



NYSERDA

Remote Energy Management (REM) Program

Request for Proposal (RFP) 3683

\$3 million available

NYSERDA reserves the right to extend and/or add funding to the Solicitation should other program funding sources become available.

Proposals Due: October 30, 2017 by 5:00 PM Eastern Time*

Informational Webinar will be held on
September 20, 2017, 2:30-3:30pm Eastern Time

The New York State Energy Research and Development Authority (NYSERDA) is seeking creative proposals from Remote Energy Management (REM) service providers (Vendors) that will utilize whole-building level energy data analytics to support energy management, provide insights on energy savings opportunities, and carry out implementation support activities and/or services that will help customers leverage those insights to achieve energy savings. The selected Vendors will use REM platforms to provide data analysis utilizing monthly or interval meter whole-building level energy data. NYSERDA has a total of \$3 million available with up to \$750,000 available per Vendor.

NYSERDA is striving to expand the REM market in New York State. The objective of this RFP is to achieve energy efficiency savings of 24 GWh and gain a deeper understanding of the following:

- Role of REM platforms in energy management
- Role and type of ongoing services provided by REM Vendors to achieve energy savings
- Barriers and solutions to REM platform adoption specific to New York State
- Ideal customer and building types for REM
- Quality and level of accuracy of recommendations resulting from REM
- Opportunities and limitations for using REM platforms to measure and verify (M&V) savings

Informational Webinar:

NYSERDA will conduct an informational webinar on September 20, 2017 from 2:30 - 3:30pm Eastern Time during which NYSERDA will review this RFP, the application requirements, and answer questions.

- **Registration:** Interested applicants should email commercialprograms@nyserda.ny.gov with the subject line "RFP3683 Info Webinar" to receive instructions on how to attend.
- **Submitting Questions:** Applicants should submit written questions via email to commercialprograms@nyserda.ny.gov by Friday, September 15, 2017 to ensure sufficient time to incorporate into the webinar. Attendees will be able to type in questions during the webinar through the webinar portal. Following the webinar, NYSERDA will post questions and responses on this webpage. NYSERDA will post all questions anonymously, and NYSERDA's written responses will supersede any responses given during the Applicant Webinar.

Proposal Submission: Electronic submission is preferable. Proposers may submit Word, Excel, or PDF files. Individual files should be 100MB or less in file size. Proposal PDFs should be searchable and should be created by direct conversion from MS Word, or other conversion utility. Files should not be scanned. For ease of identification, all electronic files must be named using the proposer's entity name in the title of the document. NYSERDA will also accept proposals by mail or hand-delivery if electronic submission is not possible. For detailed instructions on how to submit a proposal, click the link "NYSERDA Solicitation User Guide [PDF]" located in the "Current Opportunities" section of NYSERDA's website (<https://www.nyserda.ny.gov/Funding-Opportunities/Current-Funding-Opportunities.aspx>).

No communication intended to influence this procurement is permitted except by contacting Simonne Li (Designated Contact) at (212) 971-5342, ext. 3082 or by e-mail at Simonne.Li@nyserda.ny.gov. If you have contractual questions concerning this solicitation, contact Nancy Marucci (Designated Contact) at (518) 862-1090, ext. 3335 or Nancy.Marucci@nyserda.ny.gov. Contacting anyone other than the Designated Contacts (either directly by the proposer or indirectly through a lobbyist or other person acting on the proposer's behalf) in an attempt to influence the procurement: (1) may result in a proposer being deemed a non-responsible offerer, and (2) may result in the proposer not being awarded a contract.

*** All proposals must be received by 5pm Eastern Standard Time on the date noted above.**

Incomplete proposals may be subject to disqualification. It is the proposer's responsibility to ensure that all pages have been included in the proposal. Please note: for electronic submission, there are required questions that you will have to answer in addition to uploading attachments and you should allot at least 60 minutes to enter/submit proposals. The electronic proposal system closes promptly at 5pm, files in process or attempted edits or submission after 5pm Eastern Standard Time on the date above, will not be accepted. If changes are made to this solicitation, notification will be posted on NYSERDA's website at <https://www.nyserda.ny.gov/>.

Introduction

This RFP is seeking creative proposals from REM service providers that will utilize whole-building level energy data analytics to support energy management, provide insights on energy savings opportunities, and carry out implementation support activities and/or services that will help customers leverage those insights to achieve energy savings. Proposals should describe the approach to carrying out the following expected tasks (see proposal details in [VI: Proposal Requirements](#)):

1. Business development and outreach activities to identify, engage, and acquire Customers for the REM Program;
2. Utilizing a REM Platform that meets the requirements in this RFP;
3. Develop and carry out implementation support activities and/or services to identify and implement energy savings. Vendors should propose the type and extent of services needed for each Customer to deliver energy savings;
4. Reporting of energy savings per site along with a list of actions, operational or capital improvements made per energy savings claimed; and
5. Periodic reporting on REM Program status.

NYSERDA defines **REM Platforms** as the data analytics software that uses monthly or interval meter whole-building level energy data to:

- (1) Monitor and track energy performance within a single building or across a portfolio of buildings;
- (2) Provide data visualization and energy insights; and
- (3) Provide measurement and verification (M&V) for savings achieved at the whole-building level.

While platforms may also utilize available real-time and system/equipment-level data, platform eligibility will be determined based on the ability to analyze whole-building level monthly or interval meter data. For Customers or Vendors who are interested in real-time energy, NYSERDA currently has a separate solicitation for the Real-Time Energy Management (RTEM PON 3689) program that provides a cost-share for the hardware, software and ongoing consulting services associated with real-time, system- and equipment-level energy monitoring. More information on this offering is available at <https://www.nyserda.ny.gov/rtem>.

Definitions:

- **Customer:** Building owner or entity that receives the utility bill for the participating building. The same customer may be associated with multiple projects (buildings) within a portfolio.
- **Project:** Each building that participates in the REM Program.
- **REM Program:** Overarching NYSERDA-funded activity that will encompass all the activities provided by Vendors.
- **Technical Consultant:** NYSERDA contracted firm who will provide objective third-party technical review services for the REM Program.
- **Vendor:** REM service provider and proposer to this RFP. May partner with other entities to carry out the proposed activities.

I. Responsibilities

NYSERDA will be responsible for:

1. Overseeing and managing all tasks undertaken by the selected Vendor;
2. Validating and monitoring Vendor performance;
3. Validating savings and evaluating REM Platform and Program performance;
4. Disseminating learnings regarding each Vendor's REM Platform capabilities and performance; and
5. Publicizing Vendor progress and impacts (e.g. # of customers, savings achieved, etc.).

II. Funding

NYSERDA has a total of \$3 million available for the REM Program, up to \$750,000 per Vendor.

- Proposers can request **up to \$450,000** to complete the tasks needed to comply with their responsibilities stated above, and
- Selected Vendors can earn **up to an additional \$300,000** based on energy savings achieved at a rate of \$0.05/kWh, based on the calculated annual savings for 12 months of participation in the Vendor's REM Program. NYSERDA Technical Consultant will validate Vendor-reported savings. An M&V plan will be negotiated during contracting process. M&V methodologies to evaluate the savings achieved for this performance-based component that include, but are not limited to: site visits/inspections, engineering calculations, billing analysis, or other methods to review or adjust Vendor-reported savings values for projects. Additional information needed for validating these savings provided in [Section 5: Project Management and Reporting Requirements](#). This funding component will depend on the selected Vendor's total annual energy savings achieved and be paid upon actual verification of savings.

III. Contracting

Selected Vendors will be issued agreements with NYSERDA to complete work (Sample Agreement attached to this RFP as Attachment D). It is anticipated that completion will take approximately three years with an additional year of M&V. Exact agreement lengths will be negotiated during the contracting process.

IV. Customer and Project Requirements

- Eligible customers to receive services under this solicitation include any existing commercial facility in New York State that pays into the electric System Benefits Charge (SBC). NYSERDA defines commercial facilities as non-industrial and non-residential buildings.
- Projects may not receive funding from other programs (NYSERDA, utilities, etc.) for the same services.

- Only new services are eligible for NYSERDA funding through this Program; Customers cannot already be receiving the same REM Platform/service.
- Projects are required to utilize the REM Platform for a minimum 12 months to allow for necessary M&V.

V. REM Platform Requirements

Selected Vendors must use an REM Platform that is able to:

- Use monthly or interval (i.e. daily, hourly, sub-hourly) meter data at the whole-building level to provide analysis;
- Conduct whole-building multi-variable regression modeling and be able to:
 - Describe the model type and list and explain all independent variables used;
 - Calculate energy savings from the multi-variable model and actual energy use:
 - $kWh\ Savings = Expected\ (modeled)\ kWh - Actual\ kWh$
 - Account for routine adjustments¹ (e.g., weather, degree days, time of day, day of week, etc.); and
 - Account for non-routine adjustments² (e.g. retrofit projects, change in building use, data center loads, major occupancy/vacancy changes, etc.)
- Document statistical/model fitness characteristics, including:
 - R²: coefficient of determination; and
 - NMBE: normalized mean bias error
- Document confidence/precision measurements, including:
 - CV-RMSE: coefficient of variation of the root mean-square error; and
 - σ : Standard deviation or σ^2 : Variance.

VI. Proposal Requirements

Section 1. Executive Summary (1 page)

Proposing Vendors must exhibit a thorough understanding of the intention of this RFP and provide a clear approach to: (1) business development and Customer acquisition in New York State and (2) how their REM Platform and the proposed set of implementation support activities and/or services will result in energy savings.

Proposing Vendors must provide an overview of relevant information about their organization as well as any other organizations that are involved in the implementation. Proposing Vendors may propose to subcontract with appropriate individuals or firms. These individuals and firms must be identified in the proposal and have signed Letters of Commitment attached as part of the proposal. A more detailed summary of the services the partnering individuals and firms will provide is requested in [Section 7: Experience and Team Qualifications](#).

Proposing Vendors must also complete the [Attachment A: Key Metrics Summary Table](#) and [Attachment B: Budget Table](#).

Section 2. REM Platform (1-3 pages)

This section should confirm that the proposed REM Platform meets the minimum requirements of the RFP as well provide an overview of the steps and timeframe needed to set up and provide this service.

¹ Routine adjustments are defined as adjustments to account for changes in selected independent variables within the measurement boundary since the baseline period.

² Non-routine adjustments are defined as calculations used to account for changes in static factors within the measurement boundary since the baseline period. When non-routine adjustments are applied to the baseline energy, they are sometimes referred to simply as baseline adjustments.

Technical Capabilities

- Complete Attachment C: REM Platform Tech Specs Checklist
- Describe the protocol and methodology for making routine and non-routine adjustments (as defined in the REM Platform Eligibility section) to your model

Data Acquisition

- Describe what data the REM Platform will need to conduct analysis (monthly data and/or interval data) and how you plan to obtain each type of Customer energy data for the REM Platform, including the challenges you might encounter
- Describe your approach to data cleaning and how missing data will be handled
- Describe what steps, if any, are taken to ensure customer data is secure

Customer Access

- Describe the process through and frequency with which Customers will access or receive REM Platform information

Section 3. Business Development/Customer Acquisition Plan (1-3 pages)

In this Section, proposing Vendors are required to provide a business development plan to acquire a set of target Customers in New York State.

The business development plan should:

- Clearly describe the characteristics of the target Customers and buildings;
- Demonstrate an understanding of the New York state market and the proposing Vendor's ability to successfully initiate the Project(s) quickly;
- Highlight any existing resources or relationships that can support the effort;
- Discuss the mechanism which will guarantee ability to deliver services in New York State in a cost-effective manner and establish your business within the REM Program time period. This is especially important for proposers not based in New York State; and
- Describe the activities and deliverables that will be provided.

Section 4. Proposed REM Program (2-5 pages)

In this Section, the proposing Vendors are required to provide an overview of the proposed REM Program that will include both the use of a REM software and implementation support activities and/or services that will drive Customer participation and energy savings.

Proposals should:

- Demonstrate a strong understanding of Customer needs, barriers to adopting energy efficiency measures or making behavioral changes and the type of savings this offering expects to generate (e.g. behavioral vs. capital);
- Describe what implementation support activities and/or services activities will be provided to help Customers act and achieve energy savings. Will the approach change with the type of data available (monthly vs interval)? *Examples include: training, technical assistance, implementation support, data display panels, competitions, coupons, swag, incentives, strategic energy management, etc.;*
- Describe the role of the REM Platform and how it is integrated into the offering; and
- Describe the activities and deliverables that will be provided.

Section 5. Project Management and Reporting Requirements

The Vendors are required to report on progress throughout the duration of the REM Program. Proposals must include a budget and schedule for reporting on the following:

- Customer acquisition updates
- Customer information

- Customer activity log
- Energy savings, M&V results
- Supporting Deliverables and documentation

Section 6. Schedule and Project Timeline

In this Section, the proposing Vendors are required to provide an overview of when the proposed activities will take place and an example individual project.

1. **REM Program Schedule:** Provide a schedule and timeline for the completion of each activity in the proposal. The schedule may be provided in the form of “months after contract award” in a Gantt chart format. It is anticipated that completion will take approximately three years with an additional year of M&V.
2. **Individual Project Timeline:** Provide a timeline for an individual Project that captures all phases of the process, from lead generation through to implementing measures and measuring savings. *(Example activities for timeline can include: expected Customer lead generation, REM setup/data acquisition, develop model, give info to Customers, participation in REM Program offering activities, etc.)*

***Note: Projects are required to utilize the REM Platform for a minimum 12 months to allow for necessary M&V.*

Section 7. Experience and Team Qualifications (1-2 pages, excluding attached documents)

Proposing Vendors must identify and provide qualifications for all collaborating entities included in the proposal. More specifically, the proposing Vendor is required to provide a summary of key information about their organization, and all other organizations that may be part of the proposing Vendor’s team. Proposing Vendors may subcontract with appropriate individuals or firms. Proposals that include teaming arrangements must designate one party as the prime contractor who will be responsible for the administration of the contract.

In addition, proposals should include the following:

- Please provide 1- 3 case studies or summaries of engagements where your REM Platform has been implemented. The following is required information to include:
 - Services and product offered;
 - Participating facilities (type, size, quantity);
 - Types of measures/projects implemented;
 - Impacts (energy and cost savings);
 - Example deliverables/reports/screenshots from your REM Platform;
 - Examples of the implementation support activities and/or services provided, if any; and
 - Customer references (name, phone number, and email) that NYSERDA can contact directly.
- Please provide up to 5 resumes of key personnel who will be regularly involved in implementing the REM Program.

In compliance with §139-j and §139-k of the State Finance Law (see Section VII, General Conditions below for additional information), proposers will be required to answer questions during proposal submission, which will include making required certification under the State Finance Law and to disclose any Prior Findings of Non-Responsibility.

VII. Proposal Evaluation

Proposals that meet the requirements of this RFP will be reviewed by a Scoring Committee using the following evaluation criteria. At NYSERDA's discretion, proposing Vendors may be requested to interview with all or part of the Scoring Committee to address potential questions or clarifications outlined in their proposal.

Evaluation Criteria (in order of importance)

REM Program and Implementation

Does the proposal:

- Provide a clear and effective approach to business development and customer acquisition that would generate high program participation?
- Clearly identify target customer and building types?
- Demonstrate an understanding of the New York state market and the Vendor's ability to begin promptly?
- Provide a creative and feasible set of activities that would enable customers to achieve energy savings?
- Provide an understanding of how the type of data (monthly vs interval) may impact the activities needed to drive energy savings?
- Clearly describe the expected measures and actions taken (e.g. O&M and/or capital)?

REM Platform

Does the proposal:

- Leverage REM data analytics in a meaningful way that fulfills the objectives of the RFP?
- Provide an understanding of and a clear and reasonable plan for acquiring customer data?
- Provide a clear and reasonable plan for cleaning energy data?
- Provide a user-friendly method for customers to receive and access REM Platform information?
- Provide additional abilities beyond the minimum requirements (Attachment C)?

Cost-Effectiveness

Proposal details as well as information provided in the Key Metrics Summary Data Table, REM Program schedule, and project timelines will be evaluated based on cost-effectiveness and measured against other submitted proposals, specifically on:

- How realistic are the (1) total annual kWh energy savings target and (2) total number of buildings?
- How cost-effective is the proposal relative to other submitted proposals?
- Is the proposed Budget (template attached to this RFP as Attachment B) reasonable given: (1) the project goals and (2) ability to achieve them?
- Does proposed REM Program Schedule seem reasonable?
- Does the proposed Individual Project Timeline seem reasonable and appropriate?

Experience, Case Studies and Team Qualifications

Does the proposal:

- Provide qualification for all collaborating entities? Are the qualifications adequate?
- Provide case studies relevant to the REM Program proposed?
- Demonstrate the proposing Vendor can successfully implement the entire REM Program?
- Justify the roles of the proposing team and any partner organizations involved?

Program Policy Factors

A Scoring Committee will review and rank all proposals. NYSERDA will review this evaluation and ranking, and may consider the following program policy factors in making award selections; the degree to which:

- There is diversity in geographic location of awardees
- There is diversity in electric utility of awardees
- There is diversity of technologies, approaches, methods, and institutions within this Remote Energy Management program
- The proposals, including proposed cost shares, optimizes the use of available funding to achieve programmatic objectives

VII. General Conditions

Proprietary Information - Careful consideration should be given before confidential information is submitted to NYSERDA as part of your proposal. Review should include whether it is critical for evaluating a proposal, and whether general, non-confidential information, may be adequate for review purposes. The NYS Freedom of Information Law, Public Officers law, Article 6, provides for public access to information NYSERDA possesses. Public Officers Law, Section 87(2)(d) 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." 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 <https://www.nyserda.ny.gov/About/-/media/Files/About/Contact/NYSERDA-Regulations.ashx>. However, NYSERDA cannot guarantee the confidentiality of any information submitted.

Omnibus Procurement Act of 1992 - It is the policy of New York State to maximize opportunities for the participation of New York State business enterprises, including minority- and women-owned business enterprises, as bidders, subcontractors, and suppliers on its procurement Agreements.

Information on the availability of New York subcontractors and suppliers is available from:

Empire State Development
 Division for Small Business
 625 Broadway
 Albany, NY 12207

A directory of certified minority- and women-owned business enterprises is available from:

Empire State Development
 Minority and Women's Business Development Division
 625 Broadway
 Albany, NY 12207

State Finance Law sections 139-j and 139-k - NYSERDA is required to comply with State Finance Law sections 139-j and 139-k. These provisions contain procurement lobbying requirements which can be found at <https://online.ogs.ny.gov/legal/lobbyinglawfaq/default.aspx>. Proposers are required to answer questions during proposal submission, which will include making required certification under the State Finance Law and to disclose any Prior Findings of Non-Responsibility (this includes a disclosure statement regarding whether the proposer has been found non-responsible under section 139-j of the State Finance Law within the previous four years).

Tax Law Section 5-a - NYSEDA is required to comply with the provisions of Tax Law Section 5-a, which requires a prospective contractor, prior to entering an agreement with NYSEDA having a value in excess of \$100,000, to certify to the Department of Taxation and Finance (the "Department") whether the contractor, its affiliates, its subcontractors and the affiliates of its subcontractors have registered with the Department to collect New York State and local sales and compensating use taxes. The Department has created a form to allow a prospective contractor to readily make such certification. See, ST-220-TD (available at http://www.tax.ny.gov/pdf/current_forms/st/st220td_fill_in.pdf). Prior to contracting with NYSEDA, the prospective contractor must also certify to NYSEDA whether it has filed such certification with the Department.

The Department has created a second form that must be completed by a prospective contractor prior to contacting and filed with NYSEDA. See, ST-220-CA (available at http://www.tax.ny.gov/pdf/current_forms/st/st220ca_fill_in.pdf). The Department has developed guidance for contractors which is available at <http://www.tax.ny.gov/pdf/publications/sales/pub223.pdf>.

Contract Award - NYSEDA anticipates making multiple award(s) under this solicitation. A contract may be awarded based on initial applications without discussion, or following limited discussion or negotiations pertaining to the Statement of Work. Each offer should be submitted using the most favorable cost and technical terms. NYSEDA may request additional data or material to support applications. NYSEDA will use the Sample Agreement to contract successful proposals. NYSEDA may at its discretion elect to extend and/or add funds to any project funded through this solicitation. NYSEDA reserves the right to limit any negotiations to exceptions to standard terms and conditions in the Sample Agreement (Attachment D) to those specifically identified in the checklist questions. Proposers should keep in mind that acceptance of all standard terms and conditions will generally result in a more expedited contracting process. NYSEDA expects to notify proposers in approximately ten (10) weeks from the proposal due date whether your proposal has been selected to receive an award. NYSEDA may decline to contract with awardees that are delinquent with respect to any obligation under any previous or active NYSEDA agreement.

Accessibility Requirements - NYSEDA requires contractors producing content intended to be posted to the Web to adhere to New York State's Accessibility Policy. This includes, but is not limited to, deliverables such as: documents (PDF, Microsoft Word, Microsoft Excel, etc.), audio (.mp3, .wav, etc.), video (.mp4, .mpg, .avi, etc.), graphics (.jpg, .png, etc.), web pages (.html, .aspx, etc.), and other multimedia and streaming media content. For more information, see [NYSEDA's Accessibility Requirements](#).

Limitation - This solicitation does not commit NYSEDA to award a contract, pay any costs incurred in preparing a proposal, or to procure or contract for services or supplies. NYSEDA reserves 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 NYSEDA's best interest. NYSEDA reserves the right to reject proposals based on the nature and number of any exceptions taken to the standard terms and conditions of the Sample Agreement. NYSEDA 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 NYSEDA after the award of a contract, NYSEDA 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.

List of Attachments

- Attachment A: REM Key Metrics Summary Table
- Attachment B: Budget Template
- Attachment C: REM Platform Tech Specs Checklist
- Attachment D: Sample Agreement