



**EFFICIENCY MAINE TRUST
REQUEST FOR PROPOSALS (RFP) FOR
Distributed Energy Resource Management Service (DERMS)
Provider**

RFP EM-009-2023

Date Issued: November 17, 2022

Proposals Due: January 6, 2023 at 11:59 p.m. Eastern Time (US)

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Separate attachments:

Attachment A – Cost Proposal Form

Attachment B – Standard Agreement

Attachment C – Team Commitment Form

Attachment D – Confidentiality, Non-Disclosure and Protective Agreement

SECTION 1 – RFP INFORMATION AND INSTRUCTIONS

1.1 Purpose

The Efficiency Maine Trust (the Trust) seeks a qualified contractor or team of contractors to provide a Distributed Energy Resource Management Service (DERMS) to manage the demand of, and receive performance data from, residential and commercial devices across the state of Maine. This contractor or team of contractors will work under multiple demand-side management initiatives of the Trust.

1.2 Designated Contact Person for this RFP

Lauren Scott
 Research and Data Analyst
 Efficiency Maine Trust
 168 Capitol Street, Suite 1
 Augusta, ME 04330-6856
 Phone: (207)-553-3046
 Email: lauren.scott@efficiencymaine.com

1.3 Schedule

	Milestone	Date/Deadline
1	RFP Issued	11/17/2022
2	Questions Due	12/02/2022, 3:00 p.m. Eastern Time (US)
3	Responses to Questions Posted	12/09/2022
4	Proposals Due	01/06/2023, 11:59 p.m. Eastern Time (US)
5	Anticipated Award Date	01/24/2023
6	Anticipated Contractor Start	02/20/2023

Schedule changes: The Trust reserves the right to modify this schedule at its discretion. Any changes or additional information regarding the RFP schedule and pre-bid activities, including responses to questions, will be posted on the RFP EM-009-2023 webpage at <https://www.energymaine.com/opportunities/rfp-em-009-2023/>.

1.4 Anticipated Contract Term and Budget

The Trust anticipates awarding one contract to a single bidder or team of bidders to cover a period of performance from 2/20/2023 through 12/31/2025.

While the Trust plans to grow its Demand Management Program, the program is currently in its infancy. The Trust will finalize an initial budget for this program after reviewing submitted bids. The Trust will prioritize bids with lower fixed costs that can adjust to budgets that expand over time.

1.5 Proposal Submittal Deadline

All proposals must be submitted electronically via the online Submission Form on the RFP EM-009-2023 webpage (<https://www.energymaine.com/opportunities/rfp-em-009-2023/>). Proposals must be received by the due date and time specified in section 1.3. Bidders will receive a time-stamped confirmation email when their proposals are submitted. (Note: There may be a delay of a few minutes between submission and this confirmation email.) Any proposal received after the deadline will not be

considered. Proposals must be complete when submitted; changes or additions will not be accepted after the specified due date and time, except for any clarifications requested of bidders by the Trust. The Trust encourages bidders to submit their proposals with sufficient time to account for any technological challenges (e.g., Internet disruptions).

1.6 Submitting Questions

It is the responsibility of all bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions. Questions regarding this RFP must be submitted by email to the Designated Contact Person listed in section 1.2 prior to the due date for questions noted above in section 1.3. The subject line of the email should be: "Questions regarding RFP EM-009-2023." Responses to questions will be posted on <http://www.efficiencymaine.com/opportunities/rfp-em-009-2023>, as will all clarifications and amendments released in regard to the RFP. It is the responsibility of all interested parties to check this website periodically to obtain clarifications and amendments. Only those clarifications and amendments posted on this website are considered binding.

1.7 Proposal Confidentiality

Bidders should be aware that information provided to the Trust is subject to the Maine Freedom of Access Act (FOAA), 1 M.R.S. §§ 401 et seq., unless there is a specific confidentiality exemption in the Efficiency Maine Trust Act, 35-A M.R.S. §10106. Bidders should assume that all information submitted in response to this RFP will be considered public records available for public inspection pursuant to the Maine FOAA following announcement of an award decision.

1.8 Contract Award

The Trust will notify all bidders of the contract award decision by email. The Trust reserves the right to negotiate the final terms and conditions of the contract award with a winning bidder whose proposal is selected by the Trust, and to reject any winning bidder with whom the Trust cannot agree to terms and conditions meeting the Trust's needs, in the Trust's sole judgment. The Trust reserves the right to reject any proposal that does not meet these requirements.

1.9 Contracting Process

The selection process is governed by the Efficiency Maine Trust Rule Chapter 1: Contracting Process for Service Providers and Grant Recipients, which can be found on the Trust's website: <http://www.efficiencymaine.com/docs/Chapter-1-Contracting-Process-for-Service-Providers-and-Grant-Recipients.pdf>.

1.10 RFP Process – Reservation of Rights

The Trust reserves the right to cancel or extend the RFP process at any time, and to issue clarifications and amendments to the RFP. The Trust also reserves the right to reject noncompliant submissions in response to this RFP. The Trust, in its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to this RFP. Issuance of this RFP does not commit the Trust to make an award. The Trust will not pay any costs or expenses incurred by a bidder in connection with preparation of a proposal or response to this RFP.

1.11 Contract Agreement

A copy of the Efficiency Maine Trust Standard Agreement to be used with this RFP is provided as **Attachment B – Standard Agreement**. This is the standard document that will complete the agreement for services between the winning bidder and the Trust. The winning bidder and its agents and subcontractors will be required to execute a nondisclosure agreement. Certain information regarding a customer that has participated or that may participate in a Trust program is deemed confidential by the Efficiency Maine Trust Act. See <http://legislature.maine.gov/statutes/35-A/title35-Asec10106.html> for additional information on related confidentiality restrictions.

1.12 Request for Reconsideration

An aggrieved person may request a hearing for reconsideration of a contract award decision by filing a written petition with the Executive Director of the Trust within 14 calendar days of the notification of the contract award. Each petition to reconsider must meet the requirements specified in Efficiency Maine Trust Rule Chapter 1, Contracting Process for Service Providers and Grant Recipients, Section 5(B), which can be found on the Trust's website under Documents and Services: <http://www.efficiencymaine.com/docs/Chapter-1-Contracting-Process-for-Service-Providers-and-Grant-Recipients.pdf>.

SECTION 2 –BACKGROUND INFORMATION

2.1 Efficiency Maine Trust

The Trust is the independent administrator for programs to improve the efficiency of energy use and reduce greenhouse gases in Maine. The Trust serves all sectors and all regions of the state. Its suite of nationally recognized programs provides consumer information, discounts, rebates, loans and investments for high-efficiency, clean energy equipment and strategies to manage energy demand. The Trust is a quasi-state agency governed by a Board of Trustees with oversight from the Maine Public Utilities Commission.

2.2 Background

The Trust runs and plans to launch multiple initiatives with demand-side management components to reduce peak demand in Maine. These initiatives include the Trust's ongoing Demand Management Program (DMP), developing and delivering distributed resources approved by the Non-Wires Alternatives (NWA) Coordinator, and/or innovation pilots used by the Trust to test the effectiveness of technologies and strategies to manage demand. Following are summaries of each of these initiatives.

The Trust's DMP currently consists of a Demand Response Initiative (DRI) and a Load Shifting Initiative (LSI). The DRI will incentivize the curtailment of equipment or facility-wide electricity use during the grid's peak at commercial and industrial (C&I) facilities. The LSI will incentivize flexible loads that can be controlled to run outside of peak hours, initially with battery storage systems, electric vehicle (EV) charging station controls, and thermal storage solutions. These initiatives will reduce peak energy use as forecasted by ISO-NE, reduce facility peak demand charges assessed by distribution utilities, enhance system-wide grid reliability, reduce wholesale electricity prices, increase penetration and balancing of intermittent renewables, and enhance environmental benefits associated with avoiding peak electricity generation.

On June 14, 2019, LD 1181 ("An Act To Reduce Electricity Costs through Non Wires Alternatives"¹) was signed into Maine law. The Act creates an independent NWA Coordinator (NWAC) to be housed at the Office of the Public Advocate. It requires certain utility proposals for transmission system upgrades or expansions exceeding certain capacity and dollar thresholds, to be reviewed by the NWAC to determine if NWAs present a viable, cost-effective alternative solution. It also requires the utilities to file and update their distribution system plans annually, and to provide interval data from customers on circuits being considered for transmission or distribution upgrades. When a future utility investment is proposed or contemplated for certain transmission or distribution assets, the law requires the Trust to perform an analysis of the potential for cost-effective NWA resources located ***on the customers' side of the meter***. Where such NWA resources are determined to be both viable and the most cost-effective option(s) then the law further directs the Trust to develop and implement a plan to deploy those resources. Thus, once a utility has identified a circuit or area that is forecasted to present a load-based reliability concern, Efficiency Maine must be ready to quickly analyze, design, and deploy the appropriate mix of NWA resources behind the meter (BTM) where they are the most cost-effective solution and within the parameters set forth in the law.

¹ <https://legislature.maine.gov/legis/bills/getPDF.asp?paper=HP0855&item=3&snum=129>

The Trust's Innovation Program provides funding to support pilot projects that demonstrate new types of energy efficiency, conservation, or alternative energy measures or new strategies for promoting such measures. The program focuses on measures, including demand management measures, that show significant potential to be cost-effective and/or to provide energy savings or greenhouse gas savings but are not yet well understood or established in the Maine marketplace. The measures piloted may or may not prove to be cost-effective or popular in the Maine marketplace. Part of the purpose of the Innovation Program is to use smaller pilot projects to generate findings of cost-effectiveness and market demand before making larger investments on incentives and program delivery.

2.3 Program Overview

The purpose of this RFP is to secure a provider for a Distributed Energy Resource Management Service (DERMS). The DERMS will support the Trust's demand response priorities, including:

- Load curtailment during annual ISO-NE peak,
- Load curtailment during the monthly regional network service (RNS) peak,
- Load shifting to off-peak hours, and
- Load shifting based on forecasted wholesale electricity prices.

The DERMS provider will implement multiple strategies to achieve the Trust's priorities including, but not limited to, active dispatching and TOU scheduling. The remainder of this section details the demand-side management initiatives that the Trust plans to pursue during its Triennial Plan V period (7/1/2022-6/30/2025). While this is a full overview, not every initiative will be applicable to the DERMS platform. Applicability to the DERMS platform will be determined by the Trust on a case-by-case basis. Please also note that other opportunities, which are unforeseen today, may arise in the future.

LSI Measures

LSI measures, including thermal storage—phase-change materials (PCM), EV chargers, and residential and commercial battery storage systems, will depend on Curtailment Service Provider (CSP) call events.

- Thermal storage—PCM installations will be configured to dispatch daily during scheduled dispatch windows at a frequency of 60+ days per demand reduction season.
- EV chargers will not be directly dispatched by a control signal, but participants will be incentivized to delay EV charging to off-peak hours through EV charger controls configuration or manual charging schedules. The Trust will pay EV charger participants an initial incentive for enrollment in addition to a recurring annual incentive for continuing to take part in the program. If the utilities develop time-of-use (TOU) rates that effectively incentivize off-peak charging, the Trust may not need to continue the recurring performance incentives.
- Residential and commercial battery storage system controls will be programmed to dispatch daily during scheduled peak demand dispatch windows. Commercial systems will be programmed to dispatch more than 60 times per season, while residential systems will be programmed to dispatch between 30 and 60 times per season.

DRI Measures

For DRI measures, the Trust will incentivize customers for every verified kilowatt (kW) that is curtailed when the grid is forecasted to be at its peak. The first year of DRI will be limited to C&I facilities. This program's incentive will initially focus on the curtailing of facility equipment's electric load during summer peak events. To begin, DRI will only have a limited number of dispatches (up to eight) per summer. The Trust will rely on one or more CSPs, also known as aggregators, to enroll and dispatch participating customer equipment during peak events. Customers will typically be notified the day before peak energy

events will occur. CSPs will notify customers based on their communication preference (e.g., email, voicemail, and/or text message). The day-ahead notification will be based on ISO-NE's peak load forecasts.

NWA Opportunities

In the event a non-wires alternative (NWA) opportunity emerges in a specific geographic location, the Trust will engage the CSPs to perform a more targeted outreach campaign. Applicability to the DERMS platform will be determined on a case-by-case basis.

Innovation Pilots

Among the Trust's top priorities for Triennial Plan V will be piloting the next generation of demand management measures. For example, measures that deliver load flexibility may help shape load and balance increasing supplies of variable renewable energy. Load flexibility can play an important role in managing costs and grid reliability, helping to integrate higher penetrations of renewable energy and reducing the curtailment of those resources. As Maine makes advances in the sophistication of its grid operations, including improved granularity of customer usage data, real-time monitoring on utility distribution circuits, and time-of-use pricing, the Trust will seek more opportunities to apply load flexibility. Through the Innovation Program, the Trust will use its pilots to generate data and learnings to inform the development of the necessary systems and rate designs and to develop the next generation of demand management programs. Innovation pilots that may benefit from the DERMS platform include, but are not limited to, the following:

- **Connected Communities Transactive Energy Pilot:** target spring 2023. This pilot funded by the US Department of Energy will run in the federally designated Economic Opportunity Zones in Brunswick, ME and Madison, ME, and will include many device types of varying size.
- **[Hydronic Heat Pump with Thermal Storage Pilot:](#)** target fall 2023. This pilot will expand from approximately five test homes during heating season 2022/2023 to 10 to 20 homes for heating season 2023/2024 which may be integrated into the DERMS platform. Dispatching signals will be based upon Python code which takes wholesale price signals, weather forecasts, individual home heat load, and TOU rates into account.
- **[Energy Storage System Pilot:](#)** target late 2023/early 2024. The Trust is seeking applications from customers with demand meters to install and dispatch energy storage during ISO-New England peak summer load conditions, with additional opportunities for cost savings during the monthly RNS peak. The Trust will require participants awarded under this PON to remain active in the program for a minimum of five years. Incentive awards are set at \$200 per kW of verified ESS dispatch during ISO-New England peak summer load conditions.

2.4 Additional Sources of Information

Following are links to additional information that bidders may find helpful in preparing a response to this RFP:

TITLE	LOCATION (link)
Efficiency Maine Trust website	www.energymaine.com
Efficiency Maine Trust Annual Reports	https://www.energymaine.com/about/library/reports/
Efficiency Maine Trust – Triennial Plan	https://www.energymaine.com/about/library/policies/
Efficiency Maine Trust – DER Load Management Innovation Pilot Report	https://www.energymaine.com/docs/Efficiency-Maine-Revision-DER-Pilot-Final-Report.pdf
Central Maine Power RNS Downloads	https://www.cmpco.com/wps/portal/cmp/networks/footer/suppliersandpartners?current=true&urile=wcm:path:cmpagr_suppliersandpar

TITLE	LOCATION (link)
	tners/suppliersandpartners/regulatoryinformation/cmp_transmission_services/rnsdownloads

SECTION 3 –SCOPE OF WORK

3.1 Project Tasks

Following is a task-by-task description of the work covered by this RFP.

Task 1: Project Kickoff Meeting

The winning bidder (also referred to as “vendor”), in consultation with the Trust, will organize and facilitate a project kickoff meeting to be held at the Trust’s offices or virtually as appropriate. The purpose of the meeting is for the Trust and the vendor to establish a common understanding of the deliverables, the overall project schedule, and expectations regarding the conduct of the program, and to provide the foundation for development of the work plan. At a minimum, this meeting should include discussion of the proposed statement of work and schedule, initial data requests, and communication protocols and expectations.

Task 2: Ongoing Platform Operations and Management

The Trust’s goal is to begin implementing the platform, including initial customer enrollment, during the spring of 2023. The vendor and platform requirements are as follows:

Vendor Requirements

- Track customer name, customer address, customer device, device serial number, device status, and share information with the Trust. The Trust will own both the connection to participating devices and the data associated with device performance during and succeeding this contract period.
- Provide ongoing support to the Trust in adding future customers to the program for the term of the contract.
- Provide Trust staff and authorized subcontractors with access to their platform for reporting and monitoring purposes.
- Provide system monitoring, maintenance, and upgrades.
- Provide support for Trust staff, CSPs, installers (if applicable), participants (if applicable), and utilities (if applicable).
- Provide user manuals and procedures for the software platform.

Platform Requirements

- Call events to reduce peak loads for enrolled customers and schedule load shifting based on TOU periods.
- Notify the customer when an event will be, is occurring, and when the event has completed.
- Report key program metrics including, but not limited to, customer participation, opt-out percentages, and kW curtailed.
- Periodically provide an exported file of performance data (.xls or .xlsx), which can be uploaded to the Efficiency Maine Reporting and Tracking System (EffRT).
- Serve both residential and commercial customers.

Optional Services (preferred, but not required)

- Deliver upfront and performance-based payments from Efficiency Maine to program participants and to CSPs, if applicable.

Task 3: End of Contract Transition

Each Triennial Plan period requires the Trust to solicit delivery service contracts through a competitive bidding process. Because the Trust has no preexisting contract for a DERMS provider, no initial transition process will be needed for this contract. However, the winning bidder must agree to transfer customers, devices, data, and other information according to the transition plan of the next winning bidder before the conclusion of this contract period (12/31/2025).

3.2 Project Deliverables

The vendor must complete all requirements specified in the Scope of Work in a timely manner. Specific deliverables may include, but are not limited to, the following:

1. Draft and Final Kick off Meeting materials;
2. Implementation plans for each initiative that is deemed appropriate for the DERMS platform by the Trust. Not every demand-side management initiative run by the Trust will necessarily be deemed appropriate;
3. Proposed Weekly, Monthly, and/or Quarterly project status/performance reports, budget management reports as well as an annual performance report;
4. Analysis reports as needed upon request by the Trust; and
5. All original data and metadata files associated with Trust activities will be delivered to the Trust and/or its next DERMS provider for the Triennial Plan VI period.

The vendor(s) must commit to completing all tasks within the time frames established in the proposal and as approved by the Trust. The vendor(s) must provide the Trust with electronic copies of all deliverables in Microsoft Office software format or other appropriate format approved by the Trust.

SECTION 4 – PROPOSAL REQUIREMENTS

4.1 Proposal Submission

Proposals must be submitted electronically via the online Submission Form on the RFP EM-009-2023 webpage (<https://www.energymaine.com/opportunities/rfp-em-009-2023/>). All proposals must adhere to the instructions and format requirements outlined in this RFP, in the online Submission Form instructions, and in the written supplements and amendments issued by the Trust. The online Submission Form requests the following documents:

- RFP response, including required Appendices A-B (References, Resumes) and, if desired, optional Appendices C-E (Samples, Product Roadmap, DEI Statement)
 - PDF format file named “Proposal_Bidder_Name_RFP_009_2023”
- Attachment A - Cost Proposal Form
 - Excel format file named “Cost_Bidder_Name_RFP_009_2023”
- Suggested redlines to Attachment B - Standard Agreement [if applicable]
 - Word format file named “Standard_Agreement_Bidder_Name_RFP_009_2023”
- Attachment C – Team Commitment Form [if proposal involves any subcontractors]
 - PDF format file named “Team_Commitment_Bidder_Name_RFP_009_2023”
- Attachment D – Confidentiality, Non-Disclosure and Protective Agreement
 - PDF format file named “Confidentiality_Non_Disclosure_Bidder_Name_RFP_009_2023”

4.2 Format Requirements

Proposals will be evaluated for adherence to the following format requirements:

- Proposals must be typewritten.
- Pages must be numbered.
- Unnecessary attachments (e.g., any attachments beyond those sufficient to present a complete, comprehensive, and effective proposal) will not be considered in the evaluation of the proposal.
- Proposals must adhere to prescribed page limits specified in this RFP. The Trust values concise proposals.

4.3 Content and Organization Requirements

The proposal must include the following contents, which should be presented in the following order:

1. Table of Contents

2. Introduction (2 pages maximum)

Summarize understanding of the services requested in the RFP and proposed approach to fulfilling the requirements of this RFP. Briefly describe the proposed project team and qualifications.

3. Statement of Work (20 pages maximum)

Please respond the following prompts, as applicable to the current state of your organization’s DERMS platform:

A. General platform support and information:

1. Is your platform cloud-based?
2. Please detail all device OEMs with which your system currently integrates.
3. Describe, at a high level, any terms and conditions requirements by OEMs at enrollment.
4. Does your platform have a secure online portal for the following parties to access information? (Y/N for each)
 - a. The Trust
 - b. Curtailment Service Providers
 - c. Program participants
 - d. Device installers
 - e. OEMs
 - f. Utility Operation Centers
5. Is your platform capable of recognizing if a customer is participating in another demand response program?
6. How many allowable and configurable user administrative roles and access levels does your platform offer?
7. Describe the level of services provided for onsite or live online staff training, as well as resource guides for future reference e.g., the beginner, the casual user, and the advanced user.
8. Please describe your organization's technical support structure and availability.
9. Is your organization SOC 2 Type II certified? Proof of certification is required at time of contract.
10. Is the Trust required to pay for platform upgrades? If yes, please identify those upgrades.
11. Are there any third-party vendor requirements to which your platform must adhere? If so, please describe those requirements.

B. Enrollment and opt-out information:

1. Please list the device types supported by your platform.
2. Does your system or platform allow for an online enrollment interface for device registration accessible through common browser applications?
 - a. If yes, please describe the workflow for the enrollment interface.
 - b. Can one enrollment form be used for multiple device OEMs and multiple device types?
3. Are devices enrolled automatically as customers complete the enrollment process? Can your platform show a program participant whether a device is enrolled, pending, or denied and send automatic messages to the participants to let them know that their device(s) is/are enrolled and approved (or pending/denied)?
4. Can your platform validate customer and device eligibility for program enrollment based on one or more Trust-defined criteria (e.g., battery size)?
5. Describe the method in which customers can opt out of an event, and out of the program entirely.
6. Can your platform unenroll continually unresponsive devices from dispatch signals and, if applicable, incentive payments as well? If yes, how is this done?
7. Can your platform scale as more customers and devices are added into the program? Are there additional fees required to scale?
8. Is your platform automated to send upfront and performance payments to participants?

C. Operational information:

1. Can your platform message participants before, during, and after events? Explain how.
2. Describe the various event scheduling options or strategies available using your platform (e.g., day ahead, hours before).

3. Does your platform allow for CSPs to call demand response events?
4. Can your platform incorporate TOU rates? If yes, please explain.
5. Does your platform have forecasting capabilities? If so, please describe.
6. What types of real-time information can your platform receive in order to send targeted dispatch signals? (ex. wholesale price signals, weather forecasts, binary on/off, other?)
7. If applicable, after receiving a real-time signal, how does your platform use the information to dispatch devices?
8. Does your platform allow for one event to be called across multiple different device OEMs and device types?
9. Explain how your platform is able to:
 - a. Register opt-ins and opt-outs
 - b. Set event run-time
 - c. Set load shift and curtailment set points
 - d. Read device on and off-line status and duration
10. Does your platform allow for grouping of devices or houses when calling demand response events? If yes, please explain.
11. Describe how your platform receives state of charge (SOC) signals from devices.
12. Describe how your platform receives usage data from devices.
13. Can your platform accommodate participants in areas with unreliable cellular connectivity?
14. Can your platform accommodate participants without a broadband internet subscription?

D. Reporting information:

1. When is data available for the Trust to access after an event?
2. Are reports available that show data for individual devices? Are reports available that show data for groups of devices?
3. Can reports be exported from the platform? If yes, which file formats are available?
4. Is your platform capable of supporting automated export of files to the Trust's reporting and tracking database?
5. Can your platform export customer contact information in a common file format (i.e., .csv, .xlsx, etc.) for ad hoc communications?
6. Please describe any additional products, features, and/or services your organization can provide that are not described in the previous sections.

4. Scenarios Narrative (6 pages maximum)

Please provide a brief description of how the current functionality of your organization's DERMS platform and internal resources that may be used to address and/or implement the following scenarios. If required functionality does not exist at time of bidding, explain how your current product roadmap may address the need, and indicate that it is not currently available. Please note that the Trust will give preference to bids based on current functionality over roadmap/future functionality.

Scenario I

The Trust, through its Innovation Program, would like to recruit 45 unique customers for a Bring Your Own Device (BYOD) pilot to better understand the stacked benefits these systems can provide to a customer and the grid. The Trust would like to passively manage 15 residential battery energy storage systems (BESS), 15 commercial BESS, and 15 electric vehicle chargers (via EVSE or telematics) to avoid ISO-NE and RNS peaks with consideration to utility-specific time of use (TOU) rates.

Scenario II

Efficiency Maine, through its Demand Management Program (DMP) will incentivize the integration of 500 residential scale BESS systems through a BYOD program. These customers will have systems both with and without rooftop solar arrays which are sized to optimize offsetting their energy needs. These systems will be used as a single virtual power plant (VPP) to reduce Maine's ISO-NE capacity share when the grid is forecast to be at its peak.

Upon closure of the summer capacity season, the performance incentive for each device is calculated by the DERMS platform based on a formula provided by the Trust, and the DERMS provider prepares and sends payments to each customer.

Scenario III

An enthusiastic commercial participant's 20kW BESS repeatedly disconnects from the DERMS platform. What are the troubleshooting steps taken to return reliable connectivity between the device and the platform?

5. Qualifications, Staffing and Management (10 pages maximum)

a. Corporate Qualifications and Examples of Work

Describe the bidding team's qualifications. Please include detailed descriptions of one or more past demonstrated success(es) of your organization's DERMS platform. For each example, provide the client name, device type(s), the results achieved, and how the work is relevant to the current RFP. If a report is available for any of these examples, please provide the report within Appendix C.

b. Individual Qualifications

For each staff member that is bid on the project, please provide a brief narrative that includes a description of the individual's role on this project and a summary of his or her relevant education, training, experience and expertise. Include resumes in Appendix B.

c. Organizational Chart

Provide an organizational chart of the proposed team for the program. The chart should identify key team members where identified, their roles, and relationships between staff and organizations (including the Trust, the vendor, and any subcontractors, if applicable). Clearly indicate the day-to-day primary point of contact for the Trust as well as the lead executive contact.

d. Financial capability

Disclose and provide details regarding any bankruptcy petition (whether voluntary or involuntary), receivership, insolvency event, or similar adverse financial circumstance suffered or incurred by bidder (or any predecessor entity) within the three years preceding the date of submission of this proposal. Disclose and provide details regarding any litigation, arbitration, or administrative proceedings involving bidder within the three years preceding the date of submission of this proposal in which the amount claimed or adjudged against bidder exceeded \$50,000.

6. Cost Proposal (use Attachment A - Cost Proposal Form provided)

For each scenario described in the “Scenarios Narrative” section above, please provide an itemized Cost Proposal Form (within Attachment A) detailing the breakout of costs, including labor hours, hourly rates and costs for all personnel, including any subcontractors; other direct costs; and total costs in sufficient detail to allow assessment of the proposal.

Please assume that each of these scenarios is happening in parallel. Each begins during FY2023 and is carried out through the remainder of the contract period. All related expenses must be included and itemized on this form. At minimum, please detail out the following costs for Scenarios I and II:

1. Setup fees for software and OEMs
2. Annual fees for software
3. Device fees
4. If applicable, transaction costs to move incentives to participants and CSPs.

Provide separate rates by fiscal year for each scenario and for general labor on the “Staffing” tab. The Staffing tab is not applicable to any scenario individually. FY2023 is July 1, 2022 – June 30, 2023. The contract term will end during FY2026 on 12/31/2025.

The winning bidder will be bound by the labor rates specified in the contract and will be required to complete all tasks specified in that agreement without charges above the total agreement price.

7. Appendices**a. Appendix A - References**

Provide a list of references for the lead bidder and any subcontractors included in the bid. At least three references must be provided for each organization included in the bid. For each reference, please provide current contact information (name, company, telephone number, and email address) and a brief description of the work conducted for the reference and its relevance to the current RFP. If evaluations of bidder’s programs are available, please provide a list of them that includes the report title, author/independent evaluator, publication date, and URL (or filename if provided electronically) for accessing the report.

b. Appendix B - Resumes

Provide resumes of key project team members. Key project team members identified in the proposal must be dedicated to the proposed project in the role proposed. Any substitutions of key project team members must be approved by the Trust.

c. Appendix C – Samples (Optional, but preferred)

Provide associated reports for examples mentioned in the “Corporate Qualifications and Examples of Work” section, if applicable.

d. Appendix D – Product Functionality Roadmap (Optional)

Provide a roadmap of planned product functionality and developments, if desired.

e. Appendix E – Diversity, Equity, and Inclusion (Optional)

Your organization has the option to provide a DEI statement or brief DEI report, if desired.

SECTION 5 –PROPOSAL EVALUATION CRITERIA

Proposals that meet the requirements established in the RFP will be evaluated by a proposal review team. The Trust reserves the right to decide whether a proposal is acceptable in terms of meeting the requirements of this RFP and to accept or reject any or all proposals received.

In evaluating proposals, the Trust reserves the right to take any of the following steps, with respect to either all of the proposals received or to a subset of proposals selected as superior to the others: (1) consult with prior clients on the performance of the bidder or of particular persons proposed for this bid; (2) schedule presentations or interviews with representatives of the bidder or persons proposed for the project; (3) conduct a review of past performance, including a review of reports, analyses, or other materials that would reflect the bidder's performance; and, (4) request additional data or supporting material.

The Trust will evaluate bidders based on the current functionalities and capabilities of the DERMS platform at the time of submission.

5.1 Evaluation Criteria

In evaluating proposals submitted in response to this RFP, the proposal review team will use the following criteria:

Scoring Category	Maximum Points
<p>1. Statement of Work and Scenarios Narrative</p> <ul style="list-style-type: none"> a. Do the Statement of Work and Scenarios Narrative present a comprehensive, sound approach for accomplishing the requirements of this RFP? b. Are the Statement of Work and Scenarios Narrative thorough, specific and responsive to the requirements and details specified in the RFP? c. Does the proposal demonstrate a clear understanding of the Statement of Work and the Trust’s expectations? d. Do the Statement of Work and Scenarios Narrative reflect best practices in delivering the specific programs described in this RFP? 	<p>40</p>

<p>2. Staff and Organization Qualifications</p> <ul style="list-style-type: none"> a. Is the proposed project staffing plan clear, well-defined, appropriate and realistic for the scope of the services requested? b. How qualified are the proposed personnel in terms of skills, expertise and experience relevant to this platform? c. How qualified are the proposed organizations (lead bidder and subcontractors) in terms of demonstrated experience and capacity to execute this type of platform? 	20
<p>3. Project Cost/Budget</p> <ul style="list-style-type: none"> a. Are appropriate resources being devoted? b. How does the total bid cost compare to other comparable proposals? c. Is the proposed budget consistent with the requested Statement of Work? d. How do the quoted rates compare to other comparable proposals? 	35
<p>4. Overall Quality and Responsiveness</p> <ul style="list-style-type: none"> a. What is the overall quality of the proposal submission, including: completeness, clarity, attention to detail, adherence to instructions and lack of errors? b. Does the proposal reflect and respond to the Trust's priorities? c. Does the proposal seek changes or exceptions? 	5
Total	100