

RESPONSES TO QUESTIONS

RFP EM-024-2022: Database Management and Technical Services

Last Revised 21.07.2022, 3:00 p.m.

All questions are stated as they were received. Questions of a similar nature to which the same answer applies were grouped together for simplicity.

Q1. Are bids considered confidential?

A1. Per Efficiency Maine Trust rule, bids received in response to an RFP, RFQ or PON shall be treated as confidential and not subject to public disclosure from the date of submission until notification of the contract award by the Contract Administrator. After the notification of the contract award, the bids become public documents.

Q2. We have a contract pending that is currently confidential but we consider relevant to our proposal. If we include it as an attachment, will it be handled as confidential information by the Efficiency Maine Trust?

A2. No. Please don't include any confidential information in your bid package.

Q3. Whether companies from Outside USA can apply for this? (like from India or Canada) Is the trust good with offshore resources providing support? Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada) Are all the resources required to work onsite? Or remote work is an option? Does Efficiency Maine expect the vendor to deploy any on-site resources to complete any tasks in the project? Can the resources be offshore as in Canada? Would you be open to project resources being based in locations like Alaska, Hawaii or Puerto Rico?

A3. There are no restrictions on company origins. There are no restrictions on work locations. The winning bidder will be expected to provide timely customer support for critical issues.

Q4. Whether we need to come over there for meetings?

A4. In-person meetings are not required.

Q5. Can we submit the proposals via email?

A5. The proposal submittal requirements are detailed in section 4.1. No alternate submission methods are being accepted for this RFP.

Q6. Regarding the database requirements, does Efficiency Maine require an on-premise solution, or is a cloud-based SaaS solution acceptable?

A6. The RFP places no restriction on where the database is hosted.

Q7. We would appreciate if you can please let us know if we require to submit any NDA or bidding intent form so we can submit our response by the deadline of Sept 28th, 2022? Do we need to submit details/resumes regarding identified resources? Do you need complete resume or summary only? Do we need to submit the Confidentiality, Non-Disclosure and Protective Agreement with the bid package?

A7. Proposal submission requirements are detailed in Section 4 of the RFP. There are no *required* additional relevant documents defined for this RFP. Attachment B and D are provided for reference. Only the winning bidder will be required to complete a non-disclosure and protective agreement.

Q8. Do you expect to re-develop the front-end (ASP.Net) using any other reliable/futuristic technologies?

A8. The RFP places no restrictions on the technology used for the user interface.

Q9. Who developed and currently maintains the effRT database? If there are incumbents, can we have the names and if possible, a copy of their past contract with trust? Could you please disclose the name of the current vendor who provide the maintenance and support?

A9. Launch Consulting (DBA Direct Technology) developed and maintains the current database. See Appendix A for a copy of the current statement of work. The current contract is consistent with the standard agreement provided as attachment B of the RFP.

Q10. Is this a new RFP or there are any incumbents? Is there an incumbent vendor? If yes, is the vendor allowed to participate in this RFP?

A10. The current vendor is allowed to respond to this RFP.

Q11. Can you please specify the total number of users along with the corresponding user role? What is the estimated/current number of users under this project by functions and usage?

A11. There are 1088 active users in effRT. Generic roles include contractors that submit applications, processors that review and approved applications, invoicers that manage payments to customers/contractors, administrators that configure the programs and measures and manage user accounts, data analysts that run reports, and read only users. There are 117 roles defined that are actively used to control specific permissions within the database (see Appendix B for a

list of the role names. There are 44 permission groups defined that grant users access to one or more roles within one or more programs.

Q12. Where the effRT database system is currently hosted and maintained? Are systems currently hosted on-premises or on Cloud?

A12. effRT is hosted on servers in California at the database vendor's facility.

Q13. What is the current hosting and maintenance cost spent on a monthly basis?

A13. Hosting fees are \$3,000/month, including licensing for Smarty. Labor hour expenses vary by month dependent on requested support and development of new features. Over the past 12 months, the minimum monthly expenditure on labor was \$7,000 and the maximum was \$35,840.

Q14. What tool do you currently use to generate reports?

A14. Reports are run within effRT using SSRS.

Q15. Is the current Cost-Benefit Analysis Tool developed in-house?

A15. CBAT was defined by Efficiency Maine staff and designed and developed by Direct Technology.

Q16. Are you open to completely custom developing the effRT database system with reporting capabilities as per the Trust's requirements?

A16. Yes.

Q17. What are the primary business drivers for issuing this RFP?

A17. The Trust procurement rules require selection of service providers and grant recipients through a competitive bidding process. The current contract expires by the end of December 2022.

Q18. Can we please have details regarding the IT/System landscape at the trust? Can you please share the Current and To-be landscape details?

A18. The effRT database is independent of the Trust's IT system. The effRT database hardware and software are maintained by the database vendor. The Trust does not possess the details of the current effRT landscape and is not dictating a to-be landscape.

Q19. Can you please share the current support team structure for IT support at trust?

- A19. The database vendor provides IT support for effRT and the effRT hosting hardware. Routine maintenance (patches, operating system upgrades, backups) are handled by the database vendor's IT team.
- Q20. Will the county pay for expenses separately for onsite travel? If yes, please share the reimbursement guidelines**
- A20. Refer to section 3.2 of the of the Standard Agreement provided as Attachment B of the RFP. Anticipated travel expenses should be included in the project cost proposal.
- Q21. Please share details regarding customizations and interfaces.**
- A21. Section 2.2 provides a description of the input interfaces and external system interfaces supported by effRT. Section 2.2 also describes program-specific configuration supported by effRT. Section 3 identifies the database features required including configurable items and user interfaces.
- Q22. Does trust plan to select a single vendor or multiple vendors for this RFP?**
- A22. The Trust plans to select a single bid. Bids can include teams.
- Q23. Can we submit separate cost options for onsite vs. offsite as trust is not yet sure if this remote project can convert to onsite? For different solutions, do we need to submit the whole proposal again or just the solution part of it?**
- A23. Yes. Costs for discrete options can be provided in a single bid. Options and the costs associated with them should be clearly defined. Alternate solutions should be provided as separate bids.
- Q24. [We are] certified as an MBE CMSDC. Are we good to suffice requirements for DBE? Are there any additional points for DVBE, MBE, etc?**
- A24. The RFP places no restrictions on the types of business that can bid. There are no scoring criteria beyond those defined in Section 5 of the RFP.
- Q25. We are not yet sure of when the project hence the submitted resources might not be available at that time. Can we submit representative resumes or county needs specific resumes of individuals? If the proposed resources are not available at the time of the project start, do we have the option of substituting with equivalent resources?**
- A25. See Section 3 of the General Terms and Conditions (Rider B of the Standard Agreement provided as Attachment B of the RFP) for requirements of key personnel. Any changes to key personnel prior to or after contract award are subject to approval by the Trust.

Q26. Are there any specific taxes that the vendor should be aware of while submitting the cost proposal?

A26. The Trust is not aware of any unusual taxes associated with this scope. As a quasi-state agency and non-profit, Efficiency Maine is not subject to Maine sales tax.

Q27. Is there any specific requirement in terms of certification/compliance? What kind of hardware the trust is looking for? Is there any compliance that we need to follow for that?

A27. There are no requirements beyond what is defined in the RFP.

Q28. Does Efficiency Maine Trust have a specific structure for the reference document? If yes, please provide the details of what sections should be included.

A28. The Trust does not require a specific format for references. See Section 7.g. of the RFP for the details to be included in Appendix A – References.

Q29. Does the budgetary information provided in the RFP cover the entirety of the contract or is it only for the first year? Is the budget for first year of contract or for the entirety of the term?

A29. The current budget of \$350,000 for FY2023 was provided for reference. It covers a fiscal year of effort from July 1, 2022 to June 30, 2023. It is subject to change with board approval in response to the winning bid.

Q30. What is the allocated budget for this contract?

A30. The Triennial Plan does not have a separate line item for the effRT budget. The effRT budget falls within Administration.

Q31. What is the size of the overall current data warehouse on SQL Server?

A31. As defined at the beginning of Section 3, the current SQL Server has 16GB of memory and uses 2 Xeon processors.

Q32. How many users does Efficiency Maine Trust anticipate to get trained as a part of this project?

A32. The Trust employs a train-the-trainer method for database related training. The number of trainers and amount of training needed will depend on the extent of differences between the selected solution and the current effRT implementation. A significant change in the user interface would require training for 12 to 20 individuals across 4 teams.

Q33. How many reports does Efficiency Maine Trust anticipate?

A33. effRT currently has 61 program reports and 3 configuration reports. The Trust estimates that 45 of the reports are actively used.

Q34. Does Efficiency Maine Trust have any preferred Database Platform?

A34. No.

Q35. How many sectors and regions are currently using Efficiency Maine Reporting & Tracking System (effRT) database?

A35. The effRT database is used for all program administered by the Trust. The Trust's programs cover all sectors and regions in Maine.

Q36. Does Efficiency Maine Trust have any preferred Data Visualization Tool?

A36. No.

Q37. What are the current data sources Efficiency Maine have? Are they internal or external?

A37. The effRT database receives data from meters on distributed generation systems. Project data is entered into effRT through the user interface, the online application or through data file uploads.

Q38. Could you please provide details of what database(s) are already being used?

A38. As described in section 2.2 of the RFP, the effRT database is SQL-based with an online interface created and currently maintained with ASP.net tools. It is a custom database.

Q39. Could you please share the architecture blueprint?

A39. The Trust does not maintain a copy of the database architecture. See Appendix C for a high-level depiction of the tables within the database and their relationship to each other.



Appendix A – Current effRT Statement of Work

This is the statement of work for the current contract with Direct Technology reflecting the final budget allocation for the full term.

RIDER A

EFFICIENCY MAINE TRUST

STATEMENT OF WORK

Provider: Direct Technology ESG

SOW #: 1

Date: 1 January 2020

Contract #: 20200015

The following Statement of Work (SOW) is incorporated into and made part of the Services Agreement between Efficiency Maine Trust and Provider. The performance of Services under this SOW is governed by and subject to the terms and conditions of the Services Agreement and Provider reaffirms its covenants, commitments and representations contained in the Services Agreement.

Provider agrees to perform the following Services in accordance with the terms and conditions of this SOW and the Services Agreement:

1. Services; Work Product and Deliverables:

Direct Technology ESG (“Provider”) will provide all such database management and technical analysis services, additional enhancements and functionality to the effRT product, and all documentation, deliverables, and reports as directed by the Trust through email and phone communications, meetings and support tickets.

The Provider will host the effRT database on servers providing at least 32 GB of memory.

The following services will be provided at no cost to the Trust:

- A. Correction of existing SW bugs in the effRT code base including the dashboard;
- B. Training of new developers including time reviewing past work implemented by existing or previous team members and time spent conferring with existing or previous team members; and,
- C. Initial ramp up of new developers (20 hours of transition per new developer).

2. Time Period for Performance/Delivery of Services:

January 1, 2020 through December 31, 2022 subject to annual review by the Trust.

3. Services will be provided and compensated on the following basis in accordance with the terms and conditions of the Services Agreement:

TIME AND MATERIALS – NOT TO EXCEED: The Trust will reimburse Provider for reasonable direct costs and expenses, without mark-up. Hosting Fees shall be \$2,500/month. Maximum monthly labor costs shall not exceed \$25,000 unless approved in advance by the Trust. SOW fees for January 1, 2020 – December 30, 2022 shall not exceed \$1,125,400.

Services will be provided by the following Provider personnel at the following rates:

NAME	TITLE	Hourly Rate
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Names have been redacted	Project Manager	\$ 140.00
	Software Engineer	\$ 140.00
	Quality Assurance Engineer	\$ 140.00
	Business Analyst	\$ 140.00
	Software Engineer	\$ 140.00
	Business Analyst	\$ 140.00

Appendix B – effRT Permission Role Names

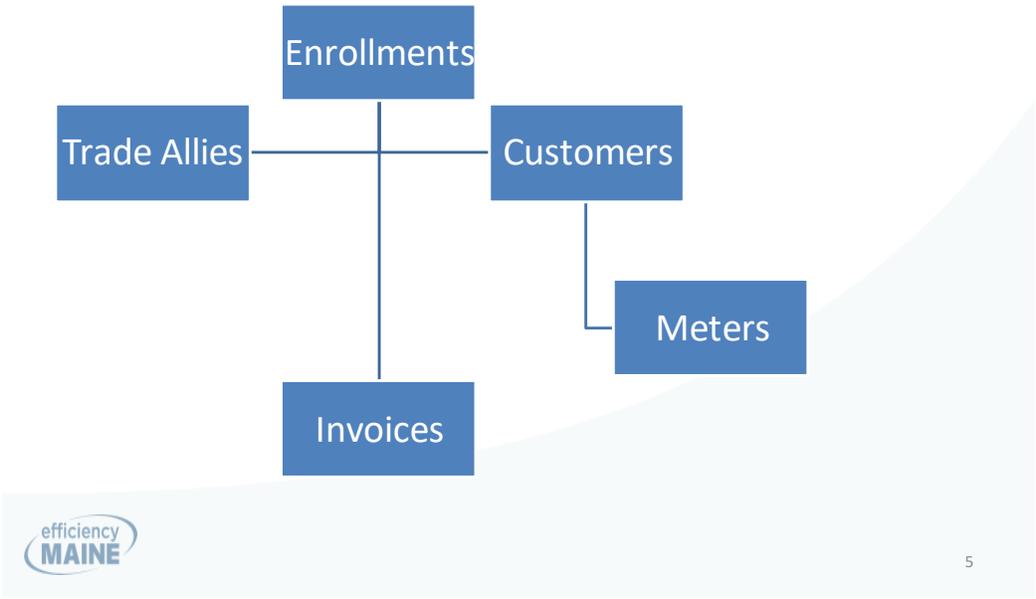
Admin - Lookup
Admin - System Configuration
Admin - ZIP/Climate Zone Configuration
All Programs Access
All Trade Allies Access
Announcement - Manage
Application - Accept
Application - Application Date Edit
Application - Missing Information
Application - New
Application - Pending Acceptance
Application - Pending Pre-Approval
Application - Pending Pre-Approval Letter
Application - Pending Pre-Inspection
Application - Pending Ts&Cs Acceptance
Application - Pre-Approval Acknowledgement
Application - Pre-Approved - Awaiting Results
Avoided Costs - Configuration
Avoided Costs - View
Contact Attempt - Create
Contact Attempt - Delete
Contact Attempt - Edit
Contact Attempt - View
Cost Benefit Analysis Result - Delete
Cost Benefit Analysis Tool
Cost Configuration
Cross Cutting Costs - View
Customer Marketing Tracking - Manage
Customer Marketing Tracking - View
Customer Meter - Admin
Employee Delegation
Enrollment - Add Workflow
Enrollment - Administrative Measure Edit
Enrollment - Cancel
Enrollment - Cancel Unassigned Workflow Step
Enrollment - Cancel Workflow
Enrollment - Create
Enrollment - Customer Search
Enrollment - Reopen Application
Enrollment - Upload
Enrollment - View

Enrollment - Workflow Step Admin Edit
Enrollment Documents - Create
Enrollment Documents - Delete
Enrollment Documents - Edit
Enrollment Documents - Manage
Enrollment Documents - View
Enrollment Notes - Create
Enrollment Notes - Delete
Enrollment Notes - Edit
Enrollment Notes - Manage
Enrollment Notes - View
Enrollment Payment Request - Create
Enrollment Payment Request - Edit
Enrollment Payment Request - View
Error Lookup Admin
File Lookup - Configuration
File Lookup - View
Group Admin
Help File Admin
Invoice - Approve Invoice
Invoice - Cancel Invoice
Invoice - Create Customer Invoices
Invoice - Create Trade Ally Invoices
Invoice - Edit Payments
Invoice - Import Payments
Invoice - Program Accounting Summary
Invoice - Record Payments
Invoice - View Customer
Invoice - View Trade Ally
ISONE Data Sync
Letters - Configuration
Letters - Generate
Letters - List
Letters - View
Max Qty Override
Measure - Configuration
Measure - View
Measure Factor Schedule - Manage
Measure Factor Schedule - View
Measure Price Schedule - Manage
Measure Pricing Schedule - View
Measure Savings Schedule - Manage
Measure Savings Schedule - View

Premises - Manage
Premises - View
Program - Configuration
Program - View
Program - Work Type Configurations
Program - Work Type View
Program Year - Configuration
Program Year - View
QP Website
Removal Request - Accept
Report - Account Mapping
Reports - Lead Dashboard
Reports - Manage
Reports - Program Dashboard
Reports - View
Team Lead - Assignment
To Do List - Enrollment Link
To Do List - View
To Do List - View Own Work
To Do List - Workflow Step Link
Trade Ally - Configuration
Trade Ally - Notes
Trade Ally - View
Trade Ally - Work Assignment Schedule Notification
Trade Ally Employee - Master Configuration
Trade Ally Employee - Master View
Trade Ally Employee - Trade Ally Configuration
Trade Ally Employee - Trade Ally View
User Admin
View Digital Signatures
Work Type Assignments - Employee Reassignment
Work Type Assignments - Region Reassignment
Work Type Assignments - Trade Ally Reassignment

Appendix C – High level effRT architecture

Data Tables



Configuration Tables

