



Request for Proposal Notice – CT Low/Moderate Income Eligibility Certification

To be Issued by Eversource Energy, on behalf of the Connecticut
Program Administrators

Introduction

This Request for Proposals (“RFP”) is being released on behalf of the Connecticut program administrators who administer energy efficiency programs, collectively (the “Program Administrators” or “PAs”). Eversource Energy and Avangrid (The United Illuminating Company, Connecticut Natural Gas, and Southern Connecticut Gas (collectively the “PAs”) are looking to release a Request for Proposal (“RFP”) **for a vendor to designate income and preliminary program eligibility:**

Scope of Work

- a. Develop a Platform to facilitate application review of income eligibility and program income’ eligibility - product and services to provide for income level qualification and certification application platforms (“Platform”) across various Company-administered low-and-moderate income programs (“LMI Programs”). The selected vendor will provide income qualifying services utilizing an easy-to-use platform to verify and qualify customers for LMI Programs and will generate a customer specific certification with identified eligibility. Program eligibility will be performed by the program Sponsors.
- b. The process for communicating with Utilities – Ability to provide Utilities with status of customer applications (submitted, under review, awaiting additional information, complete) and for completed applications: income qualification designations and potential program eligibility.
- c. Process for communication with customers – Ability to provide customers with status of their application (submitted, under review, awaiting additional information, and complete) and the results of their application. Additionally, the customer should be notified if there is any missing information.
- d. The portal will be made available via links on Company and Energize CT website pages to facilitate income verification for various programs. Other websites may contain the LMI income verification portal link as needed.
- e. If Customer authorizes to share the data with other parties, vendor must have capability to share data the third-party sponsor such as State of Connecticut, if third party comes up with an agreement with vendor.

The LMI programs include low-income discount rates, renewable energy and energy efficiency programs, and state and federal programs. The selected Platform solution should help to reduce application and program processing times, as well as give the Companies the ability to access and capture customer information, provide qualifying programs for LMI customers, and seamlessly interface with the Companies’ project tracking systems (Eversource: TrackSys; Avangrid: eTRACK+) and centrally located customer information system (“CIS”) databases (e.g., C2, CGDR, EAP). The system design of the selected Platform should be flexible to accommodate and include additional utilities or program administrators in the future.

Eversource Energy will be conducting this RFP on behalf of the Program Administrators through an ARIBA e-sourcing platform. If you would like to participate, please email EEProcurement@eversource.com by **October 27, 2023**, to be sent an invitation.

In ARIBA, you will find all the information necessary to navigate through the tool and respond to the RFP. The RFP estimated timeline and assessment process are stated below:

RFP issued to Vendors:	October 30, 2023
Final RFP Submission:	November 17, 2023

Please note that all questions relating to this RFP must be submitted through the ARIBA Sourcing tool using the Messages function to ensure accurate information is provided to all project team members and suppliers, as well as to ensure process consistency. Eversource will ONLY provide information related to this RFP via the Message function. No other communication vehicles will be allowed.