



Income Verification for Efficiency Vermont Rebate Programs

RFP Release Date: 12/17/2021
Bidder Questions Due: 12/28/2021
Answers Posted: 1/3/2022
Proposals Due: 1/17/2022

Request for Proposal

Summary

Efficiency Vermont, a statewide Energy Efficiency Utility operated by Vermont Energy Investment Corporation, is seeking proposals from professionals or organizations for **Income Verification for Efficiency Vermont Rebate Programs**. Responses to this Request for Proposals (RFP) must be delivered electronically to VEIC by **5 p.m. EST on Monday, January 17th, 2022**. Efficiency Vermont will not accept responses submitted after **5 p.m. EST**. Please submit your response electronically via e-mail to: rking1@veic.org with **RFP Submittal for Income Verification for Efficiency Vermont Rebate Programs** in the subject line.

Efficiency Vermont will respond to individual questions regarding this RFP only as follows: Efficiency Vermont will receive questions regarding requirements and scope of work up to **5 p.m. EST Tuesday, December 28th, 2021**, via e-mail only, to rking1@veic.org with **Income Verification RFP Question in the subject line**. When appropriate, please refer to the RFP page number and Section Heading for ease of navigation and response. Efficiency Vermont will strive to post answers on the Efficiency Vermont website <https://www.veic.org/requests-for-proposals> no later than **Monday, January 3rd, 2022**. Efficiency Vermont will not address questions submitted after **Tuesday, December 28th, 2021**.

Background

Vermont Energy Investment Corporation

Vermont Energy Investment Corporation (VEIC) is a mission-driven, nonprofit organization dedicated to reducing the economic and environmental costs of energy use. It carries out its mission, in part, by designing and implementing innovative energy efficiency and renewable energy programs. Founded in 1986, VEIC is nationally and internationally recognized for advancing energy efficiency, energy conservation, and renewable energy programs and projects

across the United States, Canada, and Europe. VEIC employs 280 professionals and is headquartered in Winooski, Vermont. It has offices also in Washington, DC, and Ohio. For additional information, please see: VEIC Website: www.VEIC.org

VEIC is a **Just-labeled** organization, committing itself to corporate transparency on social justice and equity indicators. We've also adopted the **Social Vulnerability Index** across our entire organization to measure the impact our work has on underserved communities. With ongoing employee engagement in **social and energy justice principles**, justice and fairness are embedded in everything we do. We see opportunities everywhere to create new tools that can help us build the kind of company—and the kind of society—we want to see.

Efficiency Vermont

Launched January 1, 2000, Efficiency Vermont helps ratepayers reduce energy costs, strengthen the local economy, and protect the environment by making homes and business energy efficient. Efficiency Vermont provides technical assistance, rebates, and other financial incentives to help Vermont households, businesses and other institutions—such as K-12 schools—reduce their energy costs with energy-efficient equipment, lighting, and approaches to construction and major renovation. Efficiency Vermont partners extensively with contractors, suppliers, and retailers of efficient products and services throughout the state.

VEIC operates Efficiency Vermont under an Order of Appointment issued by the Vermont Public Service Board. For additional information, please see the Efficiency Vermont website: www.encyvermont.com

Scope of Work and Schedule

RFP and Implementation Schedule

Table 1. Efficiency Vermont will attempt to adhere to the following schedule but reserves the right to adjust the below schedule as needed.

| | |
|-------------------------------------|--|
| RFP release | December 17, 2021 |
| Bidders Questions Due | December 28, 2021 |
| Answers posted | January 3, 2022 |
| RFP responses due | January 17, 2022 |
| Bidder selected | January 31, 2022 |
| Contract negotiations and signature | February 21, 2022 |
| Performance Period | February 21, 2022 to December 31, 2022 |

Scope of Work

Efficiency Vermont's residential programs are looking to implement a system that relies on documentation review for income verification for customers in 2022 and 2023 in order to confidently administer enhanced incentives in accordance with the American Rescue Plan Act of 2021 ("ARPA") guidelines. The ideal selected vendor will have experience with customer income qualification as part of their business practices and be willing to extend services into 2023. Selected Vendor will be expected to:

- Comply with VEIC's information security requirements (see Attachment B);
- Comply with reporting requirements set forth by Efficiency Vermont
- Provide both hard copy and virtual services for customers; and
- Provide statewide coverage across Vermont.

Efficiency Vermont is *not* looking for data such as employer names, addresses, statuses, job titles, rates of pay, income histories, social security numbers, or other Personally Identifiable Information (PII). Efficiency Vermont will provide income thresholds by county and household number to Selected Vendor, and Selected Vendor will perform a mutually agreed upon procedure to determine if customer is eligible for enhanced incentives. Selected Vendor shall submit reports to a designated contact at Efficiency Vermont within a mutually agreed upon reporting timeframe and upon request as needed.

Selected Vendor will submit an invoice upon completion of deliverables by the 5th business day of each month. Each invoice will include deliverable(s) completed and the price for each.

Preparing and Delivering a Proposal

For ease and efficiency of review, Efficiency Vermont has specified the requirements for submitting a proposal to this RFP. Bidders must follow, and be responsive to, ALL requirements of this RFP. Proposals should be clear and concise, presented in the form of a written response with sections and sub-headings. Proposals that are not in the required format or incomplete may be disqualified at Efficiency Vermont's sole discretion.

Bidders are required to propose, and will be scored upon, the individual criteria summarized in Table 2. **Every bidder is required to include a Bid Summary Table based on Table 2** below with the specific value or information they propose for each of the listed criteria. The Bid Summary Table shall be presented as part of the narrative summary.

Table 2: Response Summary, Evaluation Criteria and Points

| Scoring Category/Criteria | Max Points |
|--|------------|
| Demonstrated ability to provide the required services, including but not limited to qualifications of firm and staff, and previous experience providing comprehensive income verification services | 15 |
| Proposed Pricing Structure (strong preference for a per-unit/per-income review format with any additional costs noted separately, but will consider other proposed pricing structures) | 15 |
| Ability to integrate with Efficiency Vermont reporting systems and web-based resources | 25 |
| Proposed approach to the project and overall quality of vendor's proposal | 25 |
| Ability to meet Information Security Requirements and overall information security posture. | 20 |

Response Requirements

- A. **Company Info:** Name of the business, contact person, and contact information including full legal name, address, telephone, mobile telephone number, e-mail address, and website address, as applicable.
- B. **Company profile:** a brief company profile, not exceeding 500 words, including any subcontractors.
- C. **Statement of ownership:** the type of business entity (sole proprietorship, corporation, LLC, or other).
- D. **Narrative of Proposed Services**
 - a. Describe your organization's approach and preferred methods for meeting the requirements outlined in our specifications;
 - b. Describe in detail your proposed products and services. Indicate if you can meet our specifications, or if they can only be met under certain conditions or circumstances. If specifications cannot be met, briefly explain why, noting any concerns or issues Efficiency Vermont should be aware of;
 - c. Provide a timeline indicating deliverables, vendor responsibilities and resources needed from Efficiency Vermont.
- E. **Binding Transmittal Letter** (1 page maximum): Each proposal must include a binding transmittal letter signed by a party authorized to obligate the bidder to the services

described in their proposal. The letter must clearly identify the person authorized to serve as the organization’s representative for future communications regarding the response. The letter must state that the proposal is valid for 60 days.

F. Budget (5 pages maximum): Each proposal must include a detailed budget, including price per customer income review. Bidder must include in their proposal a description of any assumptions made regarding the Scope of Work that may have an impact on the budget. Labor rates may be attached as a separate appendix.

G. Qualifications and Team Experience (5 pages maximum): This section of the response must demonstrate the bidder’s team’s (including any subcontractors) knowledge, experience and ability to successfully complete the Scope of Work.

Provide details on the roles and responsibilities of key personnel and team members including any subcontractors. Experience should include certifications and trainings for key staff.

H. Proposal Exceptions Summary Form. A Proposal Exception Summary Form (see below) with exceptions to items in any section of this RFP or the Efficiency Vermont’s Standard Contract terms and conditions. Failure to note exceptions on the Proposal Exception Summary Form will be deemed to be acceptance of the terms of this RFP and Efficiency Vermont’s Standard Contract terms and conditions in Appendix A. Efficiency Vermont will take these exemptions into consideration when evaluating responses. If exceptions are not noted in bidder’s proposal but raised during contract negotiations, Efficiency Vermont reserves the right to cancel the negotiations and award projects to other bidders. If Bidder would like to proposal their contract template, a copy of the template should be attached as an appendix.

| RFP/ Contract Reference | Bidder’s Proposal Reference | Brief Explanation of Exception |
|--|--|--|
| (Reference specific outline point to which exception is taken) | (Page, section, items in bidder’s proposal where exception is explained) | (Short description of requested exception) |
| 1. | | |
| 2. | | |

- I. **Certificate of Insurance.** Bidder must supply a current Certificate of Insurance showing evidence of General Liability. If awarded a Contract, bidder will also be required to provide a final certificate of insurance to show compliance with the minimum insurance requirements outlined in the successful bidder’s contract. Efficiency Vermont anticipates the minimum requirements to be as outlined below but will confirm final insurance requirements prior to issuance of a contract. The final certificate of insurance shall comply with the requirements outlined in Efficiency Vermont’s Standard Contract (**Appendix A**). Bidder must raise any questions about the insurance requirements by the deadline set forth above and must identify any exceptions to the anticipated minimum requirements in its response.

| Insurance Policies | Limits |
|---|---|
| Commercial General Liability | \$1m per occurrence/\$2m aggregate |
| Automotive Liability (if applicable) | \$1m per occurrence single limit for bodily injuries and property damage |
| Crime Insurance | \$1m per occurrence for dishonest acts |
| Workers’ Compensation | Statutory mandates |
| Employer’s Liability | \$500k per accident; \$500k per disease; \$500k policy disease limit |
| Professional Liability Insurance (Errors & Omissions) | \$1m per occurrence/\$2m aggregate |
| Cyber Liability Insurance | \$1m per occurrence/\$1m aggregate, or proof that cyber liability coverage is included in the professional liability policy |
| Umbrella or Excess Liability Insurance | \$1m per occurrence/\$2m aggregate |

- J. Disclosure of any pertinent litigation
- a. A bidder must disclose any past or pending judgments, lawsuits, actions, bankruptcies or regulatory decisions or information that may adversely affect the bidder’s ability to meet any requirements of this RFP, the subcontract or the bidder’s proposal. A bidder agrees to provide a detailed description of any of the above events and the applicable case number in its proposal.

- b. This disclosure obligation is an on-going material obligation that applies from the date of proposal submission through the expiration of any resulting subcontract award. Failure to disclose pertinent litigation may result in the disqualification of Bidder's proposal.

K. Information Security Requirements: Please review the Information Security Requirements listed in Attachment B and provide a completed Information Security Questionnaire (available for download with this RFP) with your response. Efficiency Vermont will not consider any exceptions or request to negotiate terms that were not called out as exceptions to the security requirements in the RFP response.

Limitation

This RFP does not commit Efficiency Vermont to award a contract or to pay any costs incurred in the preparation or submission of proposals. Efficiency Vermont reserves the right to reject any or all proposals received in response to this RFP, to negotiate with any qualified bidder or to cancel in part or in its entirety the RFP, if any of these actions is deemed by Efficiency Vermont in its sole discretion to be in Efficiency Vermont's best interest.