

Energy Trust of Oregon

Automated Meter Data Analytics

Request for Information

RFI Submission Deadline:

June 16, 2017, 5:00 p.m. (PDT)

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1. Introduction

Energy Trust of Oregon, Inc. (Energy Trust) seeks a respondent to provide an automated meter data analytics (AMDA) platform to support effective management and delivery of the residential sector energy efficiency portfolio. For the purpose of this Request for Information (RFI), an AMDA platform is a software tool capable of providing automated estimates of realized and/or potential savings based on customer electric and gas usage data. Energy Trust's use of AMDA tools is an emerging activity, the nature of which is expected to evolve over the course of the anticipated contract term.

The selected AMDA platform respondent will work with Energy Trust's Residential program, as well as Planning and Evaluation staff to support Energy Trust's assessment of the underlying methodology and practical applicability of the tool. The selected respondent will be expected to provide detailed access to any and all calculation methodologies.

During 2018 the primary focus will be AMDA use cases supporting the delivery of Energy Trust's Residential program. Beginning January 1, 2018, Energy Trust's residential offerings will be consolidated to a single residential program managed by a single Program Management Contractor (PMC), supported by one or more additional Program Delivery Contractors (PDCs). The AMDA respondent will be selected to coincide with the transition occurring in the management of the sector's offerings. Energy Trust expects to have a transition agreement in place with the incoming PMC by the beginning of August 2017, and all required contracting complete for full delivery of the residential services by January 1, 2018. The AMDA respondent will be expected to support and integrate into these efforts. A copy of Energy Trust's Residential Program PMC and PDC Request For Proposals is provided through [this link](#).

In addition to the core residential requirements detailed in this RFI, respondents may also propose functionality and services to support the delivery of the commercial sector energy-efficiency portfolio. The option to propose commercial applications will not factor into the vendor selection process, however Energy Trust may pursue additional commercial applications with the selected vendor based on the merits of the response.

Key Dates

Key dates associated with this RFI are listed below.

Questions and requests for clarification due	May 19, 2017, 5:00 p.m.
Question and Answer responses posted	May 25, 2017, 5:00 p.m.
Submission deadline	June 16, 2017, 5:00 p.m.
Potential respondent demonstrations	Week of July 17, 2017

All times listed are Pacific Daylight Time (PDT).

About Energy Trust

Energy Trust is an independent nonprofit organization selected and overseen by the Oregon Public Utility Commission (OPUC) to help Oregon utility customers save energy and generate renewable power. Energy Trust's services, cash incentives and energy solutions have helped participating customers of Portland General Electric, Pacific Power, NW Natural, Cascade Natural Gas and Avista save nearly \$2.3 billion on their energy bills. The cumulative impact of the organization's leadership since 2002 has been a contributing factor in the region's low energy costs and in building a sustainable energy future.

Energy Trust operates under a [Five-Year 2015-2019 Strategic Plan](#) that sets aggressive savings and generation goals. The plan includes strategies for continuously improving program designs and services, managing the total cost of delivering energy efficiency, expanding customer participation, and replenishing the energy-efficiency resource through a portfolio of new technologies and product development strategies.

Some of Energy Trust's requirements in this RFI and in any subsequent negotiating or contracting phases are driven by governing law, the provisions of the grant agreement with the OPUC (the OPUC Grant Agreement) and funding agreements with each utility. A copy of the OPUC Grant Agreement is available at www.energytrust.org/about, as well as information about Energy Trust's background, funding sources, strategic and action plans, policies and programs.

2. AMDA Background and Overview

Energy Trust's exploration of AMDA capabilities began in mid-2016 as a research project. The first phase of this project explored the compatibility of Energy Trust residential customer utility data.¹ Upon successful upload of monthly utility customer information (UCI) data into the AMDA platform, the project transitioned to reproducing analysis performed during three prior impact evaluation analyses of residential offerings. The results of Energy Trust's exploratory research have encouraged the organization's program and Evaluation staff to move forward with broader AMDA platform objectives. The objectives of this RFI are established with an emphasis on residential applications; however, Energy Trust will work with the selected respondent to explore the viability of AMDA applications utilizing commercial UCI data. In addition to objectives designed to enhance the work of internal and external program teams, Energy Trust's Evaluation staff will work with the selected respondent to gauge the feasibility of leveraging the AMDA platform to perform formal impact evaluations.

Energy Trust's objectives for leveraging an AMDA platform are to:

- Support the organization's assessment of the underlying methodology and practical applicability of the respondent's AMDA platform;

¹ Energy Trust receives monthly electric meter data from Portland General Electric and Pacific Power, and monthly gas meter data from NW Natural, Cascade Natural Gas and Avista. More granular interval data is not widely available at this time.

- Shorten the feedback loop between measure implementation and formal impact evaluations conducted by Energy Trust by examining metered project performance against prior evaluation findings and published Unit Energy Savings (UES) values;
- Implement an ongoing, scalable solution to assess the accuracy of new construction energy modeling tools, such as the energy modeling software REM/RATE™;
- Assist the deployment of customer targeting and segmentation campaigns to support broader uptake of existing measures;
- Enhance trade ally (installing contractor) quality assurance and ranking activities;
- Assess the viability of using the platform to conduct definitive impact analyses of residential measures for evaluation purposes, and
- Explore design options and measurement frameworks for a potential residential “pay-for-performance” program.

3. AMDA Platform Specifications

Energy Trust seeks responses to this RFI that detail respondents’ proposed AMDA platform capabilities, technical requirements, and collaboration abilities.

Functional Capabilities

Respondents are welcome to describe the full range of capabilities of the proposed AMDA platform, but should, at a minimum, address the respondent’s ability to:

- Maintain strict confidentiality of all customer information, including but not limited to personally identifiable information (PII), in adherence with requirements detailed in Appendix C: Utility Customer Information Confidentiality Agreements, and expected contractual requirements concerning data confidentiality;
- Provide continuous² weather-normalized, site-level energy savings estimates for installed measures, based on monthly electric and gas usage data;
- Assess the impacts of individual measures (where applicable), groups of measures, and other granular factors driving savings based on available data for treatment sites;
- Integrate meter data analytics with additional information such as program participation records, public property tax records (e.g., site square footage), asset-based site characteristics acquired through energy modeling software, or other applicable examples;
- Establish comparison groups of non-participants or past/future participants to account for exogenous changes, and
- Describe the ways in which a user may interface or interact with the platform, anticipating a range of user types with varying levels of technical proficiency.

² For the purpose of this RFI, the expected cadence of continuous savings estimates is roughly once per month. Energy Trust currently imports approximately 4.5 million individual utility records per month from flat files. Records associated with residential rate codes constitute 87% percent of those utility records.

Technical Requirements

To help Energy Trust assess both internal and PMC resources needed to successfully deploy the proposed AMDA platform, respondents should provide a detailed description of technical and operational requirements. Respondents' description of AMDA platform requirements should include:

- Information on the data import process, the required and optional data elements, and the structure of files to be provided to the selected respondent. This includes what file formats the proposed platform is able to interface with, the encryption method of data at rest/in transit, and any other relevant data import considerations;
- Summary of any additional, external data sources used by the platform (e.g., weather, Census, property tax records, etc.);
- Description of the technology and/or approach that would allow for the joining of disparate datasets to Energy Trust UCI data;
- Provide a description of the types of outputs and reports that the platform would be able to provide to the broad user base (Energy Trust, PMCs, and PDCs);
- Description of how the platform is accessed. Respondents should include information concerning security protocols and what technical requirements exist to access the user interface, including connection speed, browser, or software configuration; hardware requirements, and any other technical considerations that may exist;
- Describe the approach to data security and the policies and procedures in place for destruction of data;
- A list of start-up tasks and duration (both internally to the respondent as well as Energy Trust's internal and external delivery teams) required to launch the platform in this application, and
- A list of ongoing tasks with an estimate of the anticipated monthly hours required by Energy Trust and/or PMC staff (including IT integration support) to enable the continued, post-launch successful operation of the AMDA platform.

Collaboration with Program Entities

Deployment of the selected respondent's AMDA platform will benefit from a functional working relationship between the respondent, Energy Trust, PMC and PDC staff. Respondents should describe their proposed approach to:

- Support platform users, including training and orientation for Program, IT, Evaluation and PMC staff;
- Support the validation of the platform's underlying methodologies, including detailed data management and analysis procedures, sharing or otherwise providing insight into code, and comparing mid-point outputs and final results to independent analysis on a common dataset;
- Engage in program planning activities, notably AMDA project scoping, and
- Collaborate with independent PMCs and other third-party respondents supporting Energy Trust's Residential program.

4. Submission Guidelines

Submissions should be organized and submitted as follows, and should not exceed a total of 10 pages, excluding appendices and optional commercial buildings functionality.

Respondents should submit all responses electronically and e-mail them to Kate Hawley at kate.hawley@energytrust.org. The electronic copy can be submitted as a PDF or secure Word file. Pricing proposals should be submitted as an Excel file.

4.1. Cover Page

In order for Energy Trust to consider responses, respondents must submit the Signature page as a cover page, attached to this RFI as Appendix A, and signed by a duly authorized officer or agent of the respondent company submitting the response.

4.2. Executive Summary

In no more than one page, each respondent should provide an executive summary that demonstrates understanding of Energy Trust's objectives for leveraging an AMDA platform and why its AMDA platform is well suited to meet the functional capabilities, technical requirements, and collaboration specifications identified in the AMDA Platform Specifications.

4.3. Description of Approach/Design/Delivery

Responses should provide sufficient detail to 1) substantiate respondent's ability to satisfy Energy Trust's needs as summarized in the AMDA Platform Specifications and 2) respond specifically to each of the bulleted requests for information. Material for the sole purpose of marketing or of general nature should not be included in responses.

4.4. Price Proposal

Respondents should submit pricing and costs for responses as described in Appendix B.

4.5. Qualifications

Respondents should provide a description of their experience in implementing an AMDA platform consistent with Energy Trust's AMDA Platform Specifications, listed in section 3 of this RFI. Responses should:

- Describe respondent's background, proficiency and approach to providing the services referred to in this RFI including subcontractors that might implement or support the respondent's services;
- Identify relevant past residential and commercial work for current and previous clients, including examples of customized versions and information on outcomes achieved;
- Cite publically available validation studies;
- Provide at least one and no more than three references for any current or previous clients that have implemented respondent's AMDA platform, and
- Demonstrate knowledge of Energy Trust or other energy efficiency programs and services.

5. Evaluation Process and Selection

Modified RFI Process

If Energy Trust determines, in its sole discretion, that responses to this RFI would not satisfy its AMDA platform needs, then Energy Trust reserves the right to undertake a modified RFI process in order to facilitate the selection of an AMDA platform respondent.

Respondent Selection Criteria

Selection of a respondent for an AMDA platform from among responses to this RFI will be the sole responsibility of Energy Trust and will be undertaken at the sole discretion of Energy Trust. Responses may be eliminated from consideration at Energy Trust’s sole discretion for any reason, including but not limited to:

- The response is substantially incomplete;
- The response does not address the objectives of the RFI
- There is evidence of financial instability of the firm or team;
- Response is inconsistent with Energy Trust policies or requirements, and/or
- A conflict of interest exists.

Responses will be evaluated on a number of criteria including, but not limited to:

Criteria	Weight	Description
Cost	40%	Respondent has proposed implementation of an AMDA tool at a reasonable cost.
Strength of Proposal	40%	Responsiveness to the RFI, including compliance of proposed platform with Energy Trust’s core needs, respondent’s approach to the development and delivery of the platform and ability to satisfy the AMDA platform requirements, relevant experience for delivering the solution and potential ongoing support.
Collaboration	20%	Quality of strategy and plan regarding how the respondent will work with Energy Trust staff, PMC and PDCs.

Energy Trust shall establish evaluation scoring processes, but ratings of all responses shall be confidential. Energy Trust will publically disclose the name of the successful respondent(s) upon the completion of an executed written contract.

Shortlisting and Demonstrations

Energy Trust may shortlist and select one or more respondents to present and demonstrate their proposed tool(s). Through this shortlist presentation and demonstration, respondents will have the opportunity to demonstrate to the satisfaction of the Energy Trust RFI evaluation team that the proposed tool would meet Energy Trust’s AMDA platform needs.

Energy Trust will not provide compensation for any costs related to presentations or demonstrations made in response to this RFI. Energy Trust will schedule any presentations at

mutually convenient times for Energy Trust and the respondents(s) within the defined period. Respondents should prepare for detailed questions about components of their AMDA platform that may not be specific subjects of this RFI.

6. General Provisions

All responses to this RFI are subject to the following provisions:

Agreement to All Terms

By submitting a response to this RFI, the respondent represents that it is authorized to submit a response, all information provided in the response is true and correct, and explicitly understands the following provisions of this RFI and all other provisions set forth in this RFI.

Right to Accept or Reject

Energy Trust reserves the right to make multiple awards, reject any and all responses and to waive any nonconformity in responses received; to accept or reject any or all of the items in a response; or to award a contract in whole or in part as it is deemed in Energy Trust's best interest. Energy Trust may also choose to negotiate any details of responses prior to contracting.

Criminal Record and Credit Check

Energy Trust might require respondents selected as finalists to this RFI to consent to a combined criminal record and credit check to proceed in the process. Energy Trust will obtain the respondent's consent to proceed with these checks.

Confidentiality

Except in the case of litigation or other legal disclosure and/or audit requirements, Energy Trust will not disclose information submitted in response to an RFI to any third party.

Ownership of Responses

All materials submitted in response to this RFI shall become the property of Energy Trust and will not be returned to the respondent.

No Verbal Addendums

No verbal agreement or conversation made or had at any time with any officer, agent or employee of Energy Trust, nor any oral representation by such party shall add to, detract from, affect or modify the terms of this RFI. Any addendum to this RFI will be in written form.

Respondent Costs

Each response prepared in response to this RFI will be prepared at the sole cost and expense of the respondent and with express understanding that there will be no claims whatsoever for reimbursement from Energy Trust.

Waiver of Claims

Respondents waives any right they might otherwise have to bring any claim, whether in damages or equity, against Energy Trust, Energy Trust Board of Directors or any of Energy Trust's agents, employees or contractors, with respect to any matter arising out of any process associated with this RFI.

Energy Trust Rights Reserved

Energy Trust reserves the right, in its sole discretion, to reject any or all submissions in whole or in part, to waive any minor irregularities or informalities in a proposal, and to enter into any agreement deemed to be in its best interests. In addition to any other enumerated reserved rights and/or options as stated in this RFI, Energy Trust may in its sole discretion do any one or more of the following:

- Determine which responses are eligible for consideration in response to this RFI;
- Disqualify responses that do not meet the requirements of the program;
- Negotiate with respondents to amend any response;
- Select and negotiate and/or enter into agreements with respondents who are most responsive to the RFI and whose submissions best satisfy the interests of Energy Trust and not necessarily on the basis of price alone, or any other single factor;
- Issue additional subsequent solicitations for response, including withdrawing this RFI at any time and/or issuing a new RFI that would supersede and replace this one;
- Vary any timetable or schedule, add or change any provisions discussed herein;
- Conduct any briefing session or further RFI process on any terms and conditions;
- Suspend or modify the RFI process at any time, and/or
- Enter into relationships with more than one respondent.

Potential for Resulting Contract

Following evaluation, if Energy Trust determines, in its sole discretion, that it has sufficient information on which to base an AMDA platform selection decision, then Energy Trust may invite a selected respondent to negotiate a written contract with Energy Trust for an AMDA platform. Energy Trust will have the option to incorporate a respondent's proposed licensing and/or maintenance agreement.

This RFI does not constitute an offer to contract with any party for an AMDA platform. Energy Trust does not consider any response to this RFI to constitute an agreement to enter into any contract for an AMDA platform. Execution of a written contract with Energy Trust will be

necessary to perform any of the work described in this RFI or in any responding responses. No award will be considered a commitment by Energy Trust to use or pay for any AMDA platform unless and until a final and binding written contract has been executed by and between Energy Trust and a respondent or respondents. Key terms in any resulting contract might include the following: appropriate license and certification requirements; timely and accurate invoicing requirements; requirements stating that written contracts with any of the subcontractors performing any portions of the program are required and must include provisions requiring such subcontractors to adhere to requirements incumbent upon the contractor in its contract with Energy Trust; intellectual property provisions ensuring that work or product developed for the program shall be the property of Energy Trust; conflict of interest disclosure requirements; confidential information nondisclosure requirements; indemnification for third-party claims and limitation of liability provisions; and insurance requirements.

Time is of the essence, and prolonged contract negotiations will not be undertaken. In general, Energy Trust strongly prefers contracts that are consistent with Energy Trust's standard terms and conditions; negotiations for such contracts can typically be completed quickly. Any party involved in these contract discussions can terminate negotiations at any time for any reason. If it appears that contract negotiations are not proceeding in a timely manner, Energy Trust may opt to terminate the discussions and select another respondent.

Appendix A: Cover Sheet and Signature Page

I, the undersigned declare that;

1. I am an authorized agent of the respondent listed below after "Respondent Firm Name" ("Respondent") and have authority to submit this submission on behalf of the Respondent.
2. The information provided in this response is true and correct to the best of my knowledge.
3. I have read this Request for Information in its entirety and agree unconditionally to all of its conditions and requirements.
4. The Respondent has not directly or indirectly induced or solicited any other respondent to submit a false or sham submission.
5. The Respondent has not solicited or induced any other person, firm or corporation to refrain from proposing.
6. The Respondent has not sought by collusion to obtain for itself any advantage over any other respondent or Energy Trust.
7. The Respondent's response is genuine; not made in the interest of, or on behalf of, any undisclosed person, firm or corporation; and is not submitted in conformity with an agreement of rules of any group, association, organization or corporation.
8. I understand and accept that the approval or rejection of Respondent's response is within the sole discretion of Energy Trust and that there is no legal commitment to purchase any AMDA platform until all due diligence has been performed and a properly authorized contract has been duly and properly executed.
9. I authorize the representatives of Energy Trust to investigate the business history of the Respondents, its affiliates, and all associated partners, principals and management and authorize the release of all said information.
10. I agree that I will report immediately in writing to Energy Trust any changes to the information contained herein at any time while respondent's response is under consideration.

The information contained in this response and any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to Energy Trust, is true, accurate and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead Energy Trust as to any material fact.

Date: _____

Respondent Firm Name: _____

Authorized Signature: _____

Printed Name: _____

Title: _____

Appendix B: Pricing and Cost Information

Please provide an Excel file (soft copy) with cost and pricing in your proposal for an AMDA platform that meets the AMDA Platform Specifications as identified in section 3 of this RFI. Specifically, please:

- Identify the structure of your pricing proposal: time and materials and/or alternatives;
- Identify initial set-up/development costs and ongoing maintenance and licensing or hosting costs;
- If there are additional, non-core features that will be added after the initial release, provide the pricing for those features separately, such as small business functionality;
- Identify costs that will be incurred in 2018 and identify what portion of these costs are one-time start-up costs and those that are re-occurring and ongoing costs;
- Explain your pricing structure for future development, enhancement and customization requests, and
- Explain your pricing structure for future support services for the platform.

Appendix C: Utility Customer Information Confidentiality Agreements

The following Utility Customer Information Confidentiality Agreements have been provided for your knowledge and review. No signatures are required at this time.

[Click here to access the contractor version.](#)

[Click here to access the individual version.](#)