Moderated scoring will be conducted where scores are +/- 2 points between an individual score and the average score, these variances will be reviewed and debated. Either a consensus will be arrived at, or team members will be asked to conduct a second evaluation, taking into consideration panel discussions.

Following moderation any further questions or clarifications requested will be sent to the Providers for their response.

Once Proposals have been ranked based on the non-price attributes, the price for those Proposals is disclosed to the evaluation Panel. The Panel will conduct a value narrative assessment on whether any difference in price are reflected in added value within the Proposal(s). They will reach a consensus on which Proposal(s) represent best value for money.

In considering value for money, the Panel will objectively consider:

- whether relative differences in price constitute a material difference to the value for money from the non-price attribute scoring.
- if any of the assertions around pricing are invalid, or don't fully encompass the scope of work, that mean that a Proposal may not be considered viable or that there are additional risks to delivery

In determining the final recommendation, the Panel will consider the non-price attributes scores and the findings by conducting a value narrative.

Unsuccessful providers will be offered a debrief to discuss their performance against the requirements of the tender and the strengths and weaknesses of their response in relation to the successful proposal(s).

3.3 Evaluation criteria

We will evaluate Proposals according to the following criteria and weightings.

An initial review of responses will be undertaken by the Procurement Lead to confirm that they are compliant and complete responses. EECA reserves the right, at its sole discretion, to put aside responses from further consideration due to being non-compliant or materially incomplete.

The evaluation panel will assess the written responses against the following criteria:

Criteria	Weighting
Proposed Solution	15%
Track Record	30%
Capability	20%
Capacity	25%
Economic Benefits	10%
Value	Not Weighted
Supplier Code of Conduct	Agree/Disagree
Total Weightings	100%

A full break down of the criteria and associated questions can be found in the RFP Response document published alongside this RFP.

3.4 Scoring

Rating	Definition	Score
EXCELLENT	Respondent demonstrates exceptional ability, understanding, experience and skills. The Proposal identifies factors that will offer potential added value, with supporting evidence.	9-10
GOOD	Respondent demonstrates above average ability, understanding, experience and skills. The Proposal identifies minor additional benefits, with supporting evidence.	7-8
ACCEPTABLE	Respondent demonstrates the ability to meet the criteria, with supporting evidence.	5-6

RESERVATIONS	Satisfies only a minimum of the criteria but not all. Reservations about the Respondent to adequately meet the criteria. Little supporting evidence.	3-4
SERIOUS RESERVATIONS	Extremely limited or no supporting evidence to meet the criteria. Minimum effort made to meet the criteria.	1-2
UNACCEPTABLE	Does not comply or meet the criteria at all. Insufficient information to demonstrate the criteria.	0

3.5 Price

Price is not a weighted criteria in this tender.

Respondents are required to complete and submit the pricing schedule attached to this RFP when submitting their response.

If a Respondent offers a substantially lower price than other Proposals, we may make enquiries or require additional evidence to verify that the Respondent can meet all the Requirements and conditions of the Proposed Contract for the price quoted. Note: any claims made about price must be clear, accurate and unambiguous. Prices must include or be clear about Goods and Services Tax (GST).

3.6 Due diligence

For all Respondents, EECA may:

- reference check the Respondent and any named personnel
- make further checks against the Respondent e.g. a search of the Companies Office or NZBN
- interview Respondents
- request Respondents make a presentation
- inspect audited accounts for the last 3 financial years
- undertake a credit check

SECTION 4: Pricing information

4.1 Pricing information to be provided by Respondents

- (a) Respondents must use the Pricing Schedule provided.
- (b) The Pricing Schedule must clearly state the total Contract price exclusive of GST.

The Pricing Schedule includes:

- the number of unique In-Home Energy Advice Interventions and Support Services the Provider proposes to deliver by 30 June 2028 (i.e. how many households)
 - the total grant funding requested. This is to cover the full cost of the Requirements outlined in Section 2, and all associated costs borne by the Provider. Associated costs include Provider outreach programmes to receive household referrals (marketing, hui etc), administration and reporting for delivery of services and the funding agreement, delivery of In-Home Energy Advice Interventions and Support Services including staff time and transport to households, training, upskilling and capability building, and the provision of low-cost equipment and devices to households.
 - the average cost for each In-Home Energy Advice Intervention and Support Services are then calculated in the Pricing Schedule (the total grant funding requested divided by the number they propose to deliver).
- (c) Respondents must show how they will manage risks and contingencies related to the delivery of the Requirements.
 - (d) Respondents must document all assumptions and dependencies that affect its pricing and/or the total cost to EECA. In other words, if the Respondent would expect EECA to pay more than the quoted price or estimate if particular assumptions or dependencies are not satisfied, the Respondent must name those assumptions and dependencies.
 - (e) Respondents must tender prices in NZ\$. Unless otherwise agreed, we will arrange contractual payments in NZ\$.
 - (f) If two or more Respondents intend to submit a joint Proposal, the Pricing Schedule must include all costs, fees, expenses and charges chargeable by all Respondents. One Respondent would be the lead and only the lead organisation will issue invoices.

SECTION 5: Our Proposed Contract

5.1 Proposed Contract

The Proposed Contract that we intend to use for this procurement is attached to this RFP (via GETS).

In submitting your Proposal, you must let us know if you wish to question or negotiate any of the terms or conditions in the Proposed Contract or wish to negotiate new terms or conditions.

The RFP Response Form contains a section for you to state your position. If you do not state your position, you will be deemed to have accepted the terms and conditions in the Proposed Contract in full.

SECTION 6: RFP Terms

View the [RFP Terms](#) dated June 2021.

SECTION 7: Glossary

In relation to the RFP the following words and expressions have the meanings described below – see also definitions at back of the [RFP Terms](#).

Energy hardship

Energy hardship is the situation when households and whānau are not able to obtain and afford adequate energy services to support their wellbeing in their home or kāinga. More information can be found on the MBIE website at: [Defining energy hardship](#)

Evaluation Panel

Comprising persons with relevant experience who assess Proposals for EECA co-investment and makes recommendations to the EECA Delegated Authority on which Proposals should receive co-investment.

Healthy Homes Initiative

Referral, brokering and navigation services that coordinate interventions for eligible families, to reduce functional and structural household crowding and make homes warmer, drier, and healthier, funded by Te Whatu Ora (Health New Zealand). More information can be found at www.hhi.org.nz

Healthy Homes Standards

Minimum standards for heating, insulation, ventilation, moisture ingress and drainage, and draught stopping in rental properties, set through the Residential Tenancies (Healthy Homes Standards) Regulations 2019.

Home Performance Advice Certification

Certification received following a 3-day, classroom-based, in-depth technical training course on whole-of-house performance to underpin provision of independent detailed advice to households, and meeting on-going professional development requirements. More information can be found at [Home Performance Advisor Certification - HPA Ltd.](#)

In-Home Energy Advice Interventions

The primary service funded by Support for Energy Education in Communities, as described in Section 2 of this RFP.

Providers

A person, company or organisation that delivers the Support for Energy Education in Communities programme.

Reporting Requirements

Means the Requirements set out in Section 2.5.

SEEC

Support for Energy Education in Communities

Support for Energy Education in Communities

The programme described in Section 2 and that EECA is seeking to fund through this procurement.

Support Services

Support services funded by Support for Energy Education in Communities, as described in Section 2 of this RFP.

Warmer Kiwi Homes

A programme funded by EECA to contribute a grant towards the total costs to purchase and install insulation and an efficient heater, to help people save money on power bills while enjoying a warmer, healthier home. More information can be found at [Warmer Kiwi Homes](#)