



CITY OF PROVIDENCE, RHODE ISLAND

**Department: Sustainability**

**RFP Title: BUILDING ENERGY REPORTING SOFTWARE AND HELP DESK SERVICES (3-YEAR CONTRACT WITH TWO 1- YEAR OPTIONS)**

**Opening Date: 04/21/2025**

**Addendum #: 1**

**Issue Date: 04/01/2025**

The purpose of this addendum is:

- I. Extension of Proposal Due Date
- II. Change to Requested Contract Term
- III. Pre-Bid Questions and Answers
- IV. Technical Requirements



**MAYOR BRETT P. SMILEY**  
CITY OF PROVIDENCE

**Request for Proposals: Building Energy Reporting Software and Help Desk Services**

Addendum 1:

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I. Extension of Proposal Due Date

The proposal due date has been extended to **April 21, 2025 at 2:15 p.m.**

II. Change to Requested Contract Term

Per the recommendation of the City's IT Department, the City is requesting a contract term of **5 years with five 1-year extensions**. Originally, the City asked for a contract term of 3 years with two 1-year extensions.

III. Pre-Bid Questions and Answers

This document includes responses to questions posed during the voluntary March 19, 2025 pre-bid conference. The Department did not receive any additional questions by e-mail before the question deadline.

**1. Are you looking for a specific technology or are you open to any technology.**

We are not looking for a specific technology or platform, but the platform must be able to receive data from ENERGY STAR Portfolio Manager (ESPM).

**2. Are there any required integrations that the technology needs to speak to or pull data from?**

The software needs to be able to pull data from ESPM. An unresolved issue the City is dealing with is that Rhode Island Energy does not have an API connection to Portfolio Manager. As such, data must be uploaded to Portfolio Manager via spreadsheet or manually. The utility hopes to have an API connection by the reporting deadline, but that is mostly too late to be useful for this reporting season. (As of 4/1/2025 RI Energy is on schedule to have a fully functional API connection to ESPM.)

**3. What issues are you facing with BEAM and why are you moving away from it.**

The City has had no issues with BEAM. The City's contract with BEAM is expiring and our procurement policies obligate the City to RFP for services for the next contract term. Clearly Energy is eligible to submit a proposal.

**4. Cyber Risk Insurance.**

The awarded bidder will be required to provide cyber risk insurance. The required limits are no less than \$2,000,000 per claim to be maintained for the duration of the agreement and for three years following its termination.

**5. Estimated budget**

The City has approximately \$27,500 available for the software services and the enhanced help desk services combined.

**6. How are you collecting data?**

During their first reporting year, building owners must create an ESPM account and populate it with their property and utility data. They then contact BEAM to let them know they will be reporting. Staff members from Clearly Energy have been creating companion accounts in BEAM.

**7. Are Building Owners reporting to BEAM via a data request template or by connecting and sharing data through a specific Providence account.**

Building owners connect to and share data through a specific Providence account that is currently managed by Clearly Energy.

**8. Does your existing system have a ticketing system and do you want that in a future product.**

We have a ticketing system that helps us manage requests and communications with building owners built into our current system and we need a ticketing system in a future product.

For clarity, the City is requesting the ticketing system as part of the software scope of work, but is also requesting enhanced help desk services where a third party would directly help individual property owners create accounts, report, and generally comply with their obligations under the ordinance, among other items.

**9. Is there additional funding available for the enhanced help desk scope of work?**

No. The budget stated above is for software and enhanced help desk services.

**10. Will the City require data to be migrated from its existing system to a new system?**

Yes, existing data shall be migrated from BEAM to a new system. The City can provide a download of our existing database and provide this to the new vendor. Since BEAM is built upon the DOE SEED open-source secure, enterprise data platform, the City's preference is to keep its data on and integrated with the SEED platform.

**11. Will vendors be expected to provide trainings or training materials?**

With BEAM, the City has developed resource articles that are available on our reporting website. It may be necessary to develop additional resource articles as new issues or questions arise.

This reporting season – the first where private building owners are required to report – the City is hosting a general training webinar on how to report and comply with the ordinance in partnership with U.S. EPA, RI Energy, and Clearly Energy.

**12. Does the City have the person-hours and time to build a custom platform or does it want an off-the-shelf product?**

We do not have the time or in-house expertise to build a custom platform. Further, we do not feel we have a unique building portfolio that requires a custom solution. The City will need an assurance that the platform is well established and that other communities have successfully used the platform for building energy reporting programs.

**13. When does the new system need to be up and running?**

The City's contract with Clearly Energy expires on June 30, 2025. The City would like to maintain as close to uninterrupted service of its software platform as possible, but funding for this contract will not be available until July 1, 2025.

**14. Bid Forms, WBE/MBE Forms and Waivers, and Addenda.**

All bid forms (4x), WBE/MBE forms, and addenda associated with this RFP must be completed, signed, and submitted with your proposal. If you will not meet the WBE/MBE goal, you must obtain and submit an approved waiver with your proposal. If you are a non-profit, you must complete the top of the first MBE/WBE form and submit it with your proposal, but are not required to secure a waiver.

**15. MBE/WBE Scoring Criteria.**

The City will award full points to a firm that is an RI registered MBE or WBE. The City will consider awarding partial points to firms that are registered MBEs or WBEs in other states or under other certification systems. Regardless, if you are not an RI registered MBE or WBE and you are not subcontracting at least 20% of funds under the contract to an RI registered MBE or WBE, you **MUST** secure a waiver and submit it with your bid.

**16. Partial Proposals**

The City's preference is for one vendor to provide both scopes of work (software and enhanced help desk services) either in-house or through subcontracts. With that said, the City will consider proposals that bid on only one of the scopes, but it will be assessed less favorably.

**17. Does the City require vendors to submit hard copies of proposals.**

As stated in the bid, the City does require hard copies of the proposal to be hand-delivered or mailed prior to the submission deadline.

## IV. Technical Requirements

**Technical requirements:**

- The system should be web-based and accessible through a standard web browser.
- The system should be scalable and able to accommodate any number simultaneous users and cases.

- The system should be compatible with major operating systems, including Windows, Mac, and Linux.
- The system should be easy to use and have a user-friendly interface.
- The system should be customizable to meet our specific requirements.
- The system should have audit trail and logging.
- The system should have strong password support with the ability to support Single Sign On authentication with Microsoft Azure AD.
- The system should have online help, a knowledge base, and offer support for both internal and external users.
- The system should provide data security and confidentiality.

**Site Licensing:**

- The software should be able to accommodate users with different permissions – e.g. regular daily user, view only, administrator, dashboard viewing only, etc.

**Support and Maintenance:**

- Responsive technical support team that can assist the city staff with any issues or questions they may have regarding the solution.
- Ongoing Support - technical support team is available 24/7 via phone, email, or chat.

**Data Migration Requirements:**

- Awarded bidder will help City determine appropriate existing data to import and provide a data template for import same into new system.
- It can export data in various formats such as CSV, PDF, XML, JSON etc., for other reporting purposes or open data initiatives. This feature facilitates data sharing and analysis across different platforms and stakeholders.

**Cost Breakdown:**

- Implementation Costs
- Training and System Documentation Costs
- 5-year contract with 5, 1-year contract opportunities – Include cost breakouts per years 1-5 (Year 1, Year 2, Year 3, Year 4, Year 5) and each additional year after 5 years
- Software maintenance
- 3rd party software licenses (if any)
- Per seat licensing

**Technical/Security Requirements:**

- Azure SSO authentication for users.
- Utilizes Open Cloud Security Standard ISO/IEC 27017
- It should have robust security features to protect confidential information and prevent unauthorized access.
- Audit logs generated to provide user activities and system events

**Scope of Work System Questions:**

Please include responses to each of the following items:

1. How does your System utilize a web browser interface? Does it allow government agencies and vendors with internet access to utilize the System without the need to obtain any proprietary software? Which browsers is your system compatible with?
2. How does your System provide security features for the data transmitted through the System?
  - a. Is the System FISMA compliant? Are the servers located in the United States?
  - b. How do you encrypt data during transmission and when stored? Please describe.
3. Is your System dependent on Content Delivery Network's (CND) such as CloudFare, AWS, MaxCND?
4. Where are your data centers located?
5. Is each data center SSAE-16 Audited and will copies of each audit be provided prior to executing a contract?
6. Please provide uptime data for the past three (3) years or since inception if less than three (3) years (provide the 9's).
7. Describe the security operations in place at the data center such as intrusion detection, intrusion protection, and event monitoring and incident response.

8. Describe the data transfer bandwidth and storage space that will be provided as part of the standard offering.
9. Describe the redundancy of Internet service providers, carriers, and connections in and out of your data center.
10. Describe the disaster recovery solution, plan and recovery services that is included to enable System software service delivery to resume as normal within hours of experiencing a critical system failure or catastrophic event that prevents System software from functioning properly.
11. Describe the incident management, change management, service request management, capacity and availability management that are performed in connection with infrastructure and applications that are hosted at your data center facility.
12. Describe the different safeguards in place to protect and shield City data especially sensitive data such as Personally Identifiable Information or Critical financial or claim information.
13. Does your application provide API integration?

**Demonstrations:** The City may request a software demonstration during the proposal review process.

**Schedule and Anticipated Milestones:**

1. Proposer (Vendor) shall provide a schedule of all tasks required to transition from our existing platform to a new platform, if applicable.
2. During the transition period, payment shall be tied to the timely completion of milestones. Vendor should suggest for the City's consideration a schedule of completed project milestones and associated payments that comport with the vendor's costs in completing the requirements of the contract.