

Home Energy Savings Program  
*A Pay-for-Performance (P4P) Initiative*  
2020 National Grid Residential Pilot  
Request for Proposals (RFP)

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## Introduction

National Grid and the New York State Energy Research and Development Authority (NYSERDA) are collaborating to administer this Pay for Performance (P4P) Pilot.<sup>1</sup> Definitions of key pilot terms are provided in Attachment C – Glossary<sup>2</sup>.

Under this first residential P4P Pilot, “Home Energy Savings,” (HES), National Grid and NYSERDA, are jointly soliciting proposals to select Portfolio Manager(s) to provide energy efficiency services to residential customers in existing one- to four-family homes in Oneida County, Onondaga County, and Oswego County. Approximately \$6 million is available for awards under this RFP.<sup>3</sup>

Two (2) to three (3) Portfolio Manager(s) are anticipated to be selected to contract with National Grid to provide services over a five-year period commencing in early- to mid- 2021.<sup>4</sup> This P4P Pilot is specifically designed to support Portfolio Manager(s) in delivering innovative, cost-effective, and measure agnostic solutions that benefit Participating Customers, create customer value, and deliver savings beyond those traditionally achieved.

## P4P Background

P4P initiatives are emerging nationally as a market-based approach to delivering and paying for energy efficiency solutions. Supported by policy reforms and growth in sophisticated data analytics, the P4P model shifts the focus away from individual measure savings estimates to whole building metered savings. Payment is restructured to align with realized energy savings.

For New York, it is anticipated that the P4P Pilot will create a framework for scaling participation in outcome-based energy efficiency initiatives by:

- Enabling Portfolio Managers to implement innovative and flexible business models that provide customer value and attract private sector investment
- Leveraging a standardized, transparent, and credible methodology for calculating energy efficiency savings to:
  - ✓ Support a measure-agnostic approach that accommodates diverse energy efficiency improvements, such as equipment upgrades, building envelope improvements, whole building retrofits, behavioral activities, and operational controls;
  - ✓ Manage risk by monetizing energy efficiency performance benefits at the Portfolio level
  - ✓ Allow utilities to value energy efficiency as a distributed energy resource;
  - ✓ Allow Portfolio Managers and project financiers to predict Portfolio performance and assign a transparent value to units of reduction in energy consumption;
  - ✓ Minimize administrative, transactional, and other soft costs for NYSERDA, utilities, and Portfolio Managers; and
  - ✓ Provide longer-term cash flows to Portfolio Managers to support persistent energy savings.

The P4P Pilot is designed to test an alternative incentive approach that emphasizes energy savings performance at the utility meter and the persistence of energy savings over time. In contrast to the single

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<sup>1</sup> See NYSERDA Clean Energy Fund plan at <https://www.nyserdanyc.gov/-/media/Files/About/Clean-Energy-Fund/CEF-Multi-Sector-Solutions-chapter.pdf>

<sup>2</sup> Defined terms are capitalized throughout this RFP and its attachments.

<sup>3</sup> NYSERDA and National Grid reserve the right to allocate additional funding.

<sup>4</sup> NYSERDA and National Grid reserve the right to award more or less Portfolio Managers depending on the exact nature of bids received.

upfront flat payment used in traditional energy efficiency rebate programs, the P4P Pilot will pay out regularly occurring payments for normalized meter-measured electric and natural gas energy savings over a defined period of time. Note that P4P payments are intended to supplement, and not fully replace, payments to Portfolio Manager from Participating Customers for efficiency services. Portfolio Managers can establish relationships to re-engage with their Participating Customers to increase the likelihood of continued savings and additional Interventions, opening new and exciting options for testing different approaches and business models. This P4P Pilot should also:

1. Help residential customers reduce monthly energy bills, while improving home comfort and equipment reliability; and
2. Facilitate residential customers' access to financing.

Lessons learned from this initial implementation of P4P in the residential sector will be used as an input to evaluate, improve and potentially scale the Pilot and further encourage innovative, new business models to achieve larger-scale savings, attract additional investment, and encourage energy efficiency across a broader range of New York State utility customers.

## Solicitation Process

This RFP has been publicly released on NYSERDA's webpage in accordance with the Solicitation Schedule provided below. However, to participate in this RFP and access all associated documents, bidders must register in National Grid's ARIBA system and execute a Non-Disclosure agreement with National Grid.

To begin the process, interested bidders are encouraged to submit an Expression of Interest Form (Attachment B) and may submit technical, financial and programmatic questions to [hespnatgrid@nyserda.ny.gov](mailto:hespnatgrid@nyserda.ny.gov) prior to registration in ARIBA. Once registered, all legal and procurement specific inquiries should be submitted via ARIBA (instructions available Pg. 26). NYSERDA and National Grid will hold a pre-bid meeting covering the technical, financial, legal, procurement and programmatic portions of the RFP. NYSERDA and National Grid will strive to be responsive to questions as part of the pre-bid meeting.

Refer to the Solicitation Schedule section below for deadlines associated with this bidding process.

## Solicitation Schedule

Milestone	Due Date
Optional Expression of Interest Form Due (to be sent to hespnatgrid@nyserda.ny.gov)	11/18/2020
<b>Final due date for registration in the National Grid ARIBA System (required for submission of response)</b>	11/30/2020
National Grid NDA Execution Due via National Grid ARIBA System	12/9/2020
Clarification Questions due via National Grid ARIBA System	12/30/2020
Pre-Bid Meeting	01/20/2021
<b>Proposals due</b>	02/22/2021
Selection of Finalists <sup>5</sup>	3/26/2021 (approximate)
Contract Execution	June 2021 (approximate)

## Implementation and Performance Period

Selected Portfolio Manager(s) will be awarded a five-year contract with National Grid, comprised of a two-year Implementation Period<sup>6</sup> during which Portfolio Managers can enroll Customers and implement energy efficiency upgrades, as well as a three-year Project Performance Period during which payments will be made for delivered energy savings. Each Project will have its own Performance Period (see the below chart for an example) and Projects in the Performance Period will contribute to payments for the Portfolio.

For each Project participating in the pilot, a baseline will be established using the Participating Customer's energy consumption data for the 12 months<sup>7</sup> prior to the Initial Intervention Start Date (date to be provided by the Portfolio Manager). The Initial Intervention End Date (also to be provided by the Portfolio Manager) indicates when the first Intervention is implemented at a Participating Customer site and triggers the start of the three-year Performance Period for that Project. Portfolio Managers can re-

<sup>5</sup> The selected finalists will have their Data Security questionnaires reviewed. At this time, National Grid may also reach out to finalists for clarifications on the Data Security document responses. Approved finalists will be notified of interest to initiate negotiations. Contract award will be contingent on negotiations.

<sup>6</sup> Implementation period may commence within 3 months after contract execution.

<sup>7</sup> Up to 14 months of customer records may be required to construct this 12-month baseline period due to variation in billing period duration, re-billing, etc.

intervene and make additional improvements with Participating Customers at any time during the Performance Period to achieve greater, but the Performance Period will not be extended beyond three years for any given Project (see section *Payment Processes* for additional detail on how reengagement/additional Interventions will be compensated). An example is provided on the following page.



## Eligibility

### Customers

Residential customers in one- to four-family homes classified as service class SC-1 with electric service in National Grid’s territories of Oneida County, Onondaga County, and Oswego County and a minimum of 14 consecutive months of available billing data are eligible for the P4P Pilot. This geography will have approximately 200,000 eligible Customers at the start of the Pilot. Please refer to the extract from the October 2019 Stakeholder Meeting Presentation provided alongside this package for more information on eligible Customer demographics. Portfolio Managers will be compensated for meter-based electric and natural gas (where service is provided by National Grid) savings<sup>8</sup>. Both owners and renters are eligible; however, the Participating Customer must have authority to make the energy efficiency upgrades to the project site.

Eligible Customers	Customers with ELE and GAS service	Customers with ELE service only	TOTAL
Oswego	15,245	18,286	33,531
Onondaga	101,956	11,629	113,585
Oneida	38,160	15,277	53,437
<b>Total no. of Eligible Customers</b>			<b>~200,553</b>

The target audience is market rate customers with household income greater than 80% of Area Median Income (AMI), who would not be eligible for energy efficiency programs for low-to-moderate income (LMI) households. Customers with EAP Rate class are denoted as low income and will be removed from the eligible customer pool because they are not the target market. However, there may be other LMI-eligible households that remain on the customer lists provided and it is the Portfolio Manager’s responsibility to

<sup>8</sup> National Grid electric customers on delivered fuels are also eligible to participate, although the Portfolio Manager’s performance payment will only recognize the metered kWh reduction.

provide income screening and customer education to ensure income-qualified customers understand the offers of the LMI programs, which likely will be more financially beneficial to the customer. It will be the responsibility of the Portfolio Manager to use provided tools, information and guidance to screen customers that may be eligible for an LMI program, before enrolling them in the P4P program. The Portfolio Managers will be provided with guidance regarding income levels and customer education materials to assist with this process. If it is determined that a Portfolio Manager is failing to provide income-screening and/or knowingly signing up LMI customers for P4P in place of a more beneficial program, National Grid and NYSERDA reserve the right to launch an investigation and take corrective action, which may include penalties as severe as contract cancellation.

National Grid will provide a list of eligible P4P Pilot customers to awarded Portfolio Manager(s) at the start of their contract to assist with customer acquisition. The list, screened for the requirements above, may include but not be limited to:

- Customer name
- Service address (street address, town, zip)
- Billing address (street address, town, zip)
- Turn-on Date
- Total annual billed consumption (kWh and therms)
- Contact Info (if available)

Eligible customer data shared with Portfolio Managers must be strictly used only for the purpose of P4P target area market assessment, customer acquisition and as EE insights for designing targeted services for customers. Eligible customer data shared is to be utilized in accordance with the Non-Disclosure Agreement, Terms and Conditions agreement and other contractual agreements executed by the Portfolio Manager with National Grid. The eligible customer list is not to be shared with any sub-contractors. Any customer data shared by National Grid with the Portfolio Manager cannot be shared with the subcontractor for sales, customer acquisition or audits, unless the customer records their permission to do so in a simple authorization form available as Attachment G.2.- Sub-contractor Data Access-Authorization Form.

Please review Attachment M - Program Eligibility Table for further guidance on potential overlap between this P4P Pilot and related energy efficiency programs available in the target market. Participating Customers in the P4P Pilot may not receive funding for the same services or measures from other NYSERDA or National Grid Energy Efficiency Programs, except for those services identified as 'Eligible with the HES Pilot' in the Program Eligibility Table. Portfolio Managers should not encourage Participating Customers to claim incentives, for services installed as part of the Pilot, from those programs listed 'Ineligible with the HES Pilot' in the Program Eligibility Table

## Customer Offer

The P4P Pilot is measure-agnostic to provide the opportunity for flexibility and innovation to accomplish deep energy savings with multi-year revenue streams and high customer satisfaction. Proposals and subsequent Interventions performed as part of this pilot may include, but are in no way limited to, behavioral, equipment tune-ups, building envelope improvements, air source and ground source heat pumps, and operational measure savings.

Proposers are encouraged to seek solutions that go above code and standard efficiency measures. Proposers should comply with the following rules:



- Proposals must go beyond a single measure.
- Proposals must target to achieve a minimum of five percent (5%) Portfolio metered energy reduction.
- Proposals must NOT include renewable technologies, fuel switching to a non-metered fuel, the addition of, or intentional increase of, a secondary heating system that is non-gas/electric, or other activities that would distort metered energy consumption results.
- Portfolio Managers shall not encourage Participating Customers to participate in other subsidized energy efficiency programs as part of the HES Pilot for the purpose of gaining financial benefit from the additional energy savings (please refer to Attachment M - Program Eligibility Table for more details).
- Clean energy solutions installed by Participating Customers during this Pilot outside of Participating Customers' contract with the Portfolio Manager and after the completion of efficiency interventions hereunder shall not adversely affect Portfolio Manager payments – see Attachment D- M&V Plan. Accordingly, Portfolio Managers shall not discourage adoption of these additional clean energy solutions (i.e. solar PV, EV charging), as where this occurs, projects will receive Non-routine Adjustments (NRAs). For additional information, please refer to Attachment D- M&V Plan.

Contracted Portfolio Managers shall be prepared to handle applicable customer energy service needs throughout the Performance Period or shall refer the Participating Customer to a partner contractor or another Portfolio Manager for relevant services.

## Customer Authorization

Customer consent for utility data sharing for performance measurement and verification must be provided by the utility account holder. Portfolio Managers must have Participating Customers provide authorization by completing Attachment G. 1. – Customer Authorization Form by using an e-signature service for their energy usage and Project data to be recorded in the Advanced Measurement and Verification (AMV) Platform. Portfolio Managers should ensure that sales personnel and/or sub-contractors have access to mobile electronic devices and either an internet connection or offline e-signature service module in the field. Information must be completed correctly in the Customer Authorization form and in other documentation, with attention to customer's National Grid Bill Account number and service address, and the Customer must be verified to be in the eligible pilot counties to successfully add a Project to a Portfolio and to ensure approval to share data has been given.

## Awareness Campaign and Marketing

Portfolio Managers will have ultimate responsibility for marketing and selling their services to customers. In addition to providing customer eligibility lists, to minimize customer acquisition costs, National Grid and NYSERDA will host on their respective websites detailed information about the P4P Pilot and the selected Portfolios Managers. The websites will provide customers and other interested stakeholders with information regarding eligibility and how to contact a Portfolio Manager regarding services.

National Grid and NYSERDA will collaboratively launch a marketing campaign to target National Grid customers to make them aware this effort and program. This marketing plan may include but not necessarily be limited to email campaigns, direct mailers, and digital advertising.

Selected Portfolio Managers will be eligible for coop marketing opportunities through NYSERDA's Cooperative Advertising for Clean Heating and Cooling Partners initiative. For additional information, see Attachment M - Program Eligibility Table.

NYSERDA and National Grid will collaborate with selected Portfolio Managers on overall marketing and awareness efforts after contract award.

## Portfolio Size

Portfolio Managers will be expected to deliver energy savings with a reasonable level of certainty that those savings did, in fact, occur. Table 1 below provides guidance relative to required portfolio size vs. savings depth to ensure acceptable certainty of savings. If a proposal includes an energy efficiency offering that falls outside the range of the savings depths in this table, then justification should be included.

Table 1. Minimum Required Projects in a Portfolio at Various Depths of Savings

Portfolio Savings Depth	Minimum Required Projects in Portfolio
5%	1000
10%	250
15%	100
20%	50

## Contract Award

The total contract value awarded, referred to as the Bid, will be based on the Proposer's input into the Bid Package Workbook- Attachment A. The Bid Package Workbook also requires the Portfolio Manager to input the parameters of the energy efficiency measures the Portfolio Manager anticipates offering customers. From this information, a Levelized Cost/MMBtu is calculated by the Bid Package Workbook. This will be used for evaluation purposes (see Payment Process section below for details regarding payment rates). A Levelized Cost ceiling of \$14/MMBtu has been established for delivering electric and gas savings for this RFP. Proposers should propose Bids that generate Levelized Cost values below this ceiling, as proposals with Levelized Cost/MMBtu exceeding this ceiling will be disqualified. Levelized Cost will form an important component of the competitive scoring criteria (see RFP Scoring Criteria section).

The Bid Package Workbook completed as part of the Proposal will form the basis of the contract and become an Attachment to the final Agreement.

The Proposer should anticipate two separate revenue streams under this P4P Pilot; Performance Payments from National Grid pursuant to the Bid, and payments from Participating Customers for efficiency services rendered. Pursuant to this RFP, Proposers should seek to provide a solution that optimizes Levelized Cost/MMBtu, Participating Customer appeal and impact based on their experience with and understanding of the market.

## Payment Calculation Methodology

Portfolio Managers will be compensated by National Grid for metered energy savings delivered on a weather-normalized basis. The competitively selected Advanced Measurement & Verification (AMV) Solution Provider, Recurve, will develop a baseline for each project and conduct all energy data and related savings analysis utilizing the CalTRACK methodology<sup>9</sup> through the AMV Platform. The AMV

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<sup>9</sup> <http://www.caltrack.org/>

Platform will be the sole source of truth for the purposes of determining energy savings and subsequent payments hereunder. Portfolio Managers will be able to monitor their Projects on the AMV Platform.

## Payment Processes

Portfolio Managers will be compensated for portfolio-level results based on metered energy savings, as calculated through the AMV Platform on a \$/kWh and \$/therm basis. Payment/Energy Unit (kWh or therm) rates (Payment Rates) are generated by completing the Bid Package Workbook (Attachment A), and will not be the same for each Portfolio Manager.

Portfolio Manager payments will be processed at the end of each quarter, with Projects being batched based on the quarter in which they were added to the Portfolio (based on Initial Intervention End Date). Each Project within the Portfolio will receive a total of one (1) Initial Payment and three (3) Annual Adjusted Payments. Therefore, depending on when Projects start their payment cycles, a Portfolio Manager may receive payments each quarter (i.e. assuming that the Portfolio includes individual Projects that batch in different quarters). See the Example Payment Schedule below.

The first payment is referred to as the Initial Payment and will be based on values provided in the Bid Package Workbook (Attachment A). The following calculation will be used:

$$\text{Initial Payment} = 0.3 \times (\text{Bid} / \text{predicted No. of Participating Customers})$$

After a Project has been installed for one year it will receive an Annual Adjusted Payment, which will reflect the Year 1 metered savings, to be included in the Portfolio payment for that quarter. This will continue on an annual basis for three years. The following calculation will be used:

$$\text{Annual Adjusted Payment} = \text{annual Payable Energy Savings} \times \text{Payment/Energy Unit} - (\text{Initial Payment} / 3)$$

Example Payment Schedule:

	Intervention End Date	Year 0		Year 1			Year 2			Year 3			Year 4			Year 5						
		Q2'21	Q3'21	Q4'21	Q1'22	Q2'22	Q3'22	Q4'22	Q1'23	Q2'23	Q3'23	Q4'23	Q1'24	Q2'24	Q3'24	Q4'24	Q1'25	Q2'25	Q3'25	Q4'25	Q1'26	Q2'26
Project 1	4/15/2021		IN				AA			AA				AA								
Project 37	8/25/2021			IN				AA			AA				AA							
Project 85	11/18/2021				IN				AA			AA				AA						
Project 125	2/15/2022					IN				AA			AA				AA					
Project 184	5/16/2022						IN				AA			AA				AA				
Project 222	8/15/2022							IN				AA				AA				AA		
Project 283	10/13/2022								IN				AA				AA				AA	
Project 320	1/25/2023												IN			AA						AA

IN - Initial Project Payment included in the payment for that quarter  
AA - Annual Adjusted Project Payment included in the payment for that quarter  
 Intervention Quarter

If a Portfolio Manager completes a second intervention at a site during the Project's Performance Period, and all required data is reported regarding that second intervention (i.e. Reengagement Beginning Date, Reengagement End Date, line level Measure data, Effective Useful Life (EUL) data, etc.), then Portfolio Managers will be compensated for that reengagement in the following way:

- Metered savings during the Performance Period will be reflected in the Basis of Payment, including savings resulting from the reengagement.
- If reengagement occurs during the first year in the initial Intervention's Performance Period:
  - Additional performance will be calculated as the difference between the average of the second and third metered year of the original Performance Period at the site and the first metered year of the original Performance Period.
  - If multiple reengagement interventions occur within the first 11 months after the Initial Intervention End Date, Portfolio Managers may be required to provide an explanation and an investigation into gaming may be launched by National Grid and NYSERDA.
  - This payment will be made as part of the project's last Performance Period payment.
- If reengagement occurs during the second year in the initial Intervention's Performance Period:
  - Additional performance will be calculated as the difference between the third metered year of the Performance Period at the site and the first metered year of the Performance Period at the site.
  - This payment will be made as part of the project's last Performance Period payment.
- If reengagement occurs during third year in the Performance Period of the initial Intervention:
  - Compensation for reengagement will not be adjusted.
- If an NRE occurs at the project site:
  - Compensation for reengagement will not be adjusted.

A second Intervention is defined as a distinct scope of work or Intervention requested and initiated separately from the original scope of work/Intervention. This may take the form of two distinct customer contracts or a contract modification. If a protracted or phased intervention occurs as part of the initial Intervention (e.g. LEDs are installed, but the HVAC replacement is scheduled to occur a month later), this will be considered part of the initial intervention, not a second intervention.

Payments will be calculated and processed as provided above throughout the Performance Period of the Portfolio Manager's entire Portfolio. Individual Projects will be included in the Portfolio for three years, after which the savings from that Project will no longer receive a performance payment. In the event of Customer reengagement during a Project's Performance Period, the length of the Performance Period will remain the same, but adjustments will be made to compensate Portfolio Managers for additional energy savings from the reengagement realized outside of the Performance Period. Payment recommendations will be generated by the AMV Platform at the end of each quarter containing either those projects that were added to the Portfolio in that quarter (Initial Payment) and/or for those projects that completed their annual cycle (Annual Adjusted Payment), in that quarter. Portfolio Managers will be responsible for submitting the approved Payment Recommendation generated by the AMV Solution Provider, and invoice along with the Purchase Order number to National Grid. Payment issuance will be performed by National Grid contingent upon NYSERDA's approval of the Payment Recommendation from the AMV Platform. To ensure the timely and accurate processing of payments, the AMV Platform will be used as the system of record from which all invoices are based. All parties will have access to Portfolio performance data via the AMV Platform throughout the Pilot. Invoice submission and payment processing training will be provided to the Portfolio Manager post Pilot launch. If a Portfolio Manager believes they have detected an issue with the savings calculations, they should send written notice to NYSERDA and National Grid prior to the end of the performance quarter in which the issue is believed to have occurred. While Portfolio Managers will not have the ability to unilaterally alter or delay performance payments, NYSERDA and the AMV Solution Provider will work with Portfolio Managers in good faith to resolve or otherwise close all suspected issues that are reported.

## Contract Management and Performance Terms

All payments are performance-based, and Portfolio Managers are not entitled to receive their entire contract value if savings are not delivered. Adjustments to the contract amount or payment rates may occur if Portfolio Managers do not deliver Projects in line with their proposals. These adjustments can be found below and will be included in the contract, Attachment E – Statement of Work. These terms are in place to prevent gaming, as well as to reward overperformance.

On an annual basis, beginning one year from the Agreement start date, the actual Portfolio will be compared to the Agreement. NYSERDA, National Grid and the Portfolio Managers will work together to review project pipelines and Portfolio performance. Contract modifications may be made if deemed necessary.

The following shall apply:

- A. If 12 months after the Agreement start date the volume of Projects in the Portfolio is less than 25% of the proposed volume of Projects to be completed during the Implementation Period, then the contract may be cancelled. In the event of a cancelled contract, payments will still be made for Projects already installed during the Implementation Period.
- B. The Contract amount will be increased if energy savings achieved are greater than the Agreement.
- C. If the Portfolio weighted average EUL (based on data submitted by the Portfolio Manager) changes more than 10% from the Bid submission, the contract amount and Payment/Energy Unit rates may be adjusted to reflect the weighted average EUL of the measures actually installed.

The following may affect performance payments:

- A. Application of non-routine adjustments. The process for this is outlined in the M&V Plan - Attachment D.
- B. Achieving greater or less electric or gas savings than proposed.
  - a. In the event of over-delivery of proposed electric or gas savings, Portfolio Managers will be compensated at a level greater than the total contract value.
  - b. In the event of under-delivery of proposed electric or gas savings, Portfolio Managers will be compensated at a level under the total contract value.

## Roles and Responsibilities

### NYSERDA

As Pilot Administrator, NYSERDA responsibilities are to:

1. Manage the AMV Solution Provider;
2. Fund Portfolio Manager(s) performance payments (distributed by National Grid);
3. Document P4P Pilot processes and maintain Pilot website;
4. Conduct Pilot evaluation with support from Evaluation Contractor;
5. Implement M&V Plan (Attachment D) and manage Non-Routine Events and Non-Routine Adjustments, along with payment impacts, with National Grid's input; and
6. Support customer awareness and marketing efforts.

### National Grid

As the Utility Administrator, National Grid responsibilities are to:

1. Screen and create customer eligibility lists;
2. Manage performance and contractual relationship with Portfolio Manager(s);

3. Distribute Portfolio Manager(s) performance payments;
4. Develop website, email campaigns, and social media marketing strategies for customer education and awareness, and maintain National Grid pilot website with information on customer offerings; and
5. Evaluate Pilot scalability and portfolio performance.

## Portfolio Manager

The awarded Portfolio Manager(s) responsibilities are to:

1. Select and partner with contractor(s), if necessary, for services which include but are not limited to: Project installations, marketing, and/or customer acquisition;
2. Market and sell energy efficiency upgrades and services to eligible Customers leveraging marketing provided by NYSERDA and National Grid as needed;
3. Provide monthly reports on market activities, such as sales pipeline, customer outreach, and quality assurance and quality control inspections, in a mutually agreed upon format;
4. Utilize the National Grid provisioned Customer Authorization Form, Attachment G. 1, to the RFP, for obtaining authorization from Customers for the access, transfer, and visibility of customer's utility consumption data to all authorized representatives of the AMV Provider, NYSERDA, and Portfolio Manager Company. Customers cannot be enrolled in the pilot without a completed Customer Authorization Form;
5. Identify and acquire financing, as needed, to secure customer participation, implement energy efficiency measures and manage operational cash flows;
6. Implement energy efficiency Interventions and make efforts to ensure Interventions meet or exceed energy savings targets submitted and approved during the Bid process;
7. Portfolio Managers and Contractors need to comply with National Grid's Information Security Policies and Standards.
8. Portfolio Managers and Contractors must agree to provide to National Grid Security vulnerability scan reports such as Code Scan Report, Penetration Test Report, Web Application Vulnerability Scan if requested.
9. Perform quality assurance and quality control inspections (QA/QC) to ensure quality of work completed, verify that measures have been installed in accordance with building codes, local permit and licensing requirements, and that it follows Pilot protocols. Ensure that proper building science techniques are followed for each measure installed, and proper health and safety techniques are followed, such as those established by the Building Performance Institute, or equivalent;
10. Assist with user acceptance testing for the AMV Platform prior to commencement of the Implementation Period;
11. Obtain Payment Recommendation generated by the AMV Solution Provider and submit to National Grid for invoice review and approval as outlined in the 'Payment Process' section of the RFP and "Price and Payment Schedule" section of the Attachment E- Statement of Work; and
12. Collaborate with NYSERDA and National Grid relative to serving low and moderate income (LMI) customers (as outlined in this RFP under the section Customers).
13. Web Content Accessibility Guidelines (WCAG 2.1, 2.2) and Americans with Disabilities Act("ADA") requirements: Post contract execution and prior to the program launch and performing services, selected Portfolio Manager must provide a written certification of compliance with, at minimum, the Web Content Accessibility Guidelines (WCAG) 2.1AA and Americans with Disabilities Act (ADA), based on an independent third party audit that scrutinizes and confirms Portfolio Manager's compliance with WCAG 2.1AA. The selected Portfolio Manager(s) must provide a copy of such certification and a copy of third-party audit results to National Grid post

contract execution and prior to the program launch and performing services. Portfolio Manager must provide its plan for compliance with WCAG 2.2, once it is published.

## Consumer Protection

Contracted Portfolio Managers must have a consumer protection policy which, at minimum, includes customer dispute protocols. NYSERDA and National Grid shall not be responsible for any reported issues by Participating Customers, including, but not limited to, work quality and realized energy savings.

If applicable, combustion appliance testing shall be performed by the Portfolio Manager or its subcontractors before and after the installation of all building shell measures (air sealing, duct sealing, windows, insulation) according to either Building Performance Institute Standards, or an equivalent industry standard.

National Grid requires that companies under contract with them ensure that proper background checks are completed on all employees. See National Grid Contractor Background Check Guidance Document- Attachment I and Contractor Information Sheet and Compliance Statement for Employee Background Check Requirements- Attachment J for details on these requirements.

## M&V and Data Requirements

### Non-Routine Events

A change in building energy use that is not attributed to changes in the independent variables, such as weather, used in the baseline model or the package of Energy Efficiency Measures that were installed as part of an Intervention are considered Non-Routine Events and may result in adjustments to payments. For detailed information on how Non-Routine Events will be identified, tracked and payment adjustments calculated, please see Attachment D - M&V Plan.

### COVID19 Impacts on Meter-Based Programs

The COVID19 global pandemic has caused energy consumption patterns in the residential market to significantly deviate from normal levels over the course of 2020. The customers targeted by the Home Energy Savings pilot are no exception; as of June 2020, the residential consumption of Niagara Mohawk/Upstate NY territory has seen an estimated increase in electric consumption by 3.5% between 2019 YTD June and 2020 YTD June with an increase of 0.3% in the month of April from 2019 to 2020 and 6.4% in the month of May from 2019 to 2020. The duration of continued impacts on residential baseline energy consumption is currently unknown, as there is still much uncertainty around the full social and economic consequences of the pandemic. However, it is anticipated that some customers that chose to participate in the Home Energy Savings pilot may exhibit some form of irregular energy consumption as a result of COVID19.

To isolate and incentivize the impacts of projects completed as part of this pilot, National Grid and NYSERDA anticipate adjusting the estimated gross savings of portfolios using a comparison group. Please refer to Attachment D- M&V Plan for additional details.

### Data Requirements

Project data must be accurately collected and maintained by the Portfolio Manager within their own data platform. This data platform will then connect to the AMV Platform via flat-file or service-based

transmission. The Pilot does not stipulate what type of data platform a Portfolio Manager(s) should have. However, a relational database behind a Customer Relationship Management (CRM) or other proprietary system, or structured-data container such as a spreadsheet or comma-delimited file are considered beneficial. Any awarded Portfolio Manager's database or CRM system will be expected to support specific fields and naming conventions. Where applicable, Portfolio Managers should leverage the Home Performance eXtensible Markup Language (HPXML) data standard when collecting and exchanging data. At minimum, Portfolio Managers will be required to maintain the fields included but not limited to:

#### Participating Customer Information:

- Customer Name;
- National Grid Account Number(s);
- Site Address (including Address, City/Town, State, and Zip Code);
- Phone;
- Email; and
- E-Signature for utility consumption data authorization.

#### Project Data:

- Contractor Name (if applicable);
- Project Type: Electric, Gas, Combination;
- Primary Heating Fuel;
- Intervention Start Date;
- Intervention End Date;
- Total Project Cost;
- Total Cost Paid by Participating Customer;
- Measures Installed; and
- Annual Electric and Natural Gas Predicted Savings (in kWh and therms respectively).

To include a new Project in their Portfolio, Portfolio Managers will need to obtain customer authorization for utility consumption data sharing and upload Project data to the AMV Platform.

## AMV Platform

The AMV Platform stores Project and utility data and produces energy savings calculations. It will serve as the System of Record for all Projects and their associated utility usage data received via data interfaces. To ensure compatible operations from an IT perspective, and for the purpose of estimating platform connectivity costs, it is noted that the AMV Platform is hosted on Amazon Web Services (AWS) and has robust data connectivity features, including an Application Programmable Interface (API) that can be called directly by external data platforms and the ability to pull data from foreign systems over a conventional SFTP (Secure File Transfer Protocol) connection. Significant data transformations are not necessary, as the AMV Platform can perform those operations during data migration.

## Quality Assurance and Quality Control

Portfolio Manager(s) must establish and implement a Quality Management Plan (QMP), which is a set of proactive processes to verify the quality, accuracy and compliance with all applicable state and local regulations and codes of the projects before, during, and after Intervention, and to monitor and attest to project implementations. Subcontractor(s) must comply with the Portfolio Manager's QMP to protect the Customer's health, safety, and privacy while completing Projects. Portfolio Managers will be responsible for resolving health and safety issues discovered during quality inspections related to Interventions



completed as part of their Portfolio. If applicable, combustion appliance testing shall be performed before and after the installation of all building shell measures (air sealing, duct sealing, windows, insulation) and tested systems verified to be operating within acceptable ranges according to either Building Performance Institute Standards, manufacturer's specifications, or an equivalent industry standard.

Portfolio Managers should maintain records of desk reviews and site inspections as applicable to the measure package installed in customer homes. Portfolio Managers should perform random Quality Control inspections at the rate of 10% of the Projects in their Portfolio post-Intervention in order to monitor and provide confidence in Project quality and savings.

General Inspection Guidelines are as follows:

- To the extent possible, site selection for quality inspections shall be a random and representative sample of the entire population of Projects completed within the Portfolio
- Proper procedures were followed for the identification and testing for all potential health and safety issues, as appropriate.
- Installations are compliant with installed product and equipment manufacturer's specifications.
- Compliance with all applicable federal, state and local regulations and codes.
- Actual installed measures must match reported installed measures in the AMV Platform
- Each QA/QC site visit will include photos, combustion safety testing (as applicable), blower door testing (as applicable), infrared scanning (as applicable), and a thorough visual inspection to ensure program guidelines were followed. Portfolio Managers shall specify what industry standards Interventions are being completed to in its QMP.
- Customer satisfaction surveys online or in-person are to be conducted post the completion of intervention or before the inspection and submitted to National Grid and NYSERDA. The Portfolio Manager may request a template from National Grid.

NYSERDA and National Grid reserve the right to review documentation supporting Portfolio Manager(s) completion of these efforts. In addition, NYSERDA and National Grid reserve the right to designate a third-party contractor to shadow Portfolio Manager(s) during QA/QC inspections, or to schedule their own inspections, to verify that the installed measures a Portfolio Manager reports have been installed. The third-party contractor may also review the sampling plans of Portfolio Manager(s), as requested by National Grid.

## Pilot Evaluation

National Grid and NYSERDA will conduct evaluations and interview or survey a sample of Participating Customers. Customers may be randomly selected to voluntarily provide additional information regarding their participation in the P4P Pilot. Interview or survey questions may cover topics such as, but are not limited to:

- Customer satisfaction with process, Portfolio Manager offering, and Intervention(s)
- Customer motivations for obtaining the Intervention(s), perception of non-energy benefits, sharing of P4P Pilot experience with friends and neighbors, etc.
- Non-Routine Event occurrence (e.g. increased or decreased occupancy, addition/removal of energy using equipment, etc.) during the Performance Period that might have affected energy use.

Portfolio Managers must also participate in evaluation activities, which may include collecting information on:

- Business model approach;
- Barriers to success;
- Sales metrics (e.g., number of customers contacted, etc.);

- Known Non-Routine Events that have occurred at Participating Customer locations;
- Potential improvements to the Pilot design, especially as related to scaling the Pilot, increasing the adoption of energy efficiency retrofits, high efficiency equipment replacement, and reduced energy demand loads in homes; and
- Confidence levels in and satisfaction with the available performance data produced by the AMV Platform.

## Proposal Package

*Entire Proposal Package not to exceed 5MB*

### Cover Letter

*Maximum one (1) page*

The cover letter must include the following:

- The legal Company name and address of proposer
- The name, title, and telephone number of the individual authorized to negotiate and execute the Agreement
- A signature of a person authorized to contractually bind the proposer's organization
- A statement that the proposer has read, understands, and agrees to all provisions of the RFP

### Table of Contents

Include a table by section and by page number.

### Section 1 - Executive Summary

*Maximum two (2) pages*

Proposers must provide a brief overview of:

- Their business model and proposed customer offering(s);
- Their specified % energy saving target and how they expect to achieve it;
- Customers they plan to engage; and
- Partners, key qualifications and other characteristics that will be employed to support delivery of proposed energy savings.

### Section 2 – General Information

Proposers must include the following information in their response:

- Company name;
- Designated primary point of contact;
- Year established;
- Ownership type; and
- Disclosures of any outstanding legal, financial (prior debt, bankruptcy or payment delinquency) or other issue (*please provide notice(s) if applicable*).

### Section 3 – Approach and Implementation

*Maximum eight (8) pages*

### 3a. Customer Value

Proposers should provide the following items in this section:

- **Energy savings:** Summarize the expected Portfolio % energy savings and how the approach will lead to persistent savings. Describe how your approach will maximize opportunities for Participating Customers.
- **Customer value** (including financing): Describe your proposed energy efficiency offering and approximate cost to Participating Customers, including any shared savings arrangements with the Participating Customer. Discuss how your proposed approach offers a strong value proposition to targeted customers (combination of financial savings, risk management, non-energy benefits etc.). Describe any financing solutions you may offer to enhance customer value, your financial plan towards providing these solutions. Describe how you would accommodate a customer request for an efficiency service you don't provide (hand off to alternate Portfolio Manager, sub-contract to provide service, etc.).
- **Innovation:** Call out any innovative features in your proposed approach, such as outreach strategies, lead generation process, new technologies in offerings, financing solutions, marketing approach etc.

### 3b. Go to Market Strategy

- **Customer mix:** Describe the types of customers you will target and explain why these customers are good candidates for your approach. Provide information on your existing customer networks and relationships.
- **Marketing and outreach:** Outline your marketing plan, including communication channels, primary messaging, key milestones, and customer engagement goals for each milestone.
- **Quality assurance and control:** Outline your quality assurance and control protocols to ensure job quality, health and safety, and code compliance.
- **Work plan and schedule:** Provide a work plan that demonstrates your ability to address and effectively deliver energy savings during the Implementation Period and Performance Period, as well as an itemized timeline for setup and launch.

### 3c. Market Opportunities and Challenges

- **Scalability:** Summarize market trends and conditions that support or impede your proposed approach, including any trends and conditions that are unique to the targeted service territory. Describe how your approach could be transferrable to other parts of New York State.
- **Challenges:** Discuss potential threats to success and planned mitigation strategies.

## Section 4 – Experience and Capabilities

### 4a. Qualifications and Experience

*Maximum eight (8) pages*

Proposers should provide the following items in this section:

- **Comparable experience:** Organizational experience including at least two (2) examples that address the proposer's experience and performance in providing products and services comparable to the proposer's planned approach. Proposers should highlight experience serving residential customers, emphasizing previous results and the ability to quickly mobilize. Proposers should provide details regarding the type and quantity of measures installed, contractors and/or distributors participating, energy savings realized over a given time period, as

well as a description of challenges faced and an explanation of how they were overcome for each example.

- **Technical background:** Demonstrated understanding of relevant state and local energy and safety code, standards, and licensing/permitting requirements, as applicable to proposal, and documentation of how completed work will comply with these requirements.
- **Qualifications:** Experience with relevant building science techniques (as applicable for proposal) as demonstrated by staff who will be directly involved with the implementation of Projects, such as:
  - Completion of the BPI Building Analyst, BPI Energy Auditor, BPI Healthy Home Evaluator, BPI Quality Control Inspector, or equivalent certification; and/or
  - Completion of specialty certifications through BPI, North American Technician Excellence (NATE), Northeast Oilheat Research Alliance (NORA), or equivalent certifications and trainings from manufacturers or other trade organizations; and
  - At least three (3) years of experience working with residential building owners and with a technical background in energy efficiency and/or renewable energy in residential buildings.
- **Market knowledge:** Information on customers that your firm has historically targeted and served, as well as specific experience in customer engagement, program or project management, or the types of energy efficiency measures typically installed by your firm that is relevant to this proposal but not covered in the examples provided.

#### *4b. Project Personnel Staffing Plan*

*Maximum four (4) pages excluding resume attachments*

Proposers must demonstrate they have secured a commitment from all essential team members and partners and can provide a dedicated resource with a range of experience sufficient to lead and achieve the proposer's scope of work. Specifically, responses must include:

- **Company qualifications and key personnel:** Provide a description of the experience, qualifications (skills, abilities, and certifications), and proposed responsibilities of key team members responsible for delivering the Portfolio. Provide a table showing expected percentage full-time equivalent (% FTE) commitments for key personnel. Resumes should be provided for each proposed key staff member and submitted as an appendix.
- **Contractor(s) and/or partners:** Summarize company qualifications for any teaming partners included in proposal. Describe proposed responsibilities of key contractor personnel.
- **Organizational chart:** Clearly delineate organizational roles, lines of authority, and current resources, inclusive of any contracted entities if applicable, to be updated as necessary to denote staffing changes.
- **Primary contact:** Identify who will be responsible for communications with National Grid and NYSERDA.
- **QA/QC capabilities:** Provide information on staff responsible for overseeing internal QA/QC processes and their experience supporting compliance requirements for other residential projects in the state of NY.
- **Marketing and sales capabilities:** Provide experience and qualifications of staff responsible for overseeing marketing and sales activities.
- **Hiring plan:** Summarize any plans to hire additional staff, in any capacity, to support the work.

#### *4c. Financial Capacity*

*Maximum two (2) pages excluding financial attachments*

Proposers must provide information on their existing infrastructure and organizational approach to project performance and cashflow management<sup>10</sup>. Specifically, Proposers must demonstrate the ability or proposed plan to finance multi-year cash flows and manage performance at a portfolio level. Proposers should provide: All Proposers shall provide a financing plan as detailed below:

Table 2. Financing Plan

Sources of Funds		Uses of Funds	
<b>Corporate Funds (Equity)</b>		Scope of Project ( <i>provide sufficient detail</i> )	
<b>Customer Payments</b>		Working Capital ( <i>to meet the expected implementation timeline</i> )	
<b>Third-Party Debt Financing (if any)</b>			
<b>Third Party Equity (if any)</b>			
<b>Total</b>	US\$	<b>Total</b>	US\$

If a Portfolio Manager is planning to self-finance, then the following shall be provided:

- Credit rating, Dunn and Bradstreet score and report, or equivalent; and
- Either three (3) years of audited financial statements or three (3) years of reviewed, unaudited financial statements if audited statements are unavailable

If a Portfolio Manager is planning to obtain financing, then one of the following documents shall be provided (in order of preference):

- Fully executed financing agreement;
- Draft financing agreement;
- Term sheet; or
- Letter of interest from prospective capital provider.

Letter of interest must signal that the capital provider is aware of the P4P payment terms in the RFP as well as projected revenues to be collected from Participating Customers and will consider financing the Proposer's Portfolio. The letter should outline activities that need to occur prior to a fully executed financing agreement. If possible, the letter should include an anticipated timeframe for the completion of these activities.

<sup>10</sup> Please refer to paragraph titled "Proprietary Information" in the Proposal Instructions section of this RFP for more information on protection of confidential information submitted to NYSERDA.

#### 4d. References

*Maximum one (1) page*

Proposers should aim to provide a list of up to five (5) references, including contact details (email, telephone, and relationship). Utility and program administrator references are preferred.

### Section 5 – Bid Package Workbook

*Maximum four (4) pages excluding workbook*

Proposers must complete the Bid Package Workbook (Attachment A). Proposers will be scored on the Levelized Cost calculated by the Bid Package Workbook. Bids with Levelized Costs greater than \$14/MMBtu will be disqualified. Proposers should seek to balance Levelized Costs with Participating Customer offering appeal and impact based on their experience and understanding of the market.

Proposers shall input:

1. Their Bid (total contract value requested);
2. The unit energy savings (UES) in kWh and therms per installed measure;
3. The expected volume of each measure to be installed during the Implementation Period; and
4. The EUL of each installed measure.

Separately, proposers should provide:

- **Input Justification:** Demonstrate that unit energy savings estimates and EUL are prudent and consistent with industry best practices; document input assumptions with robust and reliable sources<sup>11</sup>

## RFP Scoring Criteria

### Scoring

Proposals that meet solicitation requirements will be reviewed by a Scoring Committee using the following categories. The total eligible points are 100.

- A. Cost/Bid Package – total points achievable = 50
- B. Approach and Implementation – total points achievable = 30
- C. Experience and Capabilities – total points achievable = 20

NOTE: A minimum of 35 points is needed from categories B&C for the proposal to be considered for award, regardless of the points scored for the Levelized Cost supplied in category A.

NOTE: Bid packages that come in over the Levelized Cost ceiling will not be considered for award.

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<sup>11</sup> Acceptable documentation includes the New York State Technical Resource Manual, historical project data, and industry white papers. For EUL values, proposers shall use the New York State Technical Resource Manual where applicable: [http://www3.dps.ny.gov/W/PSCWeb.nsf/96f0fec0b45a3c6485257688006a701a/72c23decff52920a85257f1100671bdd/\\$FILE/TRM%20Version%206%20-%20January%202019.pdf](http://www3.dps.ny.gov/W/PSCWeb.nsf/96f0fec0b45a3c6485257688006a701a/72c23decff52920a85257f1100671bdd/$FILE/TRM%20Version%206%20-%20January%202019.pdf)

Proposers may provide justification from their own historical project data as well.

## Ranking and Selection

All eligible proposals will be ranked by total points earned across all categories. The final award group may include multiple Portfolio Managers depending on geographic focus, service model differentiation, and competitive considerations. As such, National Grid and NYSERDA may also consider the following program policy factors in making final awards: the degree to which there is diversity in:

- business models;
- technologies; and
- approaches of the awardees.

## Cost/Bid Package - Category A

A total of 50 points is achievable as outlined below.

This RFP employs a Levelized Cost ceiling of \$14/MMBtu. Bids above this amount will not be considered for award. A maximum of 50 points can be awarded. The lowest Levelized Cost Bid will be awarded 50 points, and the following method will be used for awarding points to all other proposals.

Points will be allocated as follows:  $MAX * (CEILING - BID) / (CEILING - LOW)$

Where MAX = 50 points, CEILING = \$14/MMBtu, BID = Levelized Cost (from proposer's Bid Package Workbook), LOW = lowest Levelized Cost of qualified Bids.

## Approach and Implementation - Category B

A total of 30 points is achievable for this category. Scoring criteria for this category shall focus on proposer's ability to clearly:

- Demonstrate the importance and understanding of providing a solution that focuses on **Participating Customer value.**
  - Proposed offering incorporates a compelling set of value propositions for the Participating Customer.
  - Proposed financing model (if applicable) enhances customer value propositions and supports low-cost/no-cost solutions.
  - Proposed offering incorporates a diverse measure mix to deliver maximum impact with persistent savings to maximize opportunities for Participating Customers.
  - Proposer's planned scope of work clearly demonstrates an innovative approach to delivering energy savings in the residential market and reflects the unique characteristics of Central NY.
  - Approach lends itself to long-term Participating Customer engagement and comprehensive services.
  - Proposal provides sufficient information on how customers will be enrolled during the first six to twelve months and sets realistic goals and milestones over the two-year Implementation Period to ensure the target number of Participating Customers is met.
  - Proposal demonstrates a strong likelihood of successful customer acquisition.
- Demonstrate an understanding of **opportunities and challenges** in serving the target market and executing the proposed approach.
  - Proposed approach aligns with known market conditions and trends.
  - Proposed approach is transferrable to markets throughout New York State.
  - Proposer addresses potential market threats and risk factors and offers realistic solutions for mitigating them.

- Proposed approach can obtain energy efficiency savings with a reasonable level of confidence associated with those savings.

## Experience and Capabilities - Category C

A total of 20 points is achievable for this category. Scoring criteria for this category shall focus on proposer's ability to clearly:

- Demonstrate that the team, including subcontractors, and individual personnel have the **qualifications and experience** to deliver proposed approach.
  - Supporting documentation provides information to (1) support proposed energy savings, EUL, and volume estimates and (2) demonstrates confidence that the % energy savings will be met and can exceed 5%.
  - Proposed approach builds on field-tested results and proposer provides adequate information regarding type of work and previous project results, including energy savings realized.
  - Proposer provides examples of previous implementation activities and/or marketing and outreach efforts to demonstrate the ability to develop a sales pipeline and achieve desired outcomes.
  - Provided references validate the quality of work performed by the proposer.
- Demonstrate appropriate **resources** in place.
  - Proposer has secured commitments from all essential team members and partners.
  - Proposer demonstrates that the proposed team, including contractors, and individual personnel have the experience and ability to deliver the proposed approach; hiring plan shows realistic pathway to filling gaps and scaling operations.
  - Organizational, communication, and decision-making structures align with proposed approach.
  - Proposer has skills and resources to deliver quality work and protect Participating Customers through code compliance, health and safety protocols, and quality control/assurance processes.
  - Experience with relevant building science techniques (as applicable for proposal) as demonstrated by staff who will be directly involved with the implementation of energy projects.
- Demonstrate the **financial capacity** to execute on the proposed business model
  - Demonstrates competency in operational management, including but not limited to: system monitoring & performance, customer relationship, billing & receivables, and maintenance of systems. Clearly identifies source of capital (self, loan, equity) and what financing agreement and/or performance insurance will be sought or has already been obtained. Provides supporting/verifiable documentation.

## Proposal Instructions

### General Guidelines

**Completeness** - It is solely the responsibility of any proposer to ensure that all pertinent and required information is included in its submission. Failure to adhere to the described format and to include required and accurate information could result in disqualification of RFP responses. National Grid and NYSERDA reserve the right to determine whether a submission is incomplete or non-responsive.

**Contract Award** – The award will be for a five-year term, extendable for one additional year, unless it is determined that a different structure is more efficient. A contract may be awarded based on the proposal



submitted without discussion or following limited discussion or negotiations. National Grid, in collaboration with NYSERDA, may extend and/or add funds to any contract awarded through this solicitation. Proposers should keep in mind that acceptance of all standard terms and conditions will generally result in a more expedited contracting process. National Grid may decline to contract with awardees that are delinquent with respect to any obligation under any previous or active National Grid or NYSERDA agreement.

**Limitation** - This solicitation does not commit National Grid to award a contract, pay any costs incurred in preparing a proposal, or to procure or contract for services or supplies. National Grid and NYSERDA reserve the right to accept or reject any or all proposals received, to negotiate with all qualified sources, or to cancel in part or in its entirety the solicitation when it is in their best interest. National Grid reserves the right to reject proposals based on the nature and number of any exceptions taken to the standard terms and conditions of Attachment F – Services Terms and Conditions. National Grid reserves the right to disqualify proposers based upon the results of a background check into publicly available information and the presence of a material possibility of any reputational or legal risk in making of the award.

**Disclosure Requirement** - The proposer shall disclose any indictment for any alleged felony, or any conviction for a felony within the past five years, under the laws of the United States or any state or territory of the United States and shall describe circumstances for each. When a proposer is an association, partnership, corporation, or other organization, this disclosure requirement includes the organization and its officers, partners, and directors or members of any similarly governing body. If an indictment or conviction should come to the attention of National Grid after the award of a contract, National Grid may exercise its stop-work right pending further investigation or terminate the agreement; the Contractor may be subject to penalties for violation of any law which may apply in the particular circumstances. Proposers must also disclose if they have ever been debarred or suspended by any agency of the U.S. Government or the New York State Department of Labor.

**Other Guidelines** - Contact by proposer firms regarding this RFP with any National Grid or NYSERDA employee, Contractor, or consultant, prior to finalization of a contract is prohibited and may constitute grounds for disqualification. No communication intended to influence this process is permitted except for general technical and programmatic inquiries submitted to [HESPNatGrid@nyserda.ny.gov](mailto:HESPNatGrid@nyserda.ny.gov) or legal and procurement specific inquiries submitted via ARIBA\_. Proposer firms will have adequate opportunity to obtain any reasonably necessary information.

National Grid and NYSERDA reserve the right to make changes to this RFP by issuance of one or more addenda or amendments and to distribute additional clarifying or supporting information relating thereto. This RFP may be cancelled or delayed at any time at the sole discretion of National Grid and NYSERDA. This RFP does not constitute an order or any obligation on the part of National Grid and NYSERDA.

It is the sole responsibility of the proposer to read and understand all of the terms and conditions, components, appendices, and other requirements of this RFP. Failure to comply with the bidding instructions may disqualify a proposer from further consideration.

If a proposer makes assumptions about the meaning or accuracy of information contained herein, the proposer shall state the assumptions in its submission. If the proposer does not ask questions or clarify any assumptions, National Grid and NYSERDA will assume that the proposer agrees with and understands the requirements in this RFP. It shall be the proposer's responsibility to advise National Grid and NYSERDA before the proposal response deadline of conflicting requirements or omissions.

An award may be made only upon the execution of a contract between National Grid and the selected proposer. Proposers must comply with all National Grid contract requirements.

**Proprietary Information** - Consideration should be given before confidential information is submitted to NYSERDA as part of any Proposal. Proposers should consider and review whether information is critical for evaluation, and whether general, non-confidential information may be adequate for review and evaluation purposes. The NYS Freedom of Information Law, Public Officers law, Article 6, provides for public access to information NYSERDA possesses. The Public Officers Law includes exceptions to disclosure, including Section 87(2)(d) which provides for exceptions to disclosure for records or portions thereof that "are trade secrets or are submitted to an agency by a commercial enterprise or derived from information obtained from a commercial enterprise and which if disclosed would cause substantial injury to the competitive position of the subject enterprise." Additional information submitted to NYSERDA that the Proposer wishes to have treated as proprietary, and confidential trade secret information, should be identified and labeled "Confidential" or "Proprietary" on each page at the time of disclosure. This information should include a written request to except it from disclosure, including a written statement of the reasons why the information should be excepted. See Public Officers Law, Section 89(5) and the procedures set forth in 21 NYCRR Part 501 <http://www.nyserda.ny.gov/About/-/media/Files/About/Contact/NYSERDA-Regulations.ashx>.

However, NYSERDA cannot guarantee the confidentiality of any information submitted. NYSERDA reserves the right to make public, after the fifth anniversary of the award date, the Agreement executed with any awarded Proposal.

## Expression of Interest

It is requested that proposers complete and electronically submit Attachment B - Expression of Interest to [HESPNatGrid@nyserda.ny.gov](mailto:HESPNatGrid@nyserda.ny.gov) with the email header "Home Energy Savings Pilot RFP: Portfolio Manager Expression of Interest - Company Name" by 11/18/2020 at 5pm EST.

Proposers who have participated in a National Grid RFP and are therefore registered in the ARIBA RFP System should notify National Grid by emailing [HESPNatGrid@nyserda.ny.gov](mailto:HESPNatGrid@nyserda.ny.gov) to receive an invitation to submit their proposal after they submit their Expression of Interest via email. Proposers who have never participated in a National Grid RFP and are therefore not registered in the ARIBA RFP System, must follow the instructions in Attachment B to become registered. Following your submission of Attachment B and registration completion via instructions provided in Attachment B, you will receive an invitation to submit your proposal.

## Clarification Questions and Answers

Proposers may submit clarifying questions through the National Grid ARIBA RFP System by 12/30/2020 at 5pm EST. NYSERDA and National Grid will anonymize the requester and provide responses through ARIBA and also during the Pre-Bid Meeting.

All non-legal and procurement questions deemed essential for the viable submission of a Bid response along with responses may also be posted at: [www.nyserda.ny.gov/hesp](http://www.nyserda.ny.gov/hesp).

## Proposal Submission

Proposers must submit their proposal through the National Grid ARIBA RFP System on or prior to 02/22/2021 at 5pm EST. Proposers are encouraged to follow the instructions in Attachment B to register in the ARIBA RFP system. Proposers should upload proposal packages well in advance of the closing

time to avoid any potential issues that may occur, including any unfamiliarity with the ARIBA RFP System. NYSERDA and National Grid are not responsible for late submissions.

Note: The ARIBA RFP System is capable of accepting individual documents or folders no larger than 100MB in size per item, with avenue to create multiple items.

Information that the proposer wishes to have treated as proprietary or confidential trade secret information, should be identified and labeled "Confidential" or "Proprietary" on each page at the time of disclosure.

## Attachments

Please see below a checklist of documents in the RFP package.

### Bid Package Documents

Attachment A. Bid Package Workbook (to be completed and submitted with proposal)

Attachment B. Expression of Interest (to be completed and submitted via email to [HESPNatGrid@nysesda.ny.gov](mailto:HESPNatGrid@nysesda.ny.gov) before the due date identified in the timeline table); Required to provide necessary details for access to the ARIBA response page, if not already registered. Instructions available in the attachment.

### Reference Documents

Attachment C. Glossary of Terms

Attachment D. Draft M&V Plan

Attachment G. 1 - Customer Authorization Form

Attachment G. 2 - Pre-audit Sub-contractor Data Authorization Form (required if Portfolio Manager has to share customer eligibility data to subcontractor ahead of customer consent)

Attachment L. TRM EUL table

Attachment M. Program Eligibility Table

### Documents Available via ARIBA

Upon registration in ARIBA and signing the National Grid Non-Disclosure Agreement, the RFP, Bid Package Documents, and Reference Documents listed below will be available towards bid response.

Attachment E. Statement of Work (to be executed post selection)

Attachment F. National Grid Terms & Conditions for Service Firms (to be executed post selection)

Attachment H.1. Security Team - Leveled Questions for Procurement YY-MM-DD - Vendor Name (to be completed and submitted with proposal)

Attachment H.2. NG Inf Sec Supplier Self Assmnt YY-MM-DD - Vendor Name (to be completed and submitted with proposal)

Attachment I. National Grid Contractor Background Check Guidance Document

Attachment J. Contractor Information Sheet and Compliance Statement for Employee Background Check Requirements (to be executed post selection)

Attachment K. Instructions for Ordering Background Checks- Guidance Document

## Optional Market Guidance Documents

National Grid P4P Target Customer Demographics

Please refer to slides in the 'National Grid P4P Target Customer Demographics' document provided at <http://www.nyserda.ny.gov/hesp> or alongside this package for more information on target customer demographics.

Financial Guidance to Bidders

Additional, optional, market finance related guidance for Pay for Performance structures has been made available in the 'Financial Guidance to Bidders' document provided at <http://www.nyserda.ny.gov/hesp>