EFFICIENCY MAINE TRUST
REQUEST FOR PROPOSALS (RFP) FOR
DATABASE MANAGEMENT AND TECHNICAL SERVICES

RFP EM-024-2022

Date Issued: June 30, 2022

Proposals Due: September 28, 11:59 p.m. Eastern Time (US)

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Separate attachments:
Attachment A – Project Cost Proposal Form
Attachment B – Standard Agreement
Attachment C – Team Commitment Form
Attachment D – Confidentiality, Non-Disclosure and Protective Agreement
Attachment E – ISO NE Energy Efficiency Measures (EEM) Web Services Data Exchange Specification

SECTION 1 – RFP INFORMATION AND INSTRUCTIONS

1.1 Purpose

The Efficiency Maine Trust (the Trust or Efficiency Maine) seeks a qualified bidder or team of bidders to perform database management and technical services as they relate to the maintenance and continuing development of Efficiency Maine database systems and the collection, storage, reporting and analysis of energy efficiency data across all activities of Efficiency Maine programs. Bidders may propose options for hosting and assuming maintenance of the existing database or migrating the existing data to an alternate database platform. If more than one solution is being proposed, a separate proposal for each unique solution should be submitted.

1.2 Designated Contact Person for this RFP

Laura Martel, Research and Evaluation Manager
Efficiency Maine Trust
168 Capitol Street, Suite 1
Augusta, ME 04330-6856
Phone: (207) 213-4143
Email: laura.martel@efficiencymaine.com

1.3 Schedule

	Milestone	Date/Deadline
1	RFP Issued	6/30/2022
2	Questions Due	7/14/2022
3	Responses to Questions Posted	7/21/2022
4	Proposals Due	9/28/2022, 11:59 p.m. Eastern Time (US)
5	Anticipated Award Date	10/19/2022
6	Anticipated Contractor Start	11/7/2022
7	Database Launch	7/1/2023

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-024-2022 webpage at https://www.efficiencymaine.com/opportunities/rfp-em-024-2022/.

1.4 Anticipated Contract Term

The Trust anticipates awarding one contract to a single bidder or team of bidders to cover a period of performance from contract execution through June 30, 2026.

1.5 Anticipated Contract Budget

The Trust will finalize a budget for this project after reviewing submitted bids. Bidders are encouraged to propose the most cost-effective database solution that meets the requirements laid out below. The contract will be structured on a Time and Materials basis with a Not-To-Exceed maximum budget allocated on a semi-annual basis. The current budget for maintaining the existing database in FY2023 is $350,000.

The Trust is open to alternative solutions that bring value to Maine's ratepayers, even if such solutions involve transition costs.

1.6 Proposal Submittal Deadline

All proposals must be submitted electronically via the online Submission Form on the RFP EM-024-2022 webpage (https://www.efficiencymaine.com/opportunities/rfp-em-024-2022/). 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). 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).

1.7 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: "Database Management and Technical Services RFP EM-024-2022". Responses to questions will be posted on http://www.efficiencymaine.com/opportunities/rfp-em-024-2022, 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.

1.8 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.

1.9 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.

1.10 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.

1.11 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.

1.12 Contract Agreement

A copy of the Efficiency Maine Trust Standard Agreement appropriate to 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. 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.

1.13 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 Database Background and Context

Efficiency Maine's program activities are data driven and their success hinges on the capacity to measure and verify the energy and cost savings derived from program participation. The ability to capture, store, view, analyze, and report data across multiple programs is critical to Efficiency Maine's performance of key functions, including policy development, program design and delivery, performance measurement, program evaluation and demonstration of results to stakeholders.

The primary tool that Efficiency Maine has developed for data management is known as the Efficiency Maine Reporting & Tracking System (effRT) database. The effRT database is SQL-based with an online interface created and currently maintained with ASP.net tools. Since its initial development to support delivery of the Business Incentive Program, the effRT database has been continuously refined to address the evolving needs and features of additional programs offered by Efficiency Maine. All program activity and energy savings across all sectors and initiatives are recorded in effRT which serves as a single, central repository.

EffRT provides a unified data management structure that can capture and report on a diverse array of data originating from a variety of sources, without being burdensome to program administration, delivery, and reporting requirements. Existing effRT input interfaces consist of the native on-line interface for authorized users, an on-line application feature that allows for non-users to generate and submit applications, and data uploads through csv files.

Through program-specific configuration, effRT supports varying levels of automation and workflow processing within the database as well as supporting one-and-done recording of completed projects. A single project is referred to as an enrollment. It consists of the application and subsequent workflow steps. An enrollment can include one or more installed measures.

The effRT database interacts with an external database (Energy Efficiency Measures - EEM) maintained by ISO-New England (ISO-NE) via web services (one-way communication from effRT to EEM) and external distributed generation meters via https (one-way communication from meters to effRT).

Efficiency Maine programs are offered continuously. Access to effRT must be maintained throughout the transition period. The current maintenance contract for effRT expires December 31, 2022. Bids should clearly indicate the duration and anticipated level of support required for the transition period. The Trust will ensure that the existing contractor will be available to support the transition.

The critical components of the database services are as follows:

- **Database Management, Support and Enhancements.** Maintain and continue to develop the Efficiency Maine Reporting and Tracking System (effRT) database to support program delivery and reporting across the full portfolio of Efficiency Maine programs.
- **Custom Reporting.** Design, deliver, and support custom reporting required by the Trust for a diverse set of purposes, including forecasting the impacts of Efficiency Maine programs, supporting the Trust's participation in the ISO-NE Forward Capacity Market (FCM), program reporting and evaluation.
- **Benefit-Cost Modeling**. Maintain a benefit-cost modeling and analysis tool that integrates avoided energy supply costs.

2.3 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.efficiencymaine.com
Efficiency Maine Trust Annual Reports	https://www.efficiencymaine.com/about/library/reports/
Efficiency Maine Trust – Triennial Plan	https://www.efficiencymaine.com/about/library/policies/
Efficiency Maine Trust – Technical Reference Manuals	https://www.efficiencymaine.com/about/library/policies/

SECTION 3 –SCOPE OF WORK

Database Requirements:

System requirements for hosting the existing effRT database are as follows:

- Web Server
  - IIS10 supporting .NET 4.8
  - OS: Windows Server 2022 Standard
  - Processors: Intel(R) Xeon(R) CPU E5-2680 v3 @ 2.50GHz 2.50 GHz (2 processors)
  - Memory: 16 GB
  - The effRT website currently takes up around 379MB of space
- SQL Server
  - Microsoft SQL Server 2012
  - SSRS (SQL Server Reporting Services)
  - OS: Windows Server 2019 Standard
  - Processors: Intel Xeon ES-2670 v2 @ 2.50GHz 2.50 GHz (2 processors)
  - Memory: 16GB

In the interest of providing a sense of size and scale, note that the database is approximately 302 GB, with 521 tables and approximately 225GB of attached files. The system currently tracks 1,122,032 enrollments and 1,758,537 enrollment measures.

Information presently maintained in effRT includes, but is not limited to:

- project/measurement data;
- trade ally/qualified partner data;
- program specific workflow configurations;
- meter data;
- measure configurations;
- savings and cost algorithms including adjustment factors; and
- financial and management data.

The effRT system has the capability to compute energy and demand savings and cost effectiveness at the measure, project and program levels. The system provides a suite of standard reports to respond to periodic information requests from staff.

Regarding functionality, the database must contain the following features:

- Configurable access permission levels by program
  - Current access types: trade allies, inspectors, application processors, invoice processors, database administrators, evaluators and call center support
  - Current access levels: enrollment creation, review and approval at multiple levels, full configuration control, read only
- Report generation
  - Pre-defined report templates with editable query criteria
- Search functions
  - Search by customer name, applicant name, install or mailing address, tax ID, date range, program, status, unique identifier, trade ally
- Customer database and tracking system for all customer communications
- Comprehensive listing of Efficiency Maine program allies

  - Program assignments, employees, contact information, billing information, qualifications and licenses, status (active/inactive/disabled)
  - Consolidated notes across all enrollments
- Program-specific letter and email templates and ability to send email to selected recipients
  - Form fill and manual entry of project/letter specific data
- Workflow automation capabilities
  - Configurable by program enrollment workflow steps/statuses: generation of new enrollment, terms and conditions acknowledgement from customer, review and acceptance of application, pre-approval required (automatically triggered or by-request), customer acceptance of pre-approval offer, pre-inspection (automatically triggered), post-inspection (automatically triggered), technical review (automatic or manual recalculation of savings after installation), management review (final approval for payment)
- Configurable program set-up
  - Program eligibility rules
  - Adjustable threshold values for pre-approvals and inspections
  - Applicable measures
- Measure configuration
  - Unique identification code and custom configuration by measure
  - Ability to assign the same measure to multiple programs
  - Definition of all properties to be collected
    - Property type: text box, numeric, date, checkbox, checkbox group, radio button group, drop down list, formula, multi-variable file look-up
    - Required/optional
    - Number of decimals allowed and acceptable min/max value (numeric only)
- Project tracking
  - Customer data (see Customer data tracking for specifics)
  - Project type – configurable options such as retrofit, replace on burnout, new construction
  - Facility information – such as structure and facility type
  - Trade allies that performed the work (selection of up to two trade allies with employee identification and accommodation of self-installs)
  - Measures installed (see Measure configuration for specifics)
  - Energy and water savings (see Energy and water savings tracking for specifics)
  - Cost data (see Cost data tracking for specifics)
  - Project notes and document attachments
  - Payment data
  - System generated letters and emails
  - Project status (see Workflow automation capabilities)
- Customer data tracking
  - Customer contact information
  - Tax information
  - Premises and mailing address
  - Associated enrollments
  - Distributed generation meter assignment
- Energy and water savings tracking for kW (summer and winter peak), kWh, Therms (Natural Gas), Propane, Heating Oil, Kerosene, Wood, and Water

    - Implementation of the Technical Reference Manuals for all measures
        - Support deemed savings for measures
        - Support calculated savings for measures based on measure specific parameters
        - Support manual entry of savings
    - Fully configurable by admin level users
    - Support retroactive correction and recalculation
- Cost data tracking for incentives and measure costs
    - Implementation of the Technical Reference Manuals and Program defined incentives
        - Support deemed measure costs and incentives for measures
        - Support calculated measure costs and incentives for measures based on measure specific parameters
        - Support manual entry of measure costs and incentives
    - Fully configurable by admin level users
    - Support retroactive correction and recalculation
- Adjustment factor application
    - Peak demand coincidence factors used to calculate summer and winter peak demand reductions (used in savings formulas)
    - Measure life for calculation of lifetime savings
    - Energy period factors to define the distribution of electricity energy savings across the four costing periods for cost effectiveness calculations
    - Realization rates for energy and demand and in-service rates to be applied to stored "gross" savings to calculate "adjusted gross" savings
    - Free-ridership (FR) and Spillover (SO) rates to be applied to "adjusted gross" savings to calculate "net" savings
    - FR and SO are also applied to measure costs to calculate "net" costs to be used in cost effectiveness calculations
- Interface to upload data for enrollments from flat files
- Interface to create on-line applications without requiring a username and password
- To Do List that details assigned workflow steps requiring action
- Integrated invoicing module
    - Invoicing workflow steps: draft invoice generation, invoice approval, generation of check batch, recording of payment data
- Imports and reports on distributed generation
    - Data set via https by external meters every 15 minutes
    - Reports provide hourly averages
    - Currently supporting four import formats requiring different data mapping schemes
- Address normalization and validation using third party address database

The selected contractor will be responsible for developing and executing enhancements to effRT as direct by the Trust to achieve the Trust's goals of:

- Having a fully unified data management system for all programs;
- Maintaining, supporting, and updating the system and its capabilities to support Efficiency Maine's current and future needs with respect to Efficiency Maine program and management data; and
- Supporting the reporting of energy efficiency data to regional and national entities.

Tasks
Following is a task-by-task description of the work covered by this RFP. As explained in section 4.3, below, bid proposals must reflect the bidder's plan, approach, and capacity for each task and describe related experience.

Task 1: Project Kickoff Meeting
The winning bidder, in consultation with the Trust, will organize and facilitate a Project Kickoff Meeting to be held at the Trust's offices with virtual participation as appropriate. The purpose of the meeting is for the Trust and the contractor 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 1 Deliverables: Kickoff Meeting Materials

Task 2: Transition
The winning bidder must develop a transition plan that outlines all major tasks associated with taking over the management and hosting of the effRT database. The plan must include an anticipated budget associated with transition plan activities (use the appropriate tab in Attachment A). If the winning bidder proposed a new platform, the transition plan must detail how the existing data will be maintained and migrated to a new platform.

Task 2 Deliverables: Transition Plan

Task 3: Database Hosting, Management, Support, and Enhancements
The winning bidder will manage and support the Efficiency Maine Reporting and Tracking system (effRT) database system, including hosting of the password-protected effRT website. EffRT is a custom-tailored workflow automation application that allows the Trust to independently configure and track participation, costs, and savings information for programs offered.

Data Integrity: The selected contractor will be responsible for developing and executing a data integrity and disaster recovery plan.

Documentation: The selected contractor will ensure that data definitions, formats, and collection, processing, storage and retrieval procedures used in the effRT system result in an integrated, easily accessible, and consistent set of data for all Efficiency Maine programs. The contractor will assist, as requested, in maintaining an up-to-date data dictionary that defines fields contained in the database and a listing of available reports.

Technical Support: Throughout the contract period, the contractor will work with the Trust's staff to thoroughly understand how the effRT database is used by staff, to assess staff needs for the database, and to propose appropriate database enhancements. The contractor will also provide ongoing technical support for use of the database and its reporting functions by staff and program delivery contractors. Most programs are provided through delivery contractors.

Task 3 Deliverables: Task list; Database documentation; Data Integrity and Disaster Recovery Plan; and Reports as requested

Task 4: Custom Reports and Evaluation Support
The winning bidder will support reporting and evaluation activities as described below:

Program Management and Data Analysis Support:
In support of program management and data analysis activities the database contractor will generate and modify custom reports to extract data. The current custom report library contains approximately 60 reports. Below is a small example list of existing reports.

- Annual Report Template displays Annual Savings information as gross, adjusted gross and net for a given time frame by program.
- Enrollments Completed by QP report displays information on Total number of Enrollments completed by each QP based on the parameters chosen.
- Pipeline report provides Estimated savings and status information on Open and Unpaid Pre-Approved Enrollments based on parameters chosen.
- Measure Properties report allows for selection of specific measure properties to be included. Lists values of selected properties by measure.
- Active Measures Report provides a sum by program and measure code of all active measures matching the entered search criteria that have not expired (installation date < as of date < installation date + measure life). Results include measure quantity and savings by fuel type.
- Customer List provides a list with mailing address of all customers who participated in the selected programs during the identified date range and indicates the measures they installed.

Evaluation and Reporting Support:
In support of periodic evaluations of Efficiency Maine programs by independent third-party evaluators, the contractor may be called upon to provide program data on which these evaluations are based not available through existing reports. The contractor will work cooperatively with the Trust and independent evaluators to deliver data requested by evaluation contractors in a timely manner. Specific evaluation-related tasks required of the database contractor may include, but are not limited to, responding to formal and informal requests for data, preparing data extracts, providing database documentation, and providing technical assistance and support to answer database related questions.
Task 4 Deliverables: Reports as requested.

Task 5: Benefit-Cost Model
Efficiency Maine currently uses a cost-benefit analysis tool (CBAT) within effRT to analyze and report program savings and evaluate cost-effectiveness, in terms of benefit-cost ratios, in support of program planning and design, the Annual Report, and modeling of future energy and demand savings for ISO-NE FCM participation.

The winning bidder will be expected to review the current benefit-cost model and work with the Trust's staff to determine appropriate changes and enhancements. The contractor will also provide user support to staff for the benefit-cost model. Routine updates of the benefit-cost model have included incorporating new avoided energy cost data developed through regional studies and uploaded to effRT by the Trust through a flat file.
Task 5 Deliverables: CBAT Users Guide.

Task 6: Support and Training
The winning bidder will be required to provide support and training to Efficiency Maine staff, as requested, as changes and enhancements are made to effRT. The selected contractor will work closely with the Trust to help ensure that awareness of the improved capabilities is maintained among the Trust's staff. The selected contractor will be required to present a clear training plan that will accompany the database support function. The Trust will look for an explanation of how and when training will take place, and require contractor experience in providing this training.

Task 6 Deliverables: Training Material; User Guides (Standard and Configuration).

Task 7: Web Services.
The winning bidder will be required to implement a Web Services interface between the Efficiency Maine database and the ISO-NE Energy Efficiency Measure database (EEM) in accordance with Energy Efficiency Measures (EEM) Web Services Data Exchange Specification (included as Attachment D of this RFP). The interface shall support submitting new measures and updates to previously submitted measures. The synchronization of measures between the Efficiency Maine database and EEM shall be under operator control and allow for synchronizing all measures or a specified subset (new only, updates only, specific time period, specific programs, specific projects, specific measures). The database shall support a preview of the data to be sent to EEM prior to the submission. The selected contractor will be required to provide maintenance and support of the web services and implement any changes imposed by ISO-NE.

Task 7 Deliverables: Web services specification and user guide updates

3.1 Project Deliverables

The winning bidder 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. Kick off Meeting materials
2. Transition plan
3. Task list – updated weekly
4. Database documentation
5. Data Integrity and Disaster Recovery Plan
6. Reports as requested
7. CBAT User Guide updates
8. Training Materials
9. User Guide updates (Standard and Configuration)
10. Web services specification and user guide updates

Specific deadlines for each deliverable will be determined as part of the running Task List. The contractor(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-024-2022 webpage (https://www.efficiencymaine.com/opportunities/rfp-em-024-2022/). 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 will request the following documents:

- RFP response, including Appendices A-B (References, Resumes)
  - PDF format file named "Proposal_Bidder_Name_RFP_024_2022"
- Attachment A - Project Cost Proposal Form
  - Excel format file named "Project_Cost_Bidder_Name_RFP_024_2022"
- Suggested redlines to Attachment B - Standard Agreement [if applicable]
  - Word format file named "Standard_Agreement_Bidder_Name_RFP_024_2022"
- Attachment C – Team Commitment Form [if proposal involves any subcontractors]
  - PDF format file named "Team_Commitment_Bidder_Name_RFP_024_2022"
- Any additional relevant documents (Word, PDF, or Excel format, as appropriate) [if applicable]

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. **Database Description** (15 pages maximum)

Provide an overview of the proposed database and how it will meet the needs of the Trust. Define the hardware required to host the database. Demonstrate the ability of the proposed database to meet the requirements laid out in the Scope of Work, Database Requirements. Include example screenshots and workflow diagrams.

4. **Statement of Work** (25 pages maximum)

    - ***Task by Task Work Plan:*** Specify the proposed work plan for accomplishing each individual task and sub-task specified in the Scope of Work, including the proposed approach, methods, activities, and associated deliverables.
    - ***Schedule and Deliverables:*** Provide a chart or outline detailing the proposed schedule for the project, including proposed timelines for each task and sub-task and associated deliverables.

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

    a. Corporate Qualifications
    Describe the bidding team's qualifications, including brief descriptions of past experience on contracts of similar scope and size. For each, provide the client name, the results achieved, and how the work is relevant to the current RFP.

    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 (the Trust, the contractor, and any subcontractors). 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** (2 pages maximum and completed Attachment A - Project Cost Proposal Form provided)

    e. Narrative
    Provide a brief narrative explanation of the project cost proposal, including the total not-to-exceed price, and an explanation of all relevant cost assumptions. The bid should reflect an understanding that under the resulting contract agreement the winning bidder will be required to complete all tasks specified in that agreement without charges above the total agreement price.

    f. Cost Form
    Provide a completed Project Cost Proposal Form (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 reasonableness of the

basis for the not-to-exceed level proposed. All related expenses must be included and itemized on this form; any costs not included on this form will be disallowed. Provide costs by contract year. Include November 2022 costs in year 1.

7. Appendices

g. 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.

h. 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.

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.

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**
1. Database Description **a.** Does the proposed database meet the requirements set forth in this RFP? **b.** How much retraining will the proposed database require? **c.** Does the proposed database provide functionality that will improve claim processing accuracy or efficiency? **d.** Is the on-line application "user friendly"?	20
2. Statement of Work **a.** Does the Statement of Work present a comprehensive, sound approach for accomplishing the requirements of this RFP? **b.** Is the Statement of Work thorough, specific and responsive to the requirements and details specified in the RFP? **c.** Does the proposal demonstrate a clear understanding of the Scope of Work and the Trust's expectations? **d.** Does the Statement of Work reflect best practices in delivering the specific programs described in this RFP? **e.** Is the transition plan comprehensive and realistic? f. How will data integrity be maintained through the transition? **g.** How will database access by trade allies and delivery teams be maintained during the transition? **h.** Does the transition plan provide sufficient training/support for all database actors?	25
3. Staff and Organization Qualifications **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 program?	20

c. How qualified are the proposed organizations (lead bidder and subcontractors) in terms of demonstrated experience and capacity to execute this type of program?	
4. Project Cost/Budget **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?	25
5. Overall Quality and Responsiveness **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?	10
Total	**100**