EFFICIENCY MAINE TRUST
REQUEST FOR PROPOSALS FOR
DATABASE MANAGEMENT AND TECHNICAL SERVICES

RFP EM-005-2020

Date Issued: August 14, 2019

Closing Date: November 21, 2019, 3:00 p.m. Eastern Time (US)

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Separate attachments:
Attachment A – Proposal Cover Sheet and Team Commitment Form
Attachment B – Standard Agreement
Attachment C – Project Proposal Cost Form

SECTION 1 – RFP INFORMATION AND INSTRUCTIONS

1.1 Title and Purpose

RFP EM-005-2020 – Request for Proposals for Database Management and Technical Services

The Efficiency Maine Trust (the Trust) 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.

1.2 Designated Contact Person for this RFP

Laura Martel, Research and Evaluation Manager
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1.3 Schedule of Activities

Event	Date/Deadline
RFP Issued	August 14, 2019
Question Period Closes	September 19, 2019 3:00 p.m. Eastern Time (US)
Responses to Questions Posted	Rolling basis, no later than October 4, 2019
Proposals Due at Efficiency Maine Trust Office	November 21, 2019, 3:00 p.m. Eastern Time (US)
Anticipated Award Date	December 16, 2019
Anticipated Contractor Start	January 1, 2020

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 Trust's website at: http://www.efficiencymaine.com/opportunities

1.4 Anticipated Contract Term

The anticipated term of the contract is January 1, 2020 through December 31, 2022.

1.5 Anticipated Contract Budget

The Trust will develop a budget for this evaluation 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.

1.6 Proposal Submittal Deadline

Proposals must be received at the Trust's office by the due date and time specified in section 1.3 delivered to the address specified in section 1.2 in all forms requested in section 4.2. 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. Each bidder is responsible for ensuring timely receipt of its proposal. Further details regarding proposal requirements are provided in Section 4 of this RFP.

1.7 Submitting Questions

Questions regarding this RFP must be submitted by email to the Designated Contact Person listed in section 1.2 prior to the close of the Question Period specified in section 1.3. The subject line of the email should be: RFP EM-005-2020 **Questions**. Responses to questions will be posted on http://www.efficiencymaine.com/opportunities.

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. Unless there has been an express request by a bidder that certain information within the statutory exemption be designated confidential and the Trust's Board has made an express determination of confidentiality under the Efficiency Maine Trust Act, 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 anticipated award date is specified in section 1.3. 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.

1.10 Contracting Process

The selection of service providers and grant recipients 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. The Trust also reserves the right to reject noncompliant submissions in response to this RFP and to waive minor formalities in the Trust's reasonable discretion. Issuance of this RFP does not commit the Trust to make an award or to 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 for 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. Information regarding a customer that has participated or that may participate in a Trust program is deemed confidential by the Efficiency Maine Trust Act. The winning bidder and its agents and subcontractors will be required to execute a nondisclosure agreement. 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

1.14 Cost of Proposal Preparation

Costs incurred in the preparation of any proposal in response to this RFP are the sole responsibility of the bidder.

1.15 Conflict of Interest

In order to avoid conflicts of interest and ensure independence of data recorded in the database, no entity involved in: (1) any aspect of the design, implementation or delivery of programs or (2) in the installation, technical assistance analysis, application or commissioning of measures or (3) evaluation of the database or programs contained therein, may be involved in the maintenance of the database.

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 does this primarily by delivering financial incentives on the purchase of high-efficiency equipment or changes to operations that help customers save electricity, natural gas and other fuels throughout the Maine economy. The Trust is governed by a stakeholder 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).

2.3 Additional Sources of Information

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

TITLE	LOCATION (link)
Efficiency Maine Trust website	www.efficiencymaine.com
Efficiency Maine Trust Annual Report	https://www.efficiencymaine.com/docs/EMT-FY18-Annual-Report.pdf
Efficiency Maine Trust – Triennial Plan	https://www.efficiencymaine.com/triennial-plan-iv/
Technical Reference Manuals	http://www.efficiencymaine.com/docs/EMT-TRM_Commercial_Industrial_Multifamily_v2020_1.pdf http://www.efficiencymaine.com/docs/EMT-TRM_Retail_Residential_v2020_1.pdf
Energy Efficiency Measures (EEM) Web Services Data Exchange Specification	Attachment D

SECTION 3 – SCOPE OF WORK

3.1 Overview and Objectives

The Trust 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 program activities. 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.

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, 2019. 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.

3.2 Task by Task Description

The Trust is looking for a contractor to bid on the entire scope of work; proposals should reflect all of the components laid out in this RFP. Bidders' proposals should include all of the following tasks:

Task 1: Project Kickoff Meeting

The contractor, 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: Database Hosting, Management, Support, and Enhancements

The selected contractor 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.

System requirements for hosting existing effRT database are as follows:

- Web Server
  - IIS7 supporting .NET 4.0
  - OS: Windows Server 2008 R2 64-bit
  - Processors: Intel Xeon E5540 @ 2.53GHz 2.27 GHz (2 processors)
  - Memory: 32 GB
  - The effRT website takes up around 343MB of space
- SQL Server
  - Microsoft SQL Server 2008
  - SSRS (SQL Server Reporting Services)
  - OS: Windows Server 2008 R2 64-bit
  - Processors: Intel Xeon E5540 @ 2.53GHz 2.53 GHz (2 processors)
  - Memory: 32GB

In the interest of providing a sense of size and scale, note that the database is approximately 90 GB, with 512 tables and approximately 72 GB of attached files. The system currently tracks 1,188,365 enrollment measures and 693,712 enrollments.

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

- project/measurement data;
- trade ally/qualified partner data;
- program specific workflow configuration;
- 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 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 two import formats requiring different data mapping schemes

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.

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

Task 3: Custom Reports and Evaluation Support

The database contractor 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 whom 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 3 Deliverables: Reports as requested.

Task 4: 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 selected contractor 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 4 Deliverables: CBAT Users Guide.

Task 5: Support and Training

The selected contractor 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 5 Deliverables: Training Material; User Guides (Standard and Configuration).

Task 6: Web Services.

The selected contractor 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 6 Deliverables: Web services specification and user guide updates

3.3 Project Deliverables

The contractor will be responsible for timely completion of all requirements specified in the Scope of Work. Specific deliverables to be completed by the contractor will include, but are not limited to, the following:

1. Kickoff Meeting materials
2. Running Task List
3. User Guides (Standard and Configuration)
4. FCM Reporting Overview
5. Web Services Specification and User Guide
6. CBAT Documentation
7. Data Integrity and Disaster Recovery Plan

Specific deadlines for each deliverable will be determined as part of the Running Task List. The contractor is responsible for providing the Trust with electronic copies of all deliverables in Microsoft Office software format or other appropriate editable format approved by the Trust.

SECTION 4 – PROPOSAL REQUIREMENTS

Proposals must conform to all requirements laid out in this section. The Trust reserves the right to reject, without review, any proposal that does not meet these requirements.

4.1 Project Organization and Staffing Requirements

Proposals that include teaming arrangements must designate one party as the lead bidder. Personnel who are proposed shall be the actual contract performers. Bidders may not substitute personnel without prior written approval of the Trust.

4.2 Submittal Requirements

Proposals must be delivered to the Trust by the due date and time specified in section 1.3 of this RFP to the attention of the designated Contact Person specified in section 1.2. Proposals must be clearly marked, "**Response to RFP EM-005-2020 – Request for Proposals for DATABASE MANAGEMENT AND TECHNICAL SERVICES**."

The proposal submission must meet the following requirements:

- One (1) electronic copy emailed to the designated contact in section 1.2; electronic files must be provided in Microsoft Office and/or PDF format; Attachment C must be provided in Microsoft Excel format.
- Electronic files must be received in the inbox of the designated contact by the deadline defined in section 1.3.

Bidders may optionally submit hard copies for review **in addition to electronic files**. Hard copies should meet the following requirements:

- One (1) signed original document that is unbound and includes all sections, forms and appendices (electronic and stamped signatures are not acceptable);
- Two (2) hard copies of the entire original including Attachment C in the Budget/Cost Proposal section;
- Hard copies must be received and time stamped by the Trust by the deadline defined in section 1.3.

4.3 Format Requirements

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

- Proposals must be typewritten, using a standard font (11 or 12 point).
- Each page should state the page number, the name of the bidder, and the RFP number.
- Each page should have one inch margins.
- Unnecessary attachments (i.e. any attachments beyond those sufficient to present a complete, comprehensive, and effective proposal) will not influence the evaluation of the proposal.
- Proposals must adhere to prescribed page limits specified in section 5.4. The Trust values succinct proposals; page limits define the upper bound on page count; fewer pages are acceptable and appreciated. Please note that each printed side counts as one (1) page.

4.4 Content and Organization Requirements

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

1. Proposal Cover Sheet Form and Team Commitment

- Include a completed, signed Proposal Cover Sheet Form, which is provided in Attachment A.
- If the proposal involves any subcontractors, provide a completed Team Commitment page.

2. Proposal Title Page

3. Letter of Transmittal / Letters of Commitment

- Include a brief Letter of Transmittal, on company letterhead, signed by an appropriate officer of the lead bidder who can bind the company to a contract.
- If the proposal involves any subcontractors, include a letter of commitment from each subcontractor, signed by an appropriate officer of the subcontractor who can bind the company to a contract.

4. Table of Contents

5. 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.

6. Statement of Work (16 pages maximum)

- ***Overview:*** Provide an overview of the proposed approach. Describe how the project is to be implemented to fulfill the objectives of the evaluation, as specified by the Trust, and the requirements of the Scope of Work (RFP Section 3).
- ***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.
- ***Program Transition:*** Explain the proposed approach to transitioning the database from the Trust's prior database contractor to the bidder, as applicable. The

transition plan must include a schedule and services required of the existing contractor to support a seamless transition.

7. Staffing, Management and Qualifications (8 pages maximum)

- ***Overview:*** Briefly describe the overall staffing plan and management approach to the evaluation project, including coordination with subcontractors when applicable.
- ***Organizational chart:*** Provide an organizational chart of the proposed team for the evaluation project. The chart should identify key team members, their project roles, and illustrate relationships between the individual staff and the organizations (Trust, the evaluation contractor and any subcontractors) and clearly indicate the primary point of contact for the Trust.
- ***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 skills, qualifications, experience and expertise, including previous program evaluation projects completed. (Resumes must be included in a separate appendix).
- ***Corporate qualifications:*** Describe the corporate qualifications of the lead bidder in reference to the proposed project, including relevant program evaluation projects and reports completed. Provide the same for each subcontractor.
- ***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. Upon request, in order to provide the Trust with the ability to judge the bidder's financial capacity and capabilities to undertake and successfully complete the contract, the bidder may be required to submit two years of certified financial statements that include a balance sheet, income statement and statement of cash flow, and all applicable notes for the most recent calendar year or the bidder's most recent fiscal year. If certified financial statements are not available, the bidder should provide either a reviewed or compiled statement from an independent accountant setting forth the same information required for the certified financial statements, together with a certification from the Chief Executive Officer or the Chief Financial Officer, that the financial statements and other information included in the statements fairly present in all material respects the financial condition, results of operations and cash flows of the bidder as of, and for, the periods presented in the statements. In addition, the bidder may be required to submit a bank reference. The bidder may clearly mark financial documents submitted in connection with the proposal as "Confidential Financial Information."

8. Budget/Cost Proposal (6 pages maximum)

- ***Price Bid:*** Provide a Time and Materials with a Not-To-Exceed maximum budget bid for fulfilling the requirements of this RFP. 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.
- ***Narrative:*** Provide a narrative explanation of the project budget/cost proposal, including the total price, price for each task, and any relevant assumptions.
- ***Cost Form:*** Provide a completed Project Proposal Cost Form (Attachment C) detailing the breakout of costs, including: labor hours, hourly rates and costs for all personnel, including any subcontractors; other direct costs; and total costs by task. All related expenses must be included and itemized on this form; any costs not included on this form will be disallowed. Provide separate rates by program year (July 1 – June 30). **Cost form must be included in the hard copies (if provided) as well as electronically.**

Appendices

- ***Appendix A - References:*** Provide a list of references for the lead bidder and any subcontractors included in the bid. At least three (3) 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).

- ***Appendix B - Resumes:*** Provide resumes of key project team members in an Appendix. Key project team members identified in the proposal must be dedicated to the proposed project at the level proposed. Any substitutions of key project team members must be approved by the Trust.

SECTION 5 – PROPOSAL EVALUATION AND AWARD

Proposals that are received by the submission deadline and that meet the requirements established in the RFP will be reviewed and evaluated by a proposal review team. The Trust reserves the right to decide whether a proposal is or is not 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. 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 Trust's expectations for the database? **d.** Does the Statement of Work reflect best practices in database design and maintenance? **e.** Does the proposed database design allow the Trust to perform configuration and reporting tasks directly? **f.** Does the proposal include sufficient data integrity and disaster recovery protocols? **g.** Does the proposal include sufficient technical support for the Trust and delivery teams?	25
2. Staffing, Management and Qualifications a. Is the proposed project staffing plan clear, well-defined and appropriate to the substance and scope of the services requested by the Trust? b. How qualified are the proposed personnel in terms of skills, expertise and experience relevant to this particular project? **c.** How qualified are the proposed organizations (lead bidder and subcontractors) in terms of demonstrated experience and capacity to execute this type of project?	20
3. Project Cost/Budget a. Are appropriate resources being devoted to the individual tasks and sub-tasks? b. How does the total bid compare to other comparable proposals? c. Is the proposed budget consistent with the proposed Statement of Work? d. How do the quoted rates compare to other comparable proposals?	20
4. Overall Quality and Responsiveness a. What is the overall quality of the proposal submission, including but not limited to: completeness, clarity, attention to detail, adherence to instructions and requirements and lack of errors? b. Does the proposal reflect and respond to the specific attributes of the Trust's priorities for the database?	10
5. Transition Plan a. Does the proposal sufficiently address the transition plan from the existing database? b. How will data integrity be maintained through the transition? c. How will database access by trade allies and delivery teams be maintained during the transition?	25
TOTAL	**100**