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Application for Solar Workflow Management System Provider

To participate in the

Solar Residential and Commercial Programs

Program Opportunity # CGB-SWMS-16-001
Version 1
JUNE14, 2016

APPLICATIONS ACCEPTED FROM JUNE 14, 2016 THROUGH JULY 8, 2016

Form A – Application Certification

The undersigned is a duly authorized representative of the Solar Workflow Management System (SWMSP) applicant listed below with the authority to bind the applicant for the purposes of this Request for Proposals (RFP). The applicant has read, understands and agrees to be bound by the terms and conditions contained in this solicitation.

The information provided by SWMSP applicant in this Application or any part thereof, including its exhibits, schedules and other documents or instruments delivered or to be delivered to the Connecticut Green Bank (Green Bank), are true, accurate and complete. This Application includes all information necessary to ensure the statements therein do not in whole or in part mislead the Green Bank as to any material fact.

I certify:

- The statements made by SWMSP Applicant in this Application, including all attachments, forms and exhibits, are true and correct to the best of my knowledge.
- The Application is not made in connection with any competing SWMSP Applicant submitting a separate response to this solicitation and is without collusion or fraud.
- The SWMSP Applicant has not been convicted of bribery or attempting to bribe a public official or employee of the state, has not been disqualified for contract awards by any agency of the state, and is not in default under any contract with an agency of the state.
- The SWMSP Applicant does not have an affiliation or relationship, financial or otherwise, with any other SWMSP Applicant under this program except as disclosed in Form B of this Application.
- The SWMSP Applicant acknowledges that the Green Bank is a “public agency” for purposes of Connecticut’s Freedom of Information Act (FOIA), and that all information provided to the Green Bank by the SWMSP Applicant is a “public record or file” subject to public disclosure unless exempted by the FOIA.

Legal name of SWMSP Applicant:

Name of SWMSP Applicant’s authorized representative:

Title:

Signature of SWMSP Applicant’s authorized representative:

Date signed:

Form B – SWMSP Applicant Information**SWMSP Applicant Contact Information****Primary Contact**

Company Name:

Street Address 1:

Street Address 2:

City: State: Zip:

Phone: Fax:

Email: Website:

Technical Support Contact

Contact Name:

Phone:

Email:

Customer Support Contact

Contact Name:

Phone:

Email:

Company Description

Provide a brief company description, including current services offered, number of employees and location of headquarters and field offices.

Provide a brief description of the company's marketing strategy.

Team Experience and Qualifications

Provide information regarding key team members responsible for the technical software development, marketing and sales of the proposed workflow management system. Attach resumes if desired.

Describe number and size of PV installations where the proposed workflow management system is deployed, noting geographical service region.

Form C – Product-Specific Information and Data Request

Explain the following requirements and how they will be met or affirmed:

General Functionality:

- Describe of any pre-built query tools, report generation tools, and workflow configuration tools. Describe what is included with these tools and how they are used.
- Describe system's capability to specify user defined fields including change and configuration attributes.
- Describe system's ability to control who can update Master Data.
- Describe system's ability to integrate with other software including the specific capability to:
 - o manage attributes within the system and feed this data to the other application as the system of record
 - o initiate changes within the system and manage their associated workflow for these changes using the other applications
- Describe system's capability to lock-down information or data (prevent changes or deletions for a set period of time)
- Describe system's ability to provide data extract capabilities.
- Describe mobile application functionality provided with your system (i.e.-reviews, approvals, email triggers, etc.).
- Describe the implementation methodology used by your company.
- Indicate the length of time required to train users. Include time requirements by role.
- Describe what differentiates your company's offering from other offerings available in the marketplace.
- Describe the types of available training and user manuals including the provided formats.
- Provide your market share for the product and explain how do you define the market.
- Explain the process of ensuring any custom code or user edits developed for Utility will be integrated with future software upgrades.
- Describe any batch processing capability of your system. Include information regarding the length of the batch window and frequency of the batch process.

Workflow Functionality:

- Describe system's ability to build and/or configure process workflows associating procedures, requirements, system size and location, calendars, people, reports, etc. (without programming).
- Describe system's ability to support automatic notifications when applications approach approval time requirements
- "Customers who submit applications may be put into a queue, and processed according to the order (date/time) in which they submitted the application and regulatory rules. The queue order must be maintained as the application moves through the various stages in the application process. Please demonstrate how your solution supports creation and management of work queues for handling incoming requests, applications, and other process steps based on time/date, completion of pre-requisites, or other actions and allows customers and users view their status and progress. For example, customers might view:
 - o Date/time of document receipt, actions taken or to be taken on documents
 - o Number and type of steps completed or remaining to progress in the queue along with typical time-in-step or estimated completion date"
- Describe system's ability to provide access to the appropriate procedure, document, or task requirement from within a specific workflow task.

Reporting Functionality:

- Describe the query, reporting and statistical analysis capabilities that your system provides.
- List and describe the pre-configured, standard reports provided by system.
- Describe system's ability to develop customizable reports.
- Describe system's ability to report all changes to an application (list of change number and date).
- Describe system's ability to report all information by standard or user defined attributes.
- Describe system's ability to report on change history for an application.
- Describe system's ability to report all open change requests.
- Describe system's ability to report all changes by individual performing change.
- Describe system's standardized dash-boarding capability, providing metrics/status for a given standard, requirement, workflow, etc.
- Describe system's ability to create customizable dashboards. Dashboards should be configurable based on role and tasks (i.e., specific to person, function, or organization).
- Describe system's ability to track and report on changes and status of change requests, approvals, implementation, and post-change security testing.

- Describe system's ability to export report results.

Access Functionality:

- Describe system's ability to provide role-based user access (i.e. least privilege access) to data within the system.
- Describe system's ability to provide role-based or user-based "home" screens or dashboards.

System Functionality:

- Describe system's ability to link application information to change control management process and configuration management process and provide ability to see all changes and configurations associated to assets.
- Describe system's ability to support application lifecycle from application through to installation completion.
- Describe system's ability to support user queries for application by any associated attribute.
- Describe system's ability to track and report the status an application.
- Describe system's ability to associate programs, incentives, to applications.
- Describe system's ability to link applications to related documentation and integrate with document management system.

Changes Functionality:

- Describe system's ability to apply different workflows based on change attributes.
- Describe system's ability to manage change request approvers and delegation of approval authority.
- Describe system's ability to track all post-change documentation updates including user guides and system documentation. In addition, link to related documentation and integrate with document management system.
- Describe system's ability to reopen changes if modifications are needed.
- Describe system's ability to provide system generated evidence of changes.
- Describe system's ability to manage application change process workflow including creation, categorization, request, review, approval, prioritization, assignment, reassignment/transfer, validation and rollback (if required).

Other Information:

- Sample view of the web pages(s) visible to the all authorized system users
- Describe system data security
- Describe system data validation
- Describe system data retention providing for backup and disaster recovery

System Costs:

- Itemized license, subscription, unit and set-up costs to Green Bank
- Cost to migrate current Green Bank fleet (nearly 14,000 systems)
- Volume discounts offered, if available

Application Checklist

- Complete Application (Forms A-C)
- Financial Information
- Disclosures
- System Information
- General Liability Insurance Information
- Exhibit A (see pages 15-18 of RFQ document)

Application Format and Delivery

Application Delivery:

Applications will only be accepted in electronic format, and must be submitted to smallsolar@ctgreenbank.com. Applications must be submitted as complete packages, not piecemeal. Confidential material must be in a separate PDF, labeled “CONFIDENTIAL” in the title of the document, and clearly marked “CONFIDENTIAL” on each page as it prints in accordance with Section 5.2. of this RFQ.

Application Format:

All Applications must conform to the following format guidelines:

- 12-point font, 1.5-line spacing, standard 8.5 X 11” paper
- No handwritten Applications
- PDF format only

Application Content Requirements:

An Application will include a complete set of forms and all additional documentation as required.

Application Instructions:

All Applications must include a complete set of forms and attachments for each SWMSP. Using the forms will ensure consistency in SWMSP Application submission, interpretation and evaluation. Information requested on each of the forms must be completed in detail and cannot refer to other sections of the Application, even if the information is redundant.

Questions or clarifications about this document should be directed to:

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