

**Efficiency Maine
Call Center RFP
Bidder Questions and Answers**

1. **QUESTION:** *Hot transfers – transferred out to their tier two people, what are the hours of operation that these transfers would occur?*
ANSWER: Hot transfers is how we handle all calls where the Call Center needs additional help. Call Center hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. except State of [Maine holidays](#).
2. **QUESTION:** *Line charges – are we passing through charges for transfers, does (bidder name removed) keep the call or let it go?*
ANSWER: The Call Center is expected to record both the incoming call and the call between the customer and second level support. Efficiency Maine does not currently pay line charges. All proposed charges should be made clear in bidders' proposals.
3. **QUESTION:** *Office Closings - can we get a list of observed holidays, and an overview of if we are open on days when the State of Maine is shut down (i.e., weather related, workshop days or non-holiday related)*
ANSWER: Call Center hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. except State of [Maine holidays](#). We do not close for inclement weather. For safety reasons, agents work from home when driving conditions are dangerous.
4. **QUESTION:** *Email handling – do you use a system, is this web-based that we would log into?*
ANSWER: We use web-based Microsoft Outlook and will provide the winning bidder with secure access to our efficiencymaine@efficiencymaine.com and info@efficiencymaine.com accounts.
5. **QUESTION:** *LiveChat Services needed? What system/program if so?*
ANSWER: No, LiveChat is not currently needed.
6. **QUESTION:** *Phone Monitoring Availability – please specify if this is a request for live listening or to audio recorded calls.*
ANSWER: Live listening is not needed except when we are visiting on-site. All calls need to be recorded and directly available to Efficiency Maine without going through Call Center personnel.
7. **QUESTION:** *Reporting needs – please send a sample of each report that you would require (for both inbound and/or outbound data needs).*
ANSWER: See samples below.
8. **QUESTION:** *Reporting needs – for “frequently asked questions” and “customer feedback” how would you like these pieces reported?*
ANSWER: We share a Google Sheet with our Call Center for frequently asked questions (FAQs) and customer feedback. Call Center agents update it daily and we jointly review it weekly with Call Center management.
9. **QUESTION:** *Will calls be routed to us via a call routing platform? If so, which platform? Or will we need to provide phone numbers as point tos?*
ANSWER: Efficiency Maine will direct calls to our 866-376-2463 number to the Call Center. We will need a phone number to direct calls to.

10. **QUESTION:** *Can you provide a copy of the “Efficiency Maine Confidential Information Management Systems Policies” so we can be sure that we can meet the security requirements?*
ANSWER: See attachment below.
11. **QUESTION:** *Page 12 Of the RFP paragraph 1 states that “the bidder may be required to submit two years of certified financial statements that include a balance sheet, etc.” Also the final sentence in that same paragraph reads – “In addition, the bidder may be required to submit a bank reference.” (Bidder name removed) has no problem complying with this section but would like clarification on whether or not this is a requirement for submission of a proposal.*
ANSWER: Certified financial statements, balance sheets, and bank references are not required to be included in proposals unless Efficiency Maine requests them. If required, we will notify bidders.
12. **QUESTION:** *On page 5, it lists that there are 60 inbound calls per day and 30 inbound emails per day. What is their average handle time for both?*
ANSWER: Average handle time for inbound calls is 4 minutes per call. We don’t track email handle time but would estimate 2 minutes each. Emails are usually forwarded to a Second Level team with a template-based header asking the Second Level team to follow up.
13. **QUESTION:** *On page 5, it also mentions an outbound survey. What is the nature of the survey? Who are we calling? How many questions total is the survey? What is the average handle time for the survey?*
ANSWER: Efficiency Maine conducts surveys continuously, as needed. They vary, but usually involve calling past participants in our programs to ask details about their situation and experience. Each completed survey can take 5 to 20 minutes. We train the Call Center on each one, know in advance when they are needed, and pay hourly rates for their implementation.
14. **QUESTION:** *On page 5, it mentions there is some fulfillment of literature. How much literature is sent out daily/weekly/monthly? Will you require the call center to store literature on site? If so, how much will the call center be required to store?*
ANSWER: It varies over time, but currently our Call Center sends out literature about 5 times per week and stocks 12 different pieces of literature (roughly 100 copies each). The literature all fits on four shelves of a small bookcase. Efficiency Maine reimburses the Call Center for actual postage costs.
15. **QUESTION:** *On page 7, #10, it mentions we will have monitor the website and report any errors. On average, how long does this take? Will we just email a contact person the URL that has an error, or will be responsible for screenshots and logging of errors? Also, will we be testing on one primary browser or multiple browsers, and if so, which ones?*
ANSWER: The Call Center currently tests nine website functions (e.g., Does Contact Us work?, and Is the heating cost calculator working?) Directions for the tests are all on one Google Sheet and, if something is not working, the Call Center simply notifies our webmaster by email. Any browser is fine.
16. **QUESTION:** *For privacy and security reasons, (bidder’s name deleted) prefers to have a mutually signed NDA before releasing financials or references. Would Efficiency Maine mind signing an NDA?*
ANSWER: Efficiency Maine would be happy to sign a nondisclosure agreement (NDA) before receiving any bidder financials information. We are not asking for any financial information

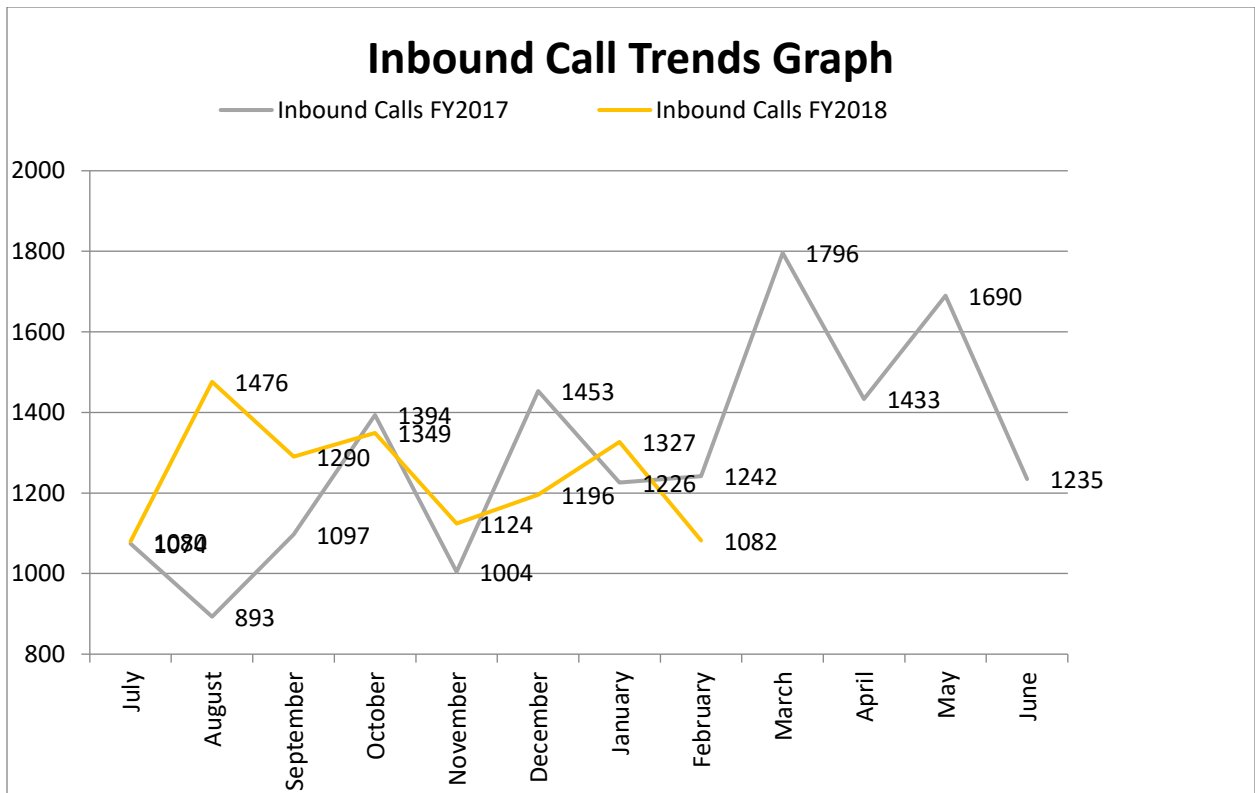
other than billing rates on the proposals. Please do not include confidential information on proposals.

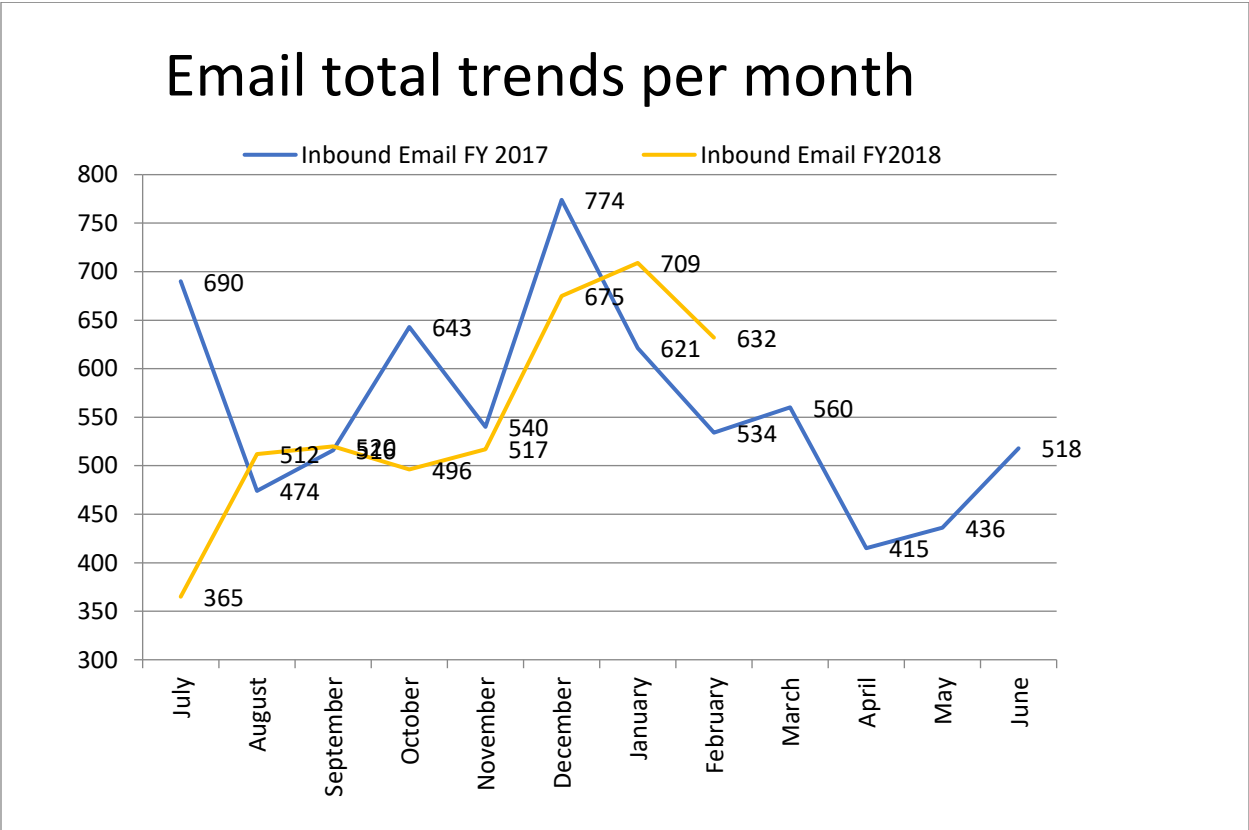
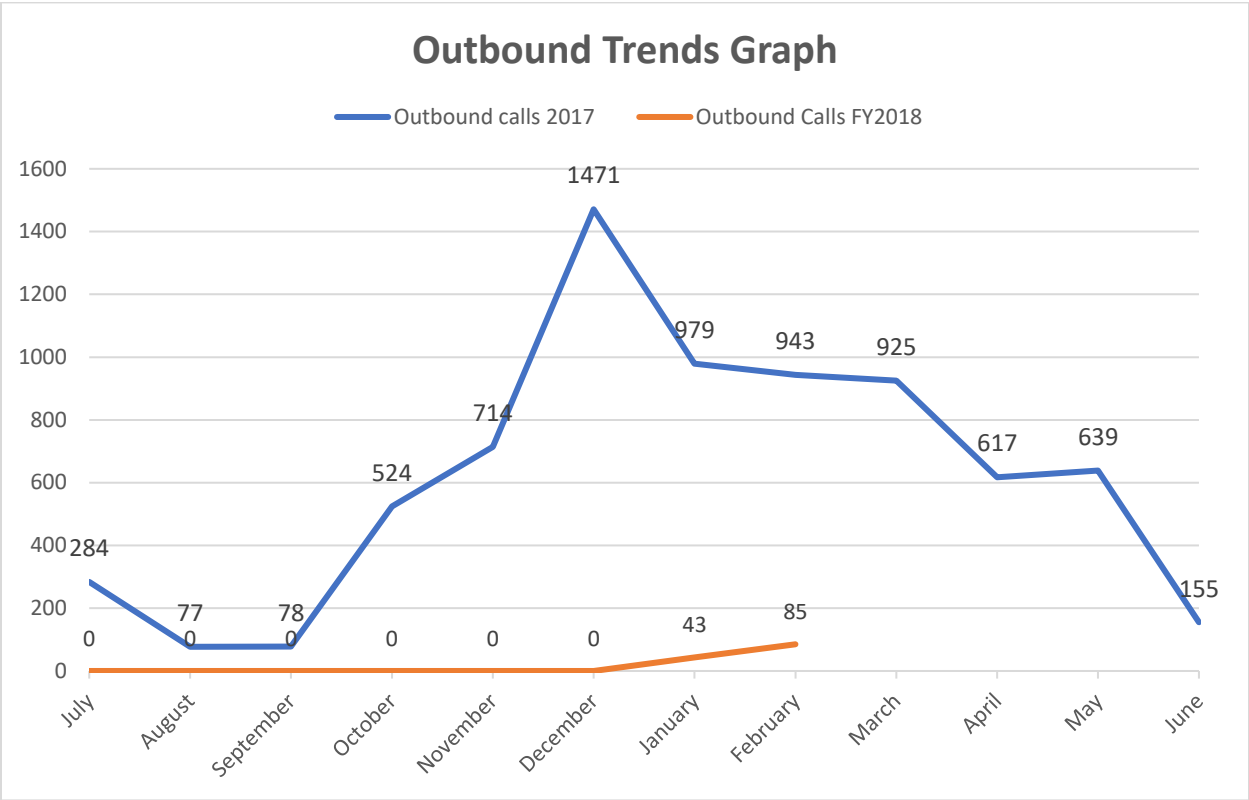
17. **QUESTION:** *For privacy and security reasons, (bidder's name deleted) prefers to offer financials on a password protected Dropbox folder rather than printed or digital versions on CD. Would Efficiency Maine mind if the credentials for accessing and downloading the Dropbox were submitted with the response rather than the actual physical financial files?*

ANSWER: Efficiency Maine does not want to see any information on company financials on the initial proposals. If, after receiving proposals, we need to see this information, we will let you know and sign an NDA.

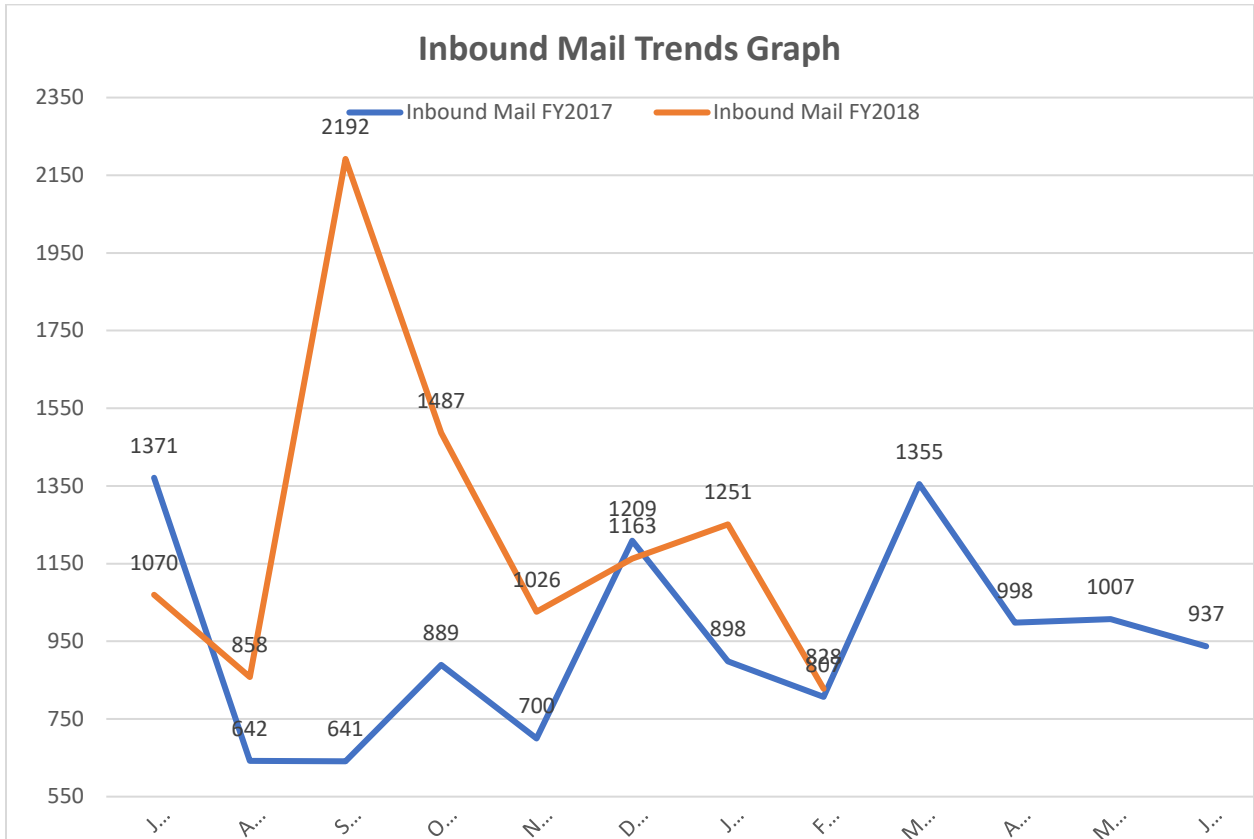
SAMPLE WEEKLY REPORTS

Weekly Call Center Activity Report												
Date	Number of Calls received during open hours	Number of calls answered within 20 seconds, during open hours	% of calls answered within 20 seconds (goal 90%), during open hours	Calls, hung up, not answered, or went to VM, during open hours	% of Calls, hung up, not answered, or went to VM, during open hours	Average Call duration by min	# Inbound email	# Inbound postal mail	# Outbound Total Dials Combine Campaigns	Completed Surveys	Outbound Direct Mail	
Monday, March 19, 2018	60	59	98%	0	0%	0:03:41	36	37	0	7	0	
Tuesday, March 20, 2018	70	70	100%	0	0%	0:07:15	25	78	0	22	0	
Wednesday, March 21, 2018	78	70	90%	8	10%	0:08:17	30	1	0	30	0	
Thursday, March 22, 2018	66	64	97%	2	3%	0:06:48	32	56	0	20	0	
Friday, March 23, 2018	59	58	98%	1	2%	0:04:05	31	0	0	10	0	
Monday, March 26, 2018	77	75	97%	2	3%	0:03:34	45	105	0	11	0	
Tuesday, March 27, 2018	54	54	100%	0	0%	0:02:36	31	104	0	5	0	
Wednesday, March 28, 2018	52	47	90%	0	0%	0:02:39	17	0	0	0	0	





Inbound Mail Trends Graph



Agent Training Grid

1	Module	Mandatory/Optional	Last updated	Agent 1	Agent 2	Agent 3	Agent 4	Agent 5	Agent 6
2	About Efficiency Maine Creating Tickets in	Mandatory	3/7/2018	3/7/2018	3/7/2018	3/16/2018	12/19/2017	3/15/2018	3/15/2018
3	Knowledgebase	Mandatory	8/25/2017	8/25/2017	8/25/2017	11/3/2017	11/4/2017	11/5/2017	2/13/2018
4	Rules of Thumb	Mandatory	3/7/2018	3/12/2018	3/13/2018	3/16/2018	12/18/2017	3/15/2018	3/15/2018
5	Call Center Phonebook	Mandatory	1/19/2018	3/13/2018	3/12/2018	3/12/2018	3/16/2018	3/12/2018	3/12/2018
6	Call Flow Process	Mandatory	11/24/2017	11/24/2017	11/24/2017	11/24/2017	12/18/2017	12/19/2017	3/13/2018
7	20 Bulb waiver	Mandatory	6/14/2017	3/9/2018	3/9/2018	3/10/2018	3/12/2018	3/9/2018	3/9/2018
8	Survey Training	Mandatory	3/14/2018	3/20/2018	3/21/2018	2/20/2018	na	3/20/2018	3/20/2018
9	HESP incentives and rebate form	Optional	1/9/2018	2/20/2018	2/20/2018	2/15/2018	11/8/2017	2/16/2018	3/27/2018
10	Commercial and Industrial Prescriptive Program	Optional	2/15/2018	2/20/2018	2/20/2018	2/16/2018	11/9/2017	2/16/2018	2/20/2018
11	Consumer Products/Retail Program	Optional	3/7/2018	3/7/2018	3/7/2018	3/16/2018	2/18/2018	3/16/2018	2/20/2018

EFFICIENCY MAINE

CONFIDENTIAL INFORMATION MANAGEMENT SYSTEM POLICY

("CIMS POLICY")



December 13, 2017

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INTRODUCTION

This Confidential Information Management System Policy (“CIMS Policy”) document consists of this narrative and Appendix A (General Confidentiality Guidelines Memo) and Appendix B (Confidentiality, Non-Disclosure and Protective Agreement) attached hereto, and codifies the policies, procedures, and guidelines by which Efficiency Maine Trust (“Efficiency Maine”), its employees and trustees, and its contractors and consultants shall handle Confidential Information (defined below). Confidential Information generally consists of data that is: (1) acquired from utilities; (2) acquired from customers directly or developed by Efficiency Maine and its contractors using customer identifiable energy usage information in the course of designing and implementing energy efficiency programs or services; (3) competitively sensitive information; and (4) personally identifiable information or confidential energy infrastructure information acquired from federal, regional or state agencies, including the Maine Public Utilities Commission, the Maine State Housing Authority, and the Independent System Operator for New England, in connection with planning, implementing and administering Efficiency Maine programs.

OVERVIEW

Efficiency Maine “is established for the purposes of developing, planning, coordinating and implementing energy efficiency and alternative energy resources programs.” 35-A M.R.S.A. § 10103(1). In performing its statutory mandate, Efficiency Maine requires access to and the ability to analyze and utilize various types of confidential information, including customer data from utilities, personally identifiable information, and confidential energy infrastructure information.

While Efficiency Maine must have timely access to certain customer information, the Efficiency Maine Trust Board (“Board”), the Maine Public Utilities Commission (“MPUC”) and the Maine Legislature also require that confidential information be strictly protected from improper use or disclosure by Efficiency Maine staff, trustees or contractors.

This CIMS Policy has been developed and adopted by Efficiency Maine to define Confidential Information and to provide specific procedures to safeguard this information against improper use or disclosure.

AUTHORITY

Efficiency Maine has statutory and regulatory authority to access and utilize confidential information, subject to the requirements of applicable law for confidential treatment of such information.

First, under the Efficiency Maine Trust Act, Efficiency Maine has authority to require electric and gas utilities to furnish customer data to Efficiency Maine:

Transmission and distribution utilities and natural gas utilities shall furnish data to the trust that the trust requests under this subsection to develop and implement the triennial plan or conduct the evaluation of all cost-effective potential for electrical and natural gas energy efficiency savings subject to such confidential treatment as a utility may request and the board determines appropriate pursuant to section 10106. 35-A MRSA § 10104 (4)(A)(1)

Second, under Chapter 815 of the MPUC Rules, a utility is authorized to disclose individual customer information including, but not limited to, a customer’s name, address, telephone number, electricity or gas usage, or payment history to a third party without the customer’s consent for certain limited purposes, including debt collection, credit reporting, usage reporting pursuant to state and federal law, and as otherwise authorized by law, MPUC rule or order. Efficiency Maine’s use of any such individual customer information is governed and restricted by confidentiality provisions of the Efficiency Maine Trust Act found in 35-A MRSA 10106(1), and any restrictions as may be contained in a specific MPUC Order and/or Protective Order.

Finally, while as an independent quasi-state agency Efficiency Maine is subject to Maine’s Freedom of Access Act (1 M.R.S.A. § 401 *et seq.*), and the Efficiency Maine Trust Act expressly designates certain records as confidential for purposes of that Act, such as energy usage profile information of an identifiable customer of a utility and competitively sensitive information, as determined by the board. (35-A M.R.S.A. § 10106(1)). The confidentiality provisions of the Efficiency Maine Trust Act provide that “the director or a trustee, officer, employee, agent, other representative of the trust or other person may not knowingly divulge or disclose records designated confidential by this section.” (35-A M.R.S.A. § 10106(3)). Notwithstanding any requirements or exceptions that may apply in 35-A M.R.S.A. §10106, customer-related material provided to Efficiency Maine by a utility pursuant to a Protective Order of the MPUC shall be considered confidential and not subject to disclosure under the Maine Freedom of Access Act, and may only be disclosed in accordance with the terms of the MPUC Protective Order.

As such, though Efficiency Maine has authority to access and utilize individual utility customer information, such information must be accorded confidential treatment as directed by statute or MPUC Order.

APPLICABILITY

The procedures detailed in this CIMS Policy apply to all Efficiency Maine employees, trustees, contractors, consultants, and anyone else, including those affiliated with third parties, who access Confidential Information through Efficiency Maine.

DEFINITION OF CONFIDENTIAL INFORMATION

“Confidential Information” is defined to mean records or information in any form, whether written, printed or graphic matter or any mechanical or electric data compilation from which information can be obtained, directly or after translation into a form susceptible of visual or aural comprehension, that is in the possession or custody of Efficiency Maine or any of its officials or employees, and has been received or prepared in connection with the transaction of public or governmental business or contains information relating to the transaction of public or governmental business and that is:

1. Designated confidential by Maine statute or otherwise is within an exception to the definition of “public records” in the Maine Freedom of Access Act, 1 M.R.S.A. § 402(3);
2. Individual customer information provided by a public utility, including but not limited to, a customer’s name, mailing address, e-mail address, telephone number, electricity or gas usage, or payment history, where the customer has not provided his, her or its consent to the utility’s disclosure or transfer of that information to a third-party (65-407 CMR Chapter 815, Section 4);
3. Subject to an Order or Protective Order of the Maine Public Utilities Commission or state or federal court restricting the use or disclosure of designated information; or,
4. Obtained or developed by Efficiency Maine and is designated a “confidential record” under 35-A M.R.S.A. §10106, including but not limited to: (a) a record obtained or developed by Efficiency Maine that (i) a person, including Efficiency Maine, to whom the record belongs or pertains has requested be designated confidential and that the board has determined contains information that gives the owner or a user an opportunity to obtain a business or competitive advantage over another person who does not have access to the information, except through the trust’s records, or access to which by others would result in a business or competitive disadvantage, loss of business or other significant detriment, other than loss or denial of financial assistance from the trust, to any person to whom the record belongs or pertains; or; (ii) contains information about the energy usage profile of an identifiable customer of a transmission and distribution utility in the State or an identifiable customer of a distributor of heating fuel or other energy source; and (b) a financial statement or tax return; and the social security number, address, telephone number or e-mail address of a customer that has participated or may participate in a program of the trust; provided however, that the record or information is not Confidential Information where an exception

exists because (i) the Board determines confidentiality has been satisfactorily and effectively waived; (ii) the otherwise confidential information has already lawfully been made available to the public; or, (iii) it is impersonal, statistical or general information.

CONFIDENTIALITY PROCEDURES

Confidential Information shall be protected and shall not be used or disclosed by Efficiency Maine and its employees, trustees, contractors, and consultants except in accordance with this CIMS Policy and as authorized by Maine statutes, rules, regulations and orders.

The intent of this CIMS Policy is to ensure that Confidential Information is properly protected and not disclosed to unauthorized parties who would use such information for non-Efficiency Maine energy efficiency services or in violation of Maine statutes, rules, regulations and orders.

The CIMS Coordinator

The Efficiency Maine Executive Director shall designate a CIMS Coordinator. The CIMS Coordinator shall maintain the adequacy of current procedures and guidelines to assure that the obligations with respect to the handling of Confidential Information are met.

Specifically, the CIMS Coordinator is responsible for:

1. Ensuring that all Efficiency Maine employees, trustees, contractors, consultants and any other individuals who have access to the Confidential Information through Efficiency Maine have read and understand the General Confidentiality Guidelines Memo (“Memo”), attached hereto as Appendix A, prior to gaining access to the Confidential Information.
2. Ensuring that all Efficiency Maine employees and trustees have signed a copy of the Memo and that all contractors and consultants and any other individuals who have access to Confidential Information have received a copy of the Memo and that all contractors and consultants have signed the Confidentiality, Non-Disclosure and Protective Agreement (“Protective Agreement”) attached hereto as Appendix B. The CIMS Coordinator shall ensure that signed copies of the Memo and Protective Agreement are delivered and on file as appropriate prior to the granting of access to the Confidential Information.
3. Determining whether or not a party requesting access to Confidential Information is actually providing Efficiency Maine services and will use such Confidential Information strictly for Efficiency Maine purposes, and in accordance with Maine statutes, rules, regulations and orders.
4. Determining whether or not data or any particular item of information is or is not Confidential Information as defined above.
5. Conducting investigations into any alleged breach, compromise, incidents and/or problems regarding Confidential Information and reporting the results of such investigations to the Executive Director of Efficiency Maine.
6. If the results of such investigations determine that Confidential Information was actually released improperly, immediately notifying the Executive Director and supervisor of the Efficiency Maine employee responsible for the improper release, or the Executive Director if a contractor or consultant is responsible for the improper release. All prudent steps will be taken to ensure that no further Confidential Information is improperly disclosed. All prudent steps will be taken to retrieve such Confidential Information from the unauthorized receiving party.

7. Ensuring that all new Efficiency Maine employees, trustees, contractors and consultants are provided with adequate training such that they fully understand the CIMS Policy procedures and guidelines.
8. Revising or modifying CIMS Policy procedures as deemed necessary to ensure the continued safeguarding of Confidential Information. The CIMS Coordinator shall gain input of the Efficiency Maine senior managers prior to implementing any CIMS Policy modifications. The CIMS Coordinator will inform Efficiency Maine's Executive Director of any proposed changes and request approval, and, upon such approval, the CIMS Policy and Appendix A and Appendix B will be amended, as appropriate.
9. Providing Efficiency Maine employees, trustees, contractors and consultants with training on any CIMS Policy modifications and as-needed refresher training regarding the operation of this CIMS Policy.
10. Ensuring the return of all documents or other materials constituting Confidential Information, from departing employees or trustees and from consultants and contractors upon the completion of services, or at any other time that Efficiency Maine requires the return of Confidential Information and materials.

Efficiency Maine Employees, Trustees, Contractors and Consultants

1. All Efficiency Maine employees, trustees, contractors and consultants shall, prior to receiving any Confidential Information, be provided with the "General Confidentiality Guidelines Memo" attached hereto as Appendix A. Contractors and consultants shall inform their personnel of the contents of the Memo and shall ensure that their personnel (including subcontractors) are aware of and understand the restrictions and limitations on the use of Confidential Information. Efficiency Maine employees and trustees shall sign a copy of the Appendix A Memo and shall provide it to the CIMS Coordinator. Contractors and consultants shall sign the Protective Agreement attached hereto as Appendix B and deliver it to the CIMS Coordinator prior to gaining access to Confidential Information. Contractors and consultants shall ensure all personnel (including subcontractors) with access to Confidential Information abide by the terms, conditions, and restrictions contained in the Memo and shall require that all such personnel acknowledge such understanding in writing in form and substance similar to the Protective Agreement. Contractors and consultants shall provide copies of all such written acknowledgements to the CIMS Coordinator upon request. The Memo and the Protective Agreement state that persons or entities with access to Confidential Information shall not transfer, access, use, or disclose Confidential Information to any other person, except in accordance with CIMS Policy procedures and Maine statutes, rules, regulations and orders, and only for the purposes of implementing Efficiency Maine energy efficiency programs or services.
2. Efficiency Maine employees, trustees, contractors and consultants shall deny all requests for Confidential Information from any and all parties who have not executed a Protective Agreement or other form of acceptable confidentiality and non-disclosure acknowledgement or whose intent is to use such Confidential Information for non-Efficiency Maine purposes. If there is any question as to whether or not the requesting party will be using the Confidential Information to provide Efficiency Maine energy efficiency programs or services, then this request shall be referred to the CIMS Coordinator. If there is any question as to whether or not the information being requested is Confidential Information as defined above, such requests shall also be referred to the CIMS Coordinator.
3. Efficiency Maine employees, trustees, contractors, consultants and other individuals shall verify with the CIMS Coordinator that any Efficiency Maine employee, trustee, contractor or other individual that is to receive Confidential Information has received a copy of the "General Confidentiality Guidelines Memo" and has signed it or the Protective Agreement prior to releasing any Confidential Information to such a person.
4. Efficiency Maine employees, trustees, contractors or consultants shall not use any Confidential Information in providing any non-Efficiency Maine services.

5. Efficiency Maine employees will ensure that any visitors to Efficiency Maine's offices are not allowed access to any Confidential Information unless they are specifically authorized in accordance with the CIMS Policy procedures.
6. All paper copies of Confidential Information that are being disposed of shall first be shredded.
7. Contractors and consultants may not publish, post or print promotional materials identifying a specific customer's name, street address, email address or phone number or energy usage profile. Efficiency Maine may only do so with prior written permission from the customer. Such materials can only be used for Efficiency Maine education, marketing or promotional purposes.
8. All program managers of Efficiency Maine shall receive a copy of this CIMS Policy document and will read and fully understand the procedures outlined herein.
9. Efficiency Maine employees and subcontractor staff provided with an Efficiency Maine Computer Network login to access Efficiency Maine's computer network shall adhere to the password requirements established by the CIMS Coordinator and communicated by the Network Administrator to authorized Efficiency Maine computer network users.
10. Portable electronic devices, laptops, notebooks, personal data assistants, tablet computers, smart phones, and other transportable computer-related equipment containing Confidential Information, must not be left unsecured at any time. Confidential Information may not be transferred to or stored on any computer or electronic device used only for personal (non-work) activities.
11. The CIMS Coordinator must be notified immediately when:
 - Any materials or equipment containing or suspected of containing Confidential Information is lost, disclosed to unauthorized parties, or suspected of being lost or disclosed to unauthorized parties;
 - Unauthorized use of Efficiency Maine's information systems has taken place, or is suspected of taking place;
 - Network logins and or passwords are lost, stolen, or disclosed, or are suspected of being lost, stolen, or disclosed; or,
 - There are any other problems or concerns regarding Efficiency Maine's CIMS Policy.
12. Any disclosure or unauthorized use of Confidential Information by an Efficiency Maine employee in violation of this CIMS Policy is grounds for discipline up to and including immediate termination. Any disclosure or unauthorized use of Confidential Information in violation of this CIMS Policy or of the Protective Agreement by an Efficiency Maine contractor or consultant, or any personnel (including subcontractors) for whom they are responsible, is grounds for immediate termination of that contractor or consultant's contract with Efficiency Maine.

Confidential Information (including all copies in all forms) shall be returned to Efficiency Maine or destroyed as directed by the CIMS Coordinator upon the completion of services, conclusion of service as an employee or trustee, or as otherwise directed by Efficiency Maine. If the CIMS Coordinator directs that Confidential Information be destroyed, the employee, trustee, contractor or consultant shall certify in writing that all such Confidential Information has been destroyed. Notwithstanding the foregoing, a contractor or consultant may retain copies of Confidential Information:

- (a) As required to comply with the any applicable federal, state or local law, regulation or regulatory authority to which it is subject; or,
- (b) That is maintained as archive copies in a disaster recovery and/or information technology backup system, provided that such copies are adequately protected and will be destroyed on the normal expiration and destruction cycle for the archive or backup files.

In all cases, Confidential Information retained by a contractor or consultant as permitted herein shall remain confidential, shall be protected by contractor or consultant from impermissible use or disclosure, and shall be subject to all applicable statutes, regulations and orders, this CIMS Policy, and the Protective Agreement, which shall survive expiration or termination of the services.

Efficiency Maine's Network Administrator

The Efficiency Maine Network Administrator for any computer network on which Confidential Information is stored or accessible is expected to utilize the available Efficiency Maine computer network security services to ensure that access is not gained to Efficiency Maine's computer network by any unauthorized parties.

The Network Administrator is responsible for:

1. Conducting initial setup and maintenance of users' access privileges;
2. Assigning a unique User-ID to each authorized user after proper documentation has been completed;
3. Granting requests for user access privileges only by a clear chain of authority delegation. Written approval must be obtained from an appropriate Efficiency Maine manager before the Network Administrator may grant or modify network privileges;
4. Restricting system and network privileges for all users based on the need-to-know and authorized by an appropriate Efficiency Maine manager;
5. Ensuring that individuals who are not Efficiency Maine employees are not granted access or have their access modified without the advance written approval from an appropriate Efficiency Maine manager;
6. Monitoring all computer security related events. The Network Administrator shall follow up on any actual or suspected security violations and notify the CIMS Coordinator of all such incidents;
7. Ensuring that all Efficiency Maine data storage devices that contain Confidential Information, such as hard drives on the network server, shall not be easily removable. The servers containing such data storage devices shall be in computer cabinets that are locked and the rooms containing the servers are also locked during non-business hours;
8. Ensuring that all computers permanently or intermittently connected to Efficiency Maine networks must have login and password access controls;
9. Devising and implementing a change-password schedule, notifying all users of the schedule, and performing follow-up to ensure that the schedule has been adhered to. All users shall, at a minimum, be required to change their passwords twice per calendar year;
10. Whenever it is known that system / network security has been compromised, or there is substantial reason to believe that it may have been compromised, requiring all users to change their passwords as soon as possible. This action will be in addition to the normal, scheduled password changes;
11. Deploying an Internet firewall to ensure that unauthorized individuals cannot access information stored within the computer systems from outside of Efficiency Maine's computer network;
12. Ensuring that Efficiency Maine's network infrastructure includes sufficient automated tools to assist the administrator in verifying the systems' security status;
13. Implementing systems to encrypt all remote access to Efficiency Maine Confidential Information over the

Internet; and,

14. Storing any removable media used to back up the electronic data and that contains copies of Confidential Information in a physically secure (locked) location.

This Confidential Information Management System Policy (“CIMS Policy”) is the policy of Efficiency Maine as of December 13, 2017.