

Attachment E - Statement of Work (SOW) and Project Schedule Template

Proposer Name:

Statement of Work TEMPLATE Detailing Tasks and Deliverables

BACKGROUND/OBJECTIVES

The selected proposer will be issued an agreement outlining the program requirements in Section II and the tasks needed to complete them. The RFP seeks to select a single proposer to enter into a four-year standard agreement with two, two-year options to renew through December 31, 2025. If the benchmarking effort is approved beyond 2025, NYSERDA will evaluate options to ensure continuity in the creation and maintenance of benchmarking data. The goal of the benchmarking software tool is to collect, store, manage and analyze utility data from a large population of buildings participating in NYSERDA voluntary benchmarking programs using ENERGY STAR Portfolio Manager®. The tool will collect the data points needed to report on energy use performance and configure reports for NYSERDA use to verify the data of benchmarking submissions, including data integrity checks. The tool will also provide building specific report cards which summarize a buildings performance, as well as provide NYSERDA users with an aggregated view of building records with filtering capabilities at the group and enterprise level.

The Contractor shall develop, implement, and maintain an online tool which provides data analysis utilizing energy and sustainability data provided by participating buildings. The data in ENERGY STAR Portfolio Manager® (ESPM) will be brought into the Benchmarking Software Tool using Web Services. The Contractor shall be an established Web Service Provider with ESPM and can utilize U.S. EPA's Representational State Transfer (REST) protocols to manage data. For more information of Web Services REST protocol, visit:

https://portfoliomanager.energystar.gov/webservices/pdf/Introduction_to_Exchanging_Data_en_US.pdf. NYSERDA reserves the right to extend and/or add available funding to support the use of the selected Benchmarking Software Tool beyond the timeframe of this RFP.

DEFINITIONS

ENERGY STAR Portfolio Manager® (ESPM): The U.S. EPA's free online tool to track your energy and water usage for your buildings, and report on energy use performance compared to a building's peers.

Clean Energy Communities (CEC) Program: A NYSERDA program that encourages municipalities within NYS to strive to achieve High Impact Actions to be eligible for funding from NYSERDA for clean energy projects. More information available at www.nysERDA.ny.gov/cec.

Clean Energy Communities High Impact Action (HIA): A list of actions that municipalities can take to contribute to NYS energy and greenhouse gas emissions reductions.

Battle of the Buildings (BoB): Modeled after US EPA's national voluntary competition where buildings benchmark their energy use in Portfolio Manager and compete for the best energy use intensity and greenhouse gas emissions reductions.

Benchmarking Software Tool (BST): The tool being procured through this RFP #4478 to capture data from ENERGY STAR Portfolio Manager© and used to capture and manage data for various NYSERDA voluntary benchmarking programs such as Battle of the Buildings.

Web Services: A process to automatically exchange data with ENERGY STAR Portfolio Manager©

TASKS

The Contractor shall be responsible for the timely completion of all the tasks in the Statement of Work per the schedule included herein. Deliverables shall be submitted to NYSERDA via either the NYSERDA salesforce platform or another secure, file sharing system provided by NYSERDA. General correspondence shall be sent by email to the NYSERDA Project Manager unless otherwise stated herein.

The Contractor shall provide all services and project management activities necessary for the performance of this Statement of Work which shall include at a minimum the following activities: Coordinate the work of the Contractor's employees and that of all sub-contractors and software vendors that are undertaking tasks described in this Statement of Work; Ensure control over the project budget and adherence to the project schedule; and Provide all project reporting to NYSERDA as specified in this Statement of Work.

The Contractor shall ensure that the NYSERDA Project Manager are given access to project information, data, staff, customers, and resources to allow for a thorough and meaningful validation of performance.

The Contractor shall support the Benchmarking Software Tool through the execution of Tasks 1-9.

Task 1: Software Tool Configuration and Implementation

The Contractor shall implement, as requested and approved by the NYSERDA Project Manager, any requested configurations around building, district and program-level analysis, visualization and reporting to meet the requirements of RFP #4478 beyond those already outlined in the Benchmarking Software Tool Eligibility Requirements. The Contractor shall develop a template, and make future, as needed updates to the "Building Level Report Card" to suit NYSERDA's needs for use in the Battle of the Buildings voluntary benchmarking program, including how data will be automatically populated to form each report card and how NYSERDA Consultants will access copies of report cards to send to program participants. The Contractor shall coordinate a Benchmarking Software Tool configuration scoping meeting with the NYSERDA Project Manager to discuss any configurations needed within one week of receiving the signed contract agreement (#XXXXXX) and as necessary throughout the term of the contract. One week following the meeting, the Contractor shall provide the NYSERDA Project Manager with a configuration proposal. The NYSERDA Project Manager shall review and approve the configuration proposal within one week. Once the Contractor receives the NYSERDA Project Manager's proposal feedback, the Contractor shall execute and implement the Benchmarking Software Tool configuration plan within six weeks and ensure the tool can go live within seven weeks of contract execution.

Deliverables

- 1a. Scoping meeting within one week of contract execution.
- 1b. Meeting minutes including any attendee names, handouts, recordings, and action steps.
- 1c. Configuration Proposal emailed to NYSERDA Project Manager within two weeks of contract execution
- 1d. Implement approved configuration plan within six weeks of contract execution
- 1e. Tool goes live within seven weeks of contract execution
- 1f. Develop template and make as needed updates to the Building Level Report Card

Task 2: Training and Customer Support (NYSERDA and NYSERDA Consultants)

The Contractor shall provide training and customer support to NYSERDA and its consultants, as approved by the NYSERDA project manager, throughout the term of the contract. At minimum, the Contractor shall coordinate a half-day online training on the Benchmarking Software Tool to the NYSERDA Consultants within seven weeks of receiving the signed contract agreement (#XXXXXX) and scheduled in coordination of the NYSERDA Project Manager. The training shall minimally include the following topics: setting up NYSERDA Project manager and NYSERDA Consultant users, assigning user roles and permissions using the access to user permissions management center, uploading data, accessing data, tracking data, analyzing data, sharing data and reporting data capabilities. In addition, the training shall review the customer support protocols for the NYSERDA Consultants. In coordination with the NYSERDA Project Manager and approximately two weeks after the half-day training, the Contractor shall coordinate a two-hour follow-up session to answer questions or provide further training as needed to NYSERDA and its NYSERDA Consultants. The Contractor shall provide a series of step-by-step guides referred to as “The User Guide” that cover the functionality and features of the Benchmarking Software Tool, including: overview, data entry, navigation, editing building records, weather normalization, planning and improvements, understanding results, exporting data, visualizations, and reports. These materials will be updated as needed to stay current to the dedicated web access URL. The Contractor shall substantiate “Contact Us” information on the dedicated web access URL with a specific email address that will either go directly to NYSERDA or be forwarded to NYSERDA and NYSERDA Consultants. In addition, the Contractor shall provide ad hoc requests for training and customer support to NYSERDA and the NYSERDA Consultants via email and phone from 9 am to 5 pm eastern time on normal business days throughout the term of the contract. The Contractor shall provide NYSERDA documentation of issues from customer support which include an estimated response time for different levels of requests (e.g. level 1 – low complexity/support analyst, level 2 – medium complexity/support analyst, level 3 – high complexity/application support specialists and integration engineers). The Contractor shall track and log customer support activities. The Contractor shall maintain the Benchmarking Software Tool Help Guide to optimize the Benchmarking Software Tool user experience. The guide shall minimally include specific directions on how to analyze and report data and be kept current to the dedicated web access URL.

Deliverables

- 2a. Set up and coordinate a half-day online training(s) within seven weeks of contract execution
- 2b. Schedule a two-hour follow-up session within nine weeks of contract execution
- 2c. Provide User Guide and post it to the dedicated web access URL within six weeks of contract execution
- 2d. Update the “Contact Us” information within six weeks of contract execution
- 2e. Provide a customer support email and phone number within two weeks of contract execution
- 2f. Develop for NYSERDA’s approval a *Help Guide* within four weeks of contract execution

2g. Provide report of customer support activities monthly

2h. Respond accordingly and provide support for NYSERDA's ongoing training needs and requests

Task 3: NYSERDA Tool Updates and Testing

The Contractor shall meet the web design, accessibility, website security, website hosting, domain name and e-mail, website branding and website analytics NYSERDA requirements as described in **Attachment H – Web Related Addendum**. The Contractor shall set up the Benchmarking Software Tool for NYSERDA, hosted on the Contractor's servers in a Service Organization Control 3 (SOC3) certified secure data center. The Contractor shall provide a minimum of four Benchmarking Software Tool updates per year with maintenance and new features. The Contractor shall review NYSERDA directed customizations with the NYSERDA Project Manager prior to implementation. The updates shall occur during the evening hours (8:00 pm – 6:00 am EST) to avoid disrupting the user experience. The Contractor shall sufficiently test the Benchmarking Software Tool releases in beta version before publishing to production servers. Testing will include functionality and security. NYSERDA Security testing will include a security focused code review of any changes made to the Benchmarking Software Tool application and the application code being ran through a static code security analysis tool before being allowed into the production environment. The Contractor shall monitor the Benchmarking Software Tool availability and respond to any outages. If an outage of greater than 15 minutes occurs, the Contractor must communicate the outage to NYSERDA and its Consultants within one business day and must respond to the outage within two business days. If outages occur on a frequent basis, NYSERDA reserves the right to terminate the contract.

Deliverables

3a. Demonstrate website meets requirements of **Attachment H – Web Related Addendum** within six weeks of contract execution

3b. Provide documentation of the SOC3 certification to the NYSERDA Project Manager within six weeks of contract execution

3c. Provide a minimum of four (4) Benchmarking Software Tool updates per year with maintenance and new features.

3d. Publish a log of software updates to NYSERDA's view of the tool within one week of the updates.

3e. The Contractor shall sufficiently test the Benchmarking Software Tool releases in beta version before publishing to production servers.

3f. The Contractor shall publish release notes to the Benchmarking Software Tool portal and provide NYSERDA a summary of security testing stating any unresolved issues by severity (high, medium, or low).

3g. The Contractor shall monitor the Benchmarking Software Tool availability and respond to any outages.

Task 4 Project Management

The Contractor shall assign a Project Manager to this project. The Contractor shall schedule and attend monthly check-in calls with the NYSERDA Project Manager to discuss progress and resolve any issues in a timely fashion. At the NYSERDA Project Manager's discretion, additional check-in calls with the Contractor may be scheduled to obtain more frequent progress updates. As the project develops and matures, the NYSERDA may agree to decrease the frequency of check-in calls. The Contractor shall provide a written quarterly update on progress (e.g. SOW deliverables, enrollment and benchmarking metrics), lessons learned, anticipated activity in the upcoming quarter and budget updates. The report is

due on the 10th day of the month following the end of each quarter (e.g. 1/10/21 for Q4 2020 report). NYSERDA will provide more direction on the quarterly report format one month before the first report is due. The Contractor shall be responsible for adhering to NYSERDA's guidance throughout the Scope of Work. The Contractor shall provide all project management activities necessary for the performance of this Scope of Work, which shall include:

- Coordinate the work of the Contractor employees and those of sub-contractors and equipment vendors that are undertaking tasks described in this Scope of Work.
- Ensure control over the project budget and adherence to the project schedule.
- Provide all project reporting to NYSERDA as specified in this Scope of Work.

The Contractor shall participate in an annual performance review within one month following the end of each performance period. The annual performance review will evaluate the progress of the Scope of Work deliverables, as well as include an assessment of NYSERDA's and the NYSERDA Consultants satisfaction of the tool. Failure to meet the deliverables in the Scope of Work may result in contract termination if the deliverables are not reconciled in a timely manner.

Deliverables

4a. The Contractor shall identify the Project Manager to execute this Scope of Work within one week of receiving the signed contract agreement (#XXXXXX).

4b. The Contractor shall schedule the one-on-one monthly calls within two weeks of receiving the signed contract agreement and submit an agenda to the NYSERDA Project Manager one business day before each call. The agenda should include project updates and issues to resolve moving forward. The Contractor shall provide NYSERDA with the meeting minutes from the check-in call within one week following the call.

- During the first one-on-one check in call, the Contractor shall provide the NYSERDA Project Manager a high-level summary describing how the Contractor will provide project management activities necessary for the performance of this Scope of Work.

4c. The Contractor shall provide the NYSERDA Project Manager the quarterly report on the 10th day of the month following the end of each quarter.

Task 5: Billing and Invoicing

The Benchmarking Software Tool is provided as Software as a Service for a license that includes access to the tool, report configuration, NYSERDA Consultant customer support, hosting, and data storage. Licensing is per building. The Contractor shall calculate license amounts based on the number of buildings being benchmarked each month and shall invoice NYSERDA monthly. The Contractor shall track the hours required to execute Task 1-9 and invoice monthly. Contractor shall invoice monthly. Invoices shall clearly describe the tasks completed and deliverables provided. Invoices shall be emailed to the NYSERDA Project Manager and shall contain the Purchase Order (PO) and contract number. Invoices are due by the 15th of the month for the preceding month's expenses. The NYSERDA Project Manager reserves the right to request additional documentation as needed.

Deliverables

5a. The Contractor shall send the NYSERDA Project Manager an invoice every month by the 15th of the month for the preceding month's expenses. A memo shall be attached to the invoice summarizing the activities included within the invoice.

Task 6: Data Management

The Contractor shall maintain backups for use in restoring data if there is a loss of data. The Contractor shall pull raw data to ESPM daily. ESPM accounts can be shared with NYSERDA or NYSERDA Consultants with administrative rights to serve as a repository for raw data independent of the Contractor's involvement. Raw data is the basic utility consumption data, while processed data is the data manipulated by the tool (ex. greenhouse gas equivalent and energy use intensity). The Contractor shall archive the raw and processed data collected from the benchmarking tool for up to 10 years. Under no circumstances shall data be purged or deleted due to database capacity limitations. The Contractor shall provide NYSERDA with the ability to download or access the raw or processed data on demand or at any time during the program. The data will be in XML or CSV format.

Deliverables

6a. Within eight weeks of contract execution, the Contractor shall:

- Identify the hosting company which will keep offsite backups of all of the Benchmarking Software Tool data as well as backup hosting servers.
- Implement a plan to push raw or processed data to the archive at an identified frequency.

6b. The Contractor shall archive the raw and processed data collected from the Benchmarking Software Tool for up to 10 years. The Contractor shall provide the NYSERDA Project Manager archived data upon request. If the data is purged or deleted before ten years, it may result in contract termination.

- The Contractor shall provide the NYSERDA Project Manager with directions on how to download or access the raw or processed program data within ten weeks of contract execution. The NYSERDA Project Manager must have the ability to download or access the raw or processed data on demand and at the end of the program. The data shall be in XML or CSV format.

Task 7: Additional Technical Support or Analysis

The Contractor shall provide additional technical and support services as requested by the NYSERDA Project Manager to support NYSERDA and NYSERDA Contractors managing voluntary benchmarking programs. Additionally, the Contractor shall provide additional analysis and support as requested by the NYSERDA Project Manager to support the Clean Energy Communities Battle of the Buildings Program.

Deliverables:

7a. The Contractor shall provide additional technical support and analysis as requested by the NYSERDA Project Manager to support the Clean Energy Communities Battle of the Buildings Program. Prior to providing additional technical support and analysis, the Contractor shall provide the NYSERDA Project Manager with an estimated cost associated with each request.

Task 8: Communicating to building owners/operators through the Benchmarking Software Tool

The contractor shall have a means for communicating errors in benchmarking submissions to building owners and operators using a one-way system such as email. The Contractor shall make recommendations, both tool and program, to effectively reduce or eliminate errors.

Deliverables

8a. The contractor shall make a method available to NYSERDA and NYSERDA contractors for compiling building level data issues and attaching it as a .PDF or Word file or embedding the information in a

canned email communication and sending emails to building owners and operators participating in CEC BoB campaigns

Task 9 Project Schedule and Template

Provide an overall schedule of the project and timing of tasks and deliverables listed in the SOW. Project tasks in the schedule must match the numbered project tasks in the SOW. The schedule should start with the contracting through the data transfer at the end of the agreement. The schedule may be provided in the form of “months after contract award” in a Gantt chart format. NYSERDA anticipates launching the Clean Energy Communities Battle of the Buildings (BoB) benchmarking program Q1/Q2 of 2021. **The proposer should have the benchmarking software tool available to receive data from building participants ENERGY STAR Portfolio Manager© accounts seven weeks after notice of contract execution.**

Task 9 Deliverables

9a. The contractor shall make a schedule of tasks and deliverables as outlined in the SOW in months using a Gantt chart format

9b. The tool is operational and live within seven weeks days of contract execution