

RFP FOR MODERATE INCOME VERIFICATION SERVICES FOR MASS SAVE® PROGRAMS

The Massachusetts Gas & Electric Program Administrators (Mass Save® sponsors/administrators), which include Berkshire Gas, Blackstone Gas, Eversource Energy Service Company, Liberty Utilities, National Grid, and Unital, (herein known as “PAs”) are seeking proposals from qualified vendors (herein known as “Supplier”) for income verification services for residential customers. The PAs are seeking income verification services for residential customers whose incomes fall within 61% - 80% of the Massachusetts State Median Income (i.e., moderate income). The PAs provide enhanced energy efficiency incentives to qualified moderate income customers delivered through various initiatives that comprise the Mass Save Program (herein known as “Program”). The PAs may introduce other income ranges that the Supplier would need to verify household income for other program offerings. The PAs may also choose to utilize the selected Supplier’s income verification services for other programs in their service territories in other states.

Within the PAs Residential portfolio of energy efficiency solutions is the Residential Coordinated Delivery Initiative (RCD), a nationally recognized energy efficiency initiative providing in-home services to tens of thousands of customers annually. The overall objective of the RCD Initiative is to serve residential customers with income levels above 60% of the State Median Income and provide comprehensive information, Home Energy Assessments (HEAs), and energy efficiency rebates and incentives in an effort to assist and encourage customers to retrofit their existing homes with cost effective energy efficient measures. The PAs further assist customers with rebates and incentives through its Retail Initiative for energy efficient products such as heating, cooling, and domestic hot water equipment, etc.

Customers whose incomes fall at or below 60% of the State Median Income are served through local Energy Assistance Agencies and installation of recommended energy efficiency measures are fully subsidized.

The PAs offer an enhanced “Moderate Income Incentive” to residential customers whose incomes are between 61% and 80% of the State Median Income. The selected Supplier of this bid will provide income verification services to customers that believe they qualify for this offering and provide approvals to the PAs’ respective lead implementation vendors to continue service and provide the applicable enhanced incentive level. The Program Administrators offer customer incentives for energy efficiency upgrades through their Residential and C&I programs. These programs are jointly provided under statewide marketing brands. The Massachusetts Program Administrators have a 30-year history in providing cost-effective and comprehensive energy efficiency programs and education to their customers and consistently earning national recognition for their innovation and success. As such, for this RFP, we seek proposals to reflect innovative and advanced solutions to drive strong customer satisfaction in a cost-effective manner.

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 eprocmnt@eversource.com 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 timeline and assessment process are stated below:

RFP issued to Vendors:	Friday, April 16 th , 2021
Deadline to Ask Questions via the ARIBA:	Friday, April 23 rd , 2021
Final Proposal Submission:	Friday, May 7 th , 2021

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.