

## Questions and Answers regarding the Solar Workflow Management System Provider (SWMSP) RFP

Questions submitted 5/6/2020, answered 5/10/2020:

1. Application Format specifies: 12-point font, 1.5-line spacing, standard 8.5 X 11" paper, PDF format only. Can the format of the RFP response be in Powerpoint converted to PDF or are you expecting a MS Word response converted to PDF?

A: We are expecting an MS Word response converted to a PDF, with separate pieces of the application PDF'd together into one file.

2. For how long do you anticipate requiring the applicant to support maintenance for the selected solution?

A: The Applicant will be expected to provide maintenance and customer service (as needed) for the solution for as long as Green Bank has a contract with the Applicant.

3. The RFP states that there is a Form A, Form B, and Form C, however, these are not attached to the RFP nor are they on the CT Greenbank RFP website. Where are these forms located?

A: Our apologies, Form A was not uploaded to the web site but is now uploaded. Forms B and C should be created by each Applicant, including all information requested in the RFP.

4. The RFP states "Please note, as Green Bank refines the SWMSP approval process, SWMSP Applicant may be required to become compliant with a specific computer programming language or protocol." It is our understanding that CT Green Bank desires to procure a SaaS solution where the underlying programming languages / protocols may only affect CT Green Bank insofar as any integrations. Is that an accurate characterization?

A: A Software as a Service (SaaS) solution is acceptable and preferred but see the answer to question 12 submitted on 4/23/20 for additional details. Regarding integrations with other software, per the answers to questions 10 and 13 submitted on 4/23/20, API access is required.

5. Kindly provide the scope of energy evaluation function, no. of forms required, calculations and logic to be built in the platform to support energy evaluation? Is this feature required for end customers as self energy evaluation or care center driven process?

A: Energy evaluation refers to the ability to calculate estimated production of the system in kiloWatt-hours (kWh). There is no specific number of forms required to achieve energy evaluation, but the energy evaluation should be able to take into consideration all the specifications and characteristics of the solar project that are relevant to energy production. This feature should be accessible to all end use customers (i.e., contractors and system owners submitting incentive applications, program administrators, and inspectors).

6. Under "Web-based Platform Costs", the RFP states "Factoring in the cost/ability to administer multiple programs, e.g., residential solar, commercial solar, residential battery storage." From a program perspective, are the data fields from the Q&A document and the documented application approval process (RSIP) common across these different programs? Or, does each program have different data fields and approval process?

A: The data fields from the Q&A document and the documented application approval process (RSIP) are from the residential solar PV program. The fields and process steps currently used for commercial solar are a subset of the residential solar program, though not all fields and process steps have been utilized to date. If a residential battery storage program is developed and implemented, it would most likely involve addition of battery storage system fields (e.g., equipment information) to the current solar program structure.

7. Under "Web-based Platform Costs", the RFP states to include "Cost to migrate current Green Bank solar PV fleet from multiple programs." During implementation, how will CT Green Bank plan to provide an export of

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current program data to be mapped and imported into the new system (e.g. a database backup, Excel file, ZIP of application file attachments segmented by some legacy application identifier)?

**A:** Per the answer to General Question 2 submitted 4/28/20, the method for transferring data would need to be discussed further with the existing and new providers based on the new provider solution format and data migration options. The cost estimated in your application may be refined if your solution is selected.

8. Under "Reporting" in the RFP, there are various requirements related to "changes" (e.g. reporting on change history for an application, reporting on open change requests, etc.). In the same section, there is this requirement: "Describe system's ability to track and report on changes and status of change requests, approvals, implementation, and post-change security testing." Does "change" in this requirement refer to IT system changes / releases of code?

**A:** Yes, "change" here refers to IT system changes.

9. Under "System" in the RFP, there is a requirement to "Describe system's ability to link applications to related documentation and integrate with document management system." Shall the applicants assume that an integration with a document management system is in scope for the initial implementation, or discuss general integration approaches (e.g. documented API access) to be explored in a future phase?

**A:** Applicants should assume that integration with a document management system is in the scope of the initial implementation.

10. Under "4.2 Data Reporting and Security", the RFP mentions "The Data must be transferred to the appropriate Green Bank web-based platform in real-time." Is it CT Green Bank's vision that the Data is maintained wholly within the procured system or that real-time updates to application data are transferred to another Green Bank web-based platform? Kindly clarify number of such web-based platforms that will require a data transfer.

**A:** CT Green Bank anticipates that the Data is maintained wholly within the procured system and accessible to the Green Bank in real time. The Data may need to be transferred to other Green Bank systems via API but not necessarily in real time.

11. Is there a plan to integrate PACE funding/application processing or any other partner into this proposed system and are there any technical requirements we should be made aware of?

**A:** PACE funding requirements are handled separately, outside of this platform. User types are listed in the answer to question 8 submitted 4/23/20.

12. How many users are expected to login to the web-based application concurrently (for performance considerations) and total no. of users to be provided application access?

**A:** User types are listed in the answer to question 8 submitted 4/23/20. The current system has 517 total users as of 5/11/20.

13. Under "4.1 System Functionality," the RFP states "Describe system's ability to integrate with other software..." Can CT Green Bank describe which applications may be required to be integrated?

**A:** Regarding integrations with other software, per the answers to questions 10 and 13 submitted on 4/23/20, API access is required.

14. Under "4.1 System Functionality," the RFP states "Describe the query, reporting and statistical analysis capabilities that your system provides." Can CT Green Bank further describe what they mean by 'statistical analysis capabilities'? Also, any existing platform that needs to be integrated with new web-based workflow solution?

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A: Statistical analysis capabilities is broadly construed and may include basic data reporting or more sophisticated data analysis, as your solution allows. Regarding integrations with other software, per the answers to questions 10 and 13 submitted on 4/23/20, API access is required.

15. Under "4.1 System Functionality," the RFP states "Indicate the length of time required to train users. Include time requirements by role." Is CT Green Bank looking for Vendor to provide custom training sessions?

A: The Green Bank is looking for the Vendor to provide whatever training is needed to utilize the solution. The Green Bank assumes that whether customer training is necessary depends on the specific solution, what general training resources are already available, and whether that training is sufficient to be able to utilize the solution.

16. Kindly share any issues or pain points in using existing web-based workflow management system and database platform? What is driving the business decision of implementing a new web-based platform, and what does a successful implementation look like from your perspective?

A: The Green Bank does a competitive RFP for this functionality every three years as a best practice given that Green Bank is a public entity, and as recommended by our outside public auditors. A successful implementation meets the functionality described in the RFP.

Questions submitted 4/28/2020, answered 5/6/2020:

### Section 4 specific questions:

1. The RFP states "Describe system's ability to control who can update Master Data." What is the definition of "Master Data"?

A: "Master Data" refers to all the data captured by the system. The question is whether all the data can be changed by any user at any time, or whether the system can make distinctions and control who can update data and when. For example, many systems have different levels or types of users with different permissions to update data.

2. The RFP states "Describe system's ability to integrate with other software including the specific capability to...". Which specific "other software" is this question referring to?

A: "Other software" could refer to various other software (or systems) that it would be advantageous for the system to integrate with, for example a customer relation management (CRM) system or program, or other database platform, typically via an API.

3. The RFP states "Describe mobile application functionality provided with your system (i.e. reviews, approvals, email triggers, etc.)." This question is somewhat confusing, as the i.e. examples don't appear to have anything to do with "mobile application functionality". Can you more clearly describe what you mean by "mobile application functionality"?

A: "Mobile application functionality" refers to functionality of the system that is accessible from a mobile device such as a tablet or a smart phone. The examples refer to the ability of users to review and approve (or reject) incentive applications from a mobile device and trigger actions such as emails to be sent.

4. The RFP states "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." Can you more clearly define "change control management process", "configuration management process", "configurations", and "assets" in the context of this sentence? It's difficult to determine what exactly this question is referring to.

A: The terms in this question are referring to incentive applications in the system. "Change control management

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process" refers to changes made to the incentive application and for example which users can make changes and when. "Configuration management process" refers to attributes of the incentive application such as the application's stage in the workflow. "Assets" refers to the incentive applications. Note that change control and configuration management can interact. Lastly, to what extent does the system track changes to applications and track workflow stages and other attributes of an application.

5. Section 4.2 states "The Data must be transferred to the appropriate Green Bank web-based platform in real-time.". What is the "appropriate Green Bank web-based platform" specifically? Can you detail the APIs or other interfaces does it has, with an API guide or other details so that the bidder can determine the scope of this task?

A: Section 4.2 is copied below for reference. "Appropriate Green Bank web-based platform" refers to the platform through which Green Bank staff will access the data. For example, if the user interface is accessed via a login to a web site, then "real-time" means that users will see the current data that resides in the source database as opposed to say data that has aged.

### 4.2. Data Reporting and Security

The SWMSP is responsible to ensure timely, consistent and accurate reporting of Data. Data must be located in a secure facility, on a secure server and have firewall or equivalent protection. The Data must be transferred to the appropriate Green Bank web-based platform in real-time. The SWMSP must follow all applicable state and federal privacy and Data security laws.

### General Questions:

1. What is the term of the contract that will result from this RFP?

A: The initial term will be for fiscal year 2021 (FY21) which spans July 1, 2020 through June 30, 2021, with a decision to renew at the discretion of the Green Bank.

2. What format will existing data from the existing contractor be provided in for the data migration (i.e. MySQL with a data dictionary, .csv...).

A: This would need to be discussed further with the existing and new providers based on the new provider solution format and data migration options.

3. How many data tables and fields exist in the current database that will have to be migrated?

A: There are 295 data fields in the current database. Please see the answer to question 3 (below) from the questions submitted on 4/23/20 for more information about the data fields and types of data.

4. Can you please provide the weighting that you will apply to each of the criteria listed in section 2.4.

A: RFP Responses will be evaluated based on the following criteria, with anticipated weightings indicated below, but subject to change at Green Bank's sole discretion.

| Evaluation Criteria (from Section 2.4)  | Anticipated Weighting |
|---|-----------------------|
| <ul style="list-style-type: none"> <li>• Financial condition of the SWMSP Applicant</li> </ul>  | 10%                   |
| <ul style="list-style-type: none"> <li>• Product's specifications                             <ul style="list-style-type: none"> <li>○ Capability of the SWMSP to meet the required System and Data Requirements and Deliverables <i>(added 5/4/20)</i></li> <li>○ Ease of use</li> <li>○ Ease of implementation</li> <li>○ Level of customer support provided to Green Bank</li> </ul> </li> </ul> | 70%                   |

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|   |     |
|---|-----|
| • <a href="#">Web-based design and accessibility</a>  |     |
| • <a href="#">Subscription and product cost in comparison to other respondents</a>  | 10% |
| • <a href="#">Reputation of the SWMSP Applicant as evidenced by a combination of customer references, peer review / recognition, or other objective evidence (added 5/4/20)</a> | 10% |

5. Can you expand on how you will compare the cost of one proposal to another given that the costs on page 6 include a number of one-time versus recurring costs and several prospective costs. For example, if bidder A bid \$100,000 migration and setup cost and \$300,000 per year subscription cost while bidder B bid \$0 migration and setup costs and \$400,000 per year subscription costs, how would you weight those two bids? What if A offered a cost to run battery storage of an additional \$300,000 per year while B offered it at \$200,000 per year? How do those factor into the overall cost score? How are "volume discounts" factored into all of the above? Request a detailed breakdown of how costs scores will be determined for the evaluation for each of the factors listed, as well as the weighting of cost.

[A: The cost criteria is anticipated to factor in 10% to the score per the answer to question 4. Consideration will be given to the RFP applicant's total cost for the solar PV fleet, the cost structure, and potential additional costs for other technologies or programs. Volume discounts could be specified by an applicant, for example, when explaining the applicant's cost structure.](#)

Questions submitted 4/23/2020, answered 5/4/2020:

1. Are you looking for a workflow platform only?

[A: We are looking for a platform that will do everything indicated in the RFP including manage workflows for projects as they progress from incentive application submission to incentive approval through project completion processes, as well as provide an underlying database to capture project and system information.](#)

2. Are you looking for the platform plus services to configure your specific workflows in the platform?

[A: This will depend on whether there is a tool that allows clients to easily configure their own workflows or whether the platform provider will need to be relied on to do so. We assume this will depend on how the platform is designed.](#)

3. Can you provide examples of applications that you receive or the application form itself?

[A: Project records include data fields and document uploads from incentive application submission through project completion submission and consist of the following:](#)

- [Data fields](#) requested at incentive application submission include project and solar PV system information including customer name, address, and contact information, installation contractor, system owner (if not homeowner), utility information and estimated annual usage, solar PV system information including PV modules, inverters, site design specifications, shading, system size ratings, estimated production, incentive type, incentive amount and calculation, cost and financing information, and whether there is a battery storage system included. Additional data fields to be submitted at project completion include interconnection date and utility inverter rating, and production monitoring information. Detailed battery storage equipment fields are expected to be added in the near future.
- [Documents](#) uploaded for incentive application include sales/lease/PPA agreement between customer and contractor/system owner, electric bill, site plan, shade report, and one-line diagram. Additional documents uploaded before or by project completion include change orders, energy efficiency information (an energy audit is required for all projects that receive a solar PV incentive), utility approval to energize document, project completion certification signed by customer,

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equipment packing slip, and self-inspection checklist and photos.

4. Do you have a workflow template that is currently being followed? Can you provide that template?  
A: See Appendix of this Q&A document for the most recent process flow diagram that was created for the program, showing the main steps involved in incentive application submission through submission of completion paperwork. A small number of projects are third party inspected as a spot check, but for most projects, submission of a self-inspection checklist and photos along with other completion paperwork is the final documentation needed. Projects will also be expected to report production data to a separate platform (see Performance Data Provider RFP). Lastly, incentive reimbursement payments to contractors and system owners are processed outside of the platform but rely on incentive amount information stored in the platform that is exported to a spreadsheet.
5. What is the timeline for the workflow to be configured and the system to be launched?  
A: Once a provider is selected through this RFP, the Green Bank team will negotiate a specific contract with the provider. The workflow configuration should be initiated as soon as possible after contract execution and system launch timing would be negotiable as part of the contract. That said, please include a development and implementation timeframe for your solution in your RFP response – the RFP has been revised as of May 4, 2020 to include this request.
6. For the 50000 projects to be migrated, what is the information that needs to be migrated?  
A: Everything including all data and documents summarized in the answer to question 3.
7. What is the current system that you are using? Is it email-centric or a web-based system?  
A: We are using a web-based workflow management system and database platform.
8. What kinds of users will be given access to the system - homeowners and business owners, installers, inspectors, financial agents, brokers, etc. Can you define each person's role in the system.  
A: Users are Green Bank staff, installation contractors and system owners, and Green Bank inspectors (consultants). Installation contractors and system owners submit project and system information (per answer to question 3) to the platform, Green Bank staff review and approve (or reject) information to move a project to the next status whether at the incentive application, change order request, or project completion, and Green Bank inspectors submit inspection results to the platform for review by contractors and Green Bank staff.
9. Can you provide example of workflows related to residential & commercial application processing & financing facilities?  
A: Financing facilities are not part of the platform workflows. See the workflow diagram provided in Appendix A, per the answer to question 4.
10. List of internal and external systems that the workflow platform should integrate with and preferred method of integration (API or sFTP based bulk file process)  
A: API access is required.
11. How and where are documents (such as agreements, financial statements) of legacy projects/applications currently maintained? Do they have to be migrated to the workflow platform?  
A: All documents are currently maintained in the current platform. They will need to be migrated from the current to the new platform, as noted in the answer to question 6.

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12. I know you are looking primarily for a web-based workflow management system. Does this need to be 100% web-based?

A: It would be preferable if the platform were 100% web-based. Web-based platforms with a desktop application could provide similar functionality and convenience, though web access would provide more convenient access for all users noted in the answer to question 8.

13. Would you be able to let me know what software you are looking to have this solution integrate with?

A: API access is required. Otherwise, the main need would be a reporting feature that allows for export of data to a spreadsheet format.



# Appendix A

## Residential Solar Incentive Program

