
Electric Reliability Council of Texas, Inc. (ERCOT)

Contract Administration and Procurement



Request for Proposal

For

Solution for Notification and Alerting_12-16_JT

Date of Release: December 16, 2016

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1. GENERAL INFORMATION

1.1 RFP Objective

The objective of ERCOT in this procurement is to identify and contract with a qualified vendor to provide critical system notification to on-call IT Personnel.

1.2 ERCOT Background

1.2.1 Overview of Electric Reliability Council of Texas, Inc.

The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to 24 million Texas customers, representing approximately 90 percent of the state's electric load. As the Independent System Operator for the region, ERCOT schedules power on an electric grid that connects more than 43,000 miles of transmission lines and 550 generation units. ERCOT also performs financial settlement for the competitive wholesale bulk-power market and administers retail switching for 7 million premises in competitive choice areas. ERCOT is a membership-based 501(c)(4) nonprofit corporation governed by a board of directors and subject to oversight by the Public Utility Commission of Texas and the Texas Legislature. Additional information about ERCOT can be found at <http://www.ercot.com/>.

1.3 Strategic Elements

1.3.1 Contract Term

ERCOT intends to award a contract resulting from this solicitation for an initial term from date of award as necessary to fulfill the goals of this RFP.

Any contract issued as a result of this solicitation is subject to cancellation, without penalty, either in whole or in part, for breach of contract. Such a contract may also be canceled by ERCOT for convenience upon a thirty (30) day written notice.

1.3.2 Contract Elements

The term “contract” means the contract was awarded as a result of this RFP and all exhibits attached hereto. At a minimum, the following documents will be incorporated into the contract: this RFP and all attachments and exhibits; any modifications, addendum, or amendments issued in conjunction with this RFP; and the successful Respondent’s proposal. Respondent, if selected, must execute ERCOT’s Master Agreement. The actual work to be performed and the compensation for such work will be

documented in a Statement of Work. If the Respondent currently has an active Master Agreement with ERCOT, only a new Statement of Work will be required.

1.4 Basic Philosophy: Contracting for Results

ERCOT'S fundamental commitment is to contract for value and successful results. A successful result is denoted as the generation of defined, measurable, and beneficial outcomes that support ERCOT's missions, objectives, and goals, and satisfies all defined contract requirements.

1.5 Legal and Regulatory Constraints

1.5.1 Conflicts of Interest

ERCOT seeks to ensure a level playing field in the award of the contract. ERCOT has implemented an aggressive policy concerning actual or potential conflicts of interest to ensure fair and open competition, and has included language concerning actual and potential conflicts of interest in Section 8 of the Master Agreement. Respondents must carefully review and understand this language when developing proposals.

1.5.2 Former Employees of ERCOT

The Respondent must disclose any past employment of its employees and agents, or its subcontractors' employees and agents, by ERCOT, including the individual's name and the date such individual's employment at ERCOT ended.

1.5.3 Interpretive Conventions

Whenever the terms "shall," "must," "or "is required" are used in this RFP in conjunction with a specification or performance requirement, the specification or requirement is mandatory for the potential vendor. ERCOT may, at its sole discretion, reject any proposal that fails to address or meet any mandatory requirement set forth herein/.

Whenever the terms "can," "may," or "should" are used in this RFP in conjunction with a specification or performance requirement, the specification or performance requirement is a desirable, but not mandatory, requirement.

1.6 ERCOT Point of Contact

The sole point of contact for inquiries concerning this RFP is:

Jason Terrell
2705 West Lake Drive
Taylor, Texas 76574
(512) 248-6331
Fax: (512) 248-3118
Jason.Terrell@ercot.com

All communications relating to this RFP must be directed to the specified ERCOT contact person. All other communications between a respondent and ERCOT staff concerning this RFP are prohibited. In no instance is a respondent to discuss cost information contained in a proposal with the ERCOT point of contact or any other staff prior to proposal evaluation. Failure to comply with this section may result in ERCOT's disqualification of the proposal.

1.7 Procurement Timeline

Procurement Timeline	
RFP Release Date	12/16/2016
Optional Notice of Intent to Propose Due	12/23/2016
Vendor Questions Due	01/03/2017
Response to Vendor Questions Posted	01/05/2017
Vendor Proposals Due	01/16/2017
Vendor Presentations	TBD
Respondent Proof of Concept	TBD
Anticipated Contract Award	TBD
Anticipated Contract Start Date	03/26/2017

1.8 Communications Regarding This Procurement

ERCOT reserves the right to amend this RFP at any time prior to the proposal submission deadline. Any changes, amendments, or clarifications will be made in the form of responses to vendor questions, amendments, or addendum issued by ERCOT and sent to the point of contact listed on the Notice of Intent to Propose. Vendors not submitting the Notice of Intent to Propose will not receive changes, amendments, or answers to questions regarding this Request For Proposal.

1.9 RFP Cancellation/Non-Award

ERCOT reserves the right to cancel this RFP or to make no award of a contract pursuant to this RFP.

1.10 Right to Reject Proposals

ERCOT may, in its discretion, reject any and all proposals submitted in response to this RFP.

1.11 No Reimbursement for Costs of Proposals

ERCOT will not reimburse any respondent for costs of developing a proposal in response to this RFP.

2 SCOPE AND REQUIREMENTS

2.1 Project Scope Overview

ERCOT application operations and infrastructure support teams are responsible for responding quickly in the event of any issue related to the systems that support ERCOT's core services. ERCOT runs with limited staffing in the evenings, weekends and on business holidays and remote staff is dispatched to resolve the issue. To maintain the level of service needed for the critical applications, it is imperative the support organizations are aware of an actual or imminent issue before the help desk is notified by a customer.

At the conclusion of this RFP and subsequent no-charge Proof of Concept (POC), ERCOT will award a contract to a supplier capable of meeting the requirements herein. Detailed POC requirements will be provided to the shortlisted suppliers to this RFP.

- 2.1.1** Solution shall provide a web based user interface which is intuitive and simple to use .
- 2.1.2** Solution needs to support a variety of delivery methods. Including, but not limited to:
 - 2.1.2.1 Phone
 - 2.1.2.2 Text messages (SMS)
 - 2.1.2.3 Pager
 - 2.1.2.4 Email
 - 2.1.2.5 Mobile App push messages
- 2.1.3** Solution shall have the ability to deliver two-way communications on all communication channels listed previously.

2.2 Integration Requirements

- 2.2.1** Solution shall present a REST or SOAP (Web Services) API included with the product at no additional charge.
- 2.2.2** Solution shall allow business rules to escalate incident ticket and monitoring alert based on their status, priority and alert type.
- 2.2.3** The solution shall integrate with HP OMi with outbound communication not dependent upon ERCOT's email system. The solution shall perform a push and pull status update of the event. It is expected the supplier will support this integration.

2.3 Data Management Requirements

- 2.3.1** Solution will have the ability to import and/or update contact information from .csv or Excel.
- 2.3.2** The solution needs the ability to export contact information to Excel or .csv.
- 2.3.3** Solution should be capable of allowing users the ability update their own personal contact information without having access to another person's data.
- 2.3.4** Solution will have the ability to notify multiple devices for any given individual, either serially or at the same time.
- 2.3.5** Solution should provide the recipients the ability to specify the order of contact devices they can receive a message (e.g. cell phone 1, and if no response, cell phone 2, and if no response, pager, and if no response, home phone, etc.).
- 2.3.6** Solution shall allow users to subscribe to certain notifications based on alert criteria/business rule.

2.4 On Call Group & Escalation Management

- 2.4.1** System should grant role based access to grant permissions to individuals so they can update corresponding team information. This can include adding / removing users, contact information, and their on-call calendar.
- 2.4.2** System should be able to support multiple on-call schedules / calendars for various groups with rotation patterns and escalation order.
- 2.4.3** Users shall be able to view who is on call at any given time.
- 2.4.4** System must support the ability for the individual to define temporary replacements when they go on vacation, PTO, etc. without impacting the overall on-call schedule.

2.5 Notifications

- 2.5.1** System should provide the ability for customers to create notification templates without vendor assistance.
- 2.5.2** System should allow customized fields and field values without vendor assistance or consulting services.
- 2.5.3** The solution shall provide automated notification based on a defined severity level within Omi.
- 2.5.4** Solution shall have the ability to notify multiple individuals and groups at once.
- 2.5.5** System should allow associating templates with distribution lists.
- 2.5.6** System must have the ability to deliver text-to-speech messages.
- 2.5.7** System must be able to send notifications to multiple devices for a user simultaneously.
- 2.5.8** System must be able to dynamically deliver different message formats (sms, email, voice) to different devices.

- 2.5.9** System must be able to escalate through multiple devices based on non-response. The system must be able to escalate within a defined rotation schedule for non-response.
- 2.5.10** System should be able to suppress duplicate notifications if a user is part of multiple groups.
- 2.5.11** System should allow sender to create reusable messages to be selected from a list when needed.
- 2.5.12** System should allow the sender to prioritize the notifications being sent.
- 2.5.13** System should allow the sender to override the recipient's device priority.
- 2.5.14** System must be able to notify a user and/or group without seeing their contact information.
- 2.5.15** System must be able to send to a group of recipients by sending to a group name only.
- 2.5.16** ERCOT has multiple data centers. The solution needs to be able to accept notifications from multiple OMi instances.
- 2.5.17** System must provide "auto fill" for efficient completion of fields.
- 2.5.18** Automated notifications shall escalate through the escalation path specified in the group if an acknowledgement has not been received in a specified amount of time.
- 2.5.19** Solution shall have the ability to notify of on-call responsibilities based on the defined schedule. (ie. @ 8AM Monday mornings notify the person on-call they have been moved into the primary position).
- 2.5.20** System must provide the ability to instantly route people to a conference bridge? Explain the process and associate cost.
- 2.5.21** Recipient shall be able to join a bridge call (e.g. by pressing a number on the voice device keypad).
- 2.5.22** System shall provide complete dashboard and reporting for conference call management.
- 2.5.23** For devices that allow two-way notifications, recipient of message shall be able to respond back to the sender (e.g. two way SMS, voice callback on key pad).
- 2.5.24** The recipient shall be able to read or listen to the message after the message has reached a set expiration time.
- 2.5.25** System must support "FYI" alerting and provide subscription services. A user is provided the ability to sign up to receive notification based on user defined criteria.
- 2.5.26** System should allow updates to a previously sent notification.
- 2.5.27** System must perform delivery retries or escalate to the next individual within the rotation.

2.6 Reporting

- 2.6.1** User can view the status of notifications in real-time for at least 24 hours of activity; information to include who sent it, when it was sent, number of attempts, acknowledgement status, and the message content, etc.
- 2.6.2** Provide historical information of who sent the message, when it was sent, number of attempts, acknowledgement status, and the message sent.

- 2.6.3** User shall be able to extract data to develop their own reports (e.g. metrics)
- 2.6.4** System must provide logging capabilities. Explain how your solutions logs every message sent including:
 - 2.6.4.1 Message content
 - 2.6.4.2 Recipients
 - 2.6.4.3 Responses
 - 2.6.4.4 Carrier/aggregator information
- 2.6.5** System must provide real-time status for delivery and response? System must notify / report on failed deliveries. System should provide real time reports displaying the success / failure / responses of the messages sent with drill down capabilities to see additional details.
- 2.6.6** System should provide a report card to track delivery and response service levels or objectives
- 2.6.7** System must provide real-time views for conference bridge attendees.
- 2.6.8** Solution must be able to export on-call calendar for audit purposes. This can be accomplished directly through the UI or via API.
- 2.6.9** Solution must keep a complete audit trail for each event of all actions, responses, and timings.

2.7 Mobility

- 2.7.1** Solution should provide mobile application support for at least Apple iOS and Android.
- 2.7.2** Solution mobile app should be capable of push notifications via the mobile application and provide updates to an event ticket.

2.8 ERCOT questions for Respondents

In addition to addressing the requirements in section 2.1-2.7, ERCOT requires all respondents to speak to the following questions or statements.

- 2.8.1** Describe the Uptime and performance Service Levels guaranteed for your hosted solution
- 2.8.2** The supplier will document their high availability architecture and their ability to support ERCOT's requirement for high availability.
- 2.8.3** Supplier shall document their high availability and security measures to protect ERCOT data. What levels of security are offered as part of your solution? Is there additional cost?
- 2.8.4** Do you offer multiple environments for the solution (ie. dev, test, non-prod) at no additional costs?
- 2.8.5** Supplier must provide 24x7 technical support for their web interface, notification system, and mobile devices.
- 2.8.6** Describe your services offered. Unlimited messaging, SMS, Voice and the associated costs.

- 2.8.7** Describe how your system prevents and handles large "storms" of messages to be sent out. What is the throughput capabilities of your solution?
- 2.8.8** Solution should provide the ability to cancel/clear messages in a queue waiting to be delivered.
- 2.8.9** Describe your procedures for notification to ERCOT in the event of planned or unplanned outages.
- 2.8.10** Describe the authentication process employed for your solution including any web-based integration techniques for user authentication.
- 2.8.11** Describe security profiles for users and the roles they can have assigned and configured through the UI.
- 2.8.12** Can your system use Active Directory groups at our premise for role-based authorization?
- 2.8.13** The supplier will document their ability to withstand a Dynamic Denial of Service attack.
- 2.8.14** Document the encryption method used to store sensitive data.
- 2.8.15** The supplier shall immediately provide notification of any compromised ERCOT data.
- 2.8.16** Can the system synchronize user data from existing sources such as Active Directory, LDAP, corporate HR system, help desk software and others?
- 2.8.17** Can the system synchronize user data from multiple sources?
- 2.8.18** In the event of a loss of connectivity which exceeds more than 30 minutes, the supplier needs to provide a method for ERCOT to revert back to ERCOT internal processes for updating individuals and notification. (eg How can I extract the on-call schedule from provider).

2.9 General Requirements

- 2.9.1** Respondents must include a Gantt chart or Project schedule for completing each set of deliverables, key milestones, or scope requirement described herein.
- 2.9.2** The awarded supplier must provide a Project Manager or lead who has decision-making authority and will assume responsibility for coordination, control, and performance of this effort.
- 2.9.3** Any changes to key personnel associated with the subsequent contract must be submitted in writing and approved in writing by ERCOT.
- 2.9.4** The awarded supplier must provide an organizational chart and list of the supplier's corporate chain-of-command, as well as any established procedures for contacting individuals within that chain-of-command.

2.10 Qualifications

- 2.10.1** Respondent must provide evidence of successful implementation of similar scope of work.
- 2.10.2** Respondent must provide all software and support SLAs in order to demonstrate uptime.

2.11 Deliverables

2.11.1 SaaS Subscription to Software described herein

2.11.2 Configuration Services needed to implement the solution

2.11.3 Migration assistance from POC to production for awarded solution

2.11.4 Training for approximately sixteen ERCOT Employees. Training should include basic use, support and administrative functions

3 GENERAL INSTRUCTIONS AND RESPONSE REQUIREMENTS

3.1 Notice of Intent to Propose

A prospective vendor may submit a Notice of Intent to Propose to the ERCOT Point of Contact identified in Section 1.6 no later than 5:00PM Central Time on **the date listed in the Section 1.7 Procurement Timeline**. The Notice of Intent should consist of an email stating that the prospective vendor intends to submit a proposal for this procurement. Only vendors who submit a Notice of Intent to Propose will receive the answers to questions from all vendors, and/or any clarifications, amendments, and addenda to the Request For Proposal. Vendors who provide a Notice of Intent are not obligated to submit proposals after submitting the NOI, but must submit a response to be considered for an award.

3.2 Vendor Questions and Comments

All questions and comments regarding this RFP must be submitted electronically to the email address contained in Section 1.6 (ERCOT Point of Contact). All questions must reference the appropriate RFP page and section number. In order to receive a response, vendor questions and comments must be received no later than the deadline set forth in Section 1.7 (Procurement Timeline). Inquiries received after the due date may be reviewed by ERCOT but will not receive a response. Answers to vendor questions will be emailed to the point of contact listed on the Notice of Intent to Propose. A respondent must inquire in writing as to any ambiguity, conflict, discrepancy, exclusionary specification, omission or other error in this RFP prior to submitting a proposal. If a respondent fails to notify ERCOT of any error, ambiguity, conflict, discrepancy, exclusionary specification, or omission, the respondent shall submit a proposal at its own risk and, if awarded the contract, shall have waived any claim that the RFP and Master Agreement were ambiguous and shall not contest ERCOT's interpretation. If no error or ambiguity is reported by the deadline for submitting written questions, the respondent shall not be entitled to additional compensation, relief, or time by reason of the error or its later correction.

ERCOT reserves the right to amend answers prior to the proposal submission deadline.

3.3 Modification or Withdrawal of Proposal

Proposals may be withdrawn from consideration at any time prior to the award of contract. A written request for withdrawal must be made to the ERCOT Point of Contact (Section 1.6).

A respondent has the right to amend its proposal at any time and to any degree by written amendment delivered to the ERCOT Point of Contact prior to the proposal submission deadline. ERCOT reserves the right to request an amendment to any part of the proposal during negotiations.

3.4 News Releases

A respondent may not issue press releases or provide any information for public consumption regarding its participation in this procurement without specific, prior written approval of ERCOT.

3.5 Incomplete Proposals

ERCOT may reject without further consideration any proposal that is not completely responsive to this RFP.

3.6 ERCOT Use of Vendor Ideas

- ERCOT reserves the right to use any and all ideas presented in any proposal that are not the respondent's proprietary information and so designated in the proposal. The respondent's proprietary materials do not include information that ***is already published or available to the public, or subsequently becomes available;***
- is received from a third party who, to ERCOT's knowledge, is not in breach of ***any obligation of confidentiality; or***
- is independently developed by personnel or agents of ERCOT without reliance on the respondent's proprietary materials;

3.7 Additional Information

By submitting a proposal, the respondent grants ERCOT the right to obtain information from any lawful source regarding: (i) the past business history, practices, conduct and ability of a respondent to supply goods, services, and deliverables; and (ii) the past business history, practices, conduct, and ability of the respondent's directors, officers, and employees. ERCOT may take such information into consideration in evaluating proposals.

3.8 Instructions for Submitting Proposals

3.8.1 Submission

Submit all copies of the proposal to the ERCOT Point of Contact no later than **2:00 p.m. Central Time on the submission deadline** (See Section 1.6 & 1.7). The proposal must be signed by an authorized

Section 3 – General Instructions

representative of the respondent and submitted electronically via email—the file must not exceed 20MB. If this size restriction cannot be met, multiple emails may be sent, but respondent must indicate how many emails ERCOT should anticipate (i.e. email 1 of 3). ERCOT reserves the right to disqualify late proposals.

3.8.2 Additional Requirements

All proposals must be:

- Clearly legible;
- Sequentially page-numbered;
- Organized in the sequence outlined in Section 3.9 and 3.9.1;
- Bound in a notebook or cover; Part 1 and Part 2 must be bound separately (see Section 3.9)
- Limited to 50 pages (excluding ERCOT required forms);
- Responsive to the requirements of this RFP;
- Proposals should include the respondent's name at the top of each page, and should not include unrequested materials or pamphlets.

3.9 Format and Content

The proposal must consist of two separate parts and must be sent in two separate attachments:

- (1) Part 1 – Business Proposal; and
- (2) Part 2 – Cost Proposal.

3.9.1 Part 1 -- Business Proposal

The Business Proposal must include:

- Section 1 – Transmittal Letter;
- Section 2 – Executive Summary;
- Section 3 – Corporate Background and Experience;
- Section 4 – Methodology and Services Approach;
- Section 5 – Assumptions;
- Section 6 – Appendices;
- Section 7 – Vendor Information and Other Required Forms.

Section 1 -- Transmittal Letter

Section 3 – General Instructions

Respondents must include a transmittal letter printed on official company letterhead. The letter must be signed by an individual authorized to legally bind the respondent.

The transmittal letter must include:

1. Disclosure of all pending, resolved, or completed litigation, mediation, arbitration, or other alternate dispute resolution procedures involving the respondent (including subcontractors,) and its client(s) within the past 24 months.
2. Disclosure of all affiliations with, or ownership relationships with, any ERCOT Market Participant or its affiliates.
3. A description of any personal or business interest that may present an actual, potential, or apparent conflict of interest with the performance of the contract and an explanation of how the respondent can assure ERCOT that these relationships will not create an actual conflict of interest.
4. A list of key personnel previously employed by ERCOT in accordance with the requirements of Section 1.5.2.
5. A complete list of all exceptions, reservations, and limitations to the terms and conditions of the RFP.
6. Signed copies of the Professional Services Agreement, NDA, IRS W-9, and Vendor Information Form located here: <http://www.ercot.com/about/procurement/index.html>.
7. Additionally, if the nature of this RFP solicitation involves an Information Technology purchase, please review and acknowledge the “Cyber Security Requirements” document, also located here: <http://www.ercot.com/about/procurement/index.html>

Please also address the following Records and Information Management (RIM) RFP Questions:

- 1 Does the solution include an application that will generate electronic information to be saved or stored within such application, whether hosted off-site or within ERCOT’s current IT infrastructure?
If YES, proceed to question 2.
If NO, no further questions are required as this does not pose any RIM Program concerns.
- 2 Does your solution utilize proprietary electronic document formats?
If YES, provide additional detail for RIM evaluation (what format(s) and access requirements).
If NO, provide additional detail for RIM evaluation (what format(s)).
- 3 Can your product meet ERCOT’s RIM program requirements¹ for Records and information generated or stored by the system including destruction at the end of their lifecycle?

¹ RIM program requirements include purging records and non-record information based on current business requirements and the retention requirements found in ERCOT’s Records Retention Schedule.

If YES, provide additional detail for RIM evaluation.

If NO, initiate additional discussion.

Section 2 -- Executive Summary

In this section, the respondent should condense and highlight the content of the Business Proposal to provide ERCOT with a broad understanding of the respondent's approach to meeting ERCOT's objectives for this procurement.

Section 3 -- Corporate Background and Experience

Respondent Background and Experience

This section details the respondent's corporate background and experience. If the respondent proposes to use subcontractor(s), it must describe any existing ongoing relationships with such subcontractor(s), including project descriptions. The section should include the following information:

- Respondent's full organization, company, or corporate name;
- Headquarter address;
- Type of ownership (e.g. partnership, corporation);
- If respondent is a subsidiary or affiliate and the name of the parent organization;
- State where the respondent is incorporated or otherwise organized to do business;
- Federal taxpayer identification;
- Name and title of person who will sign the contract; and
- Name and title of person responsible for responding to questions regarding the proposal, with telephone number, facsimile number, and email address.

Describe the respondent's corporate background as it relates to projects similar in scope and complexity to the project described in this RFP.

If the proposal includes the use of subcontractors, include a similar description of the subcontractor's corporate background.

Include at least three (3) references for projects performed within the last five (5) years that demonstrate the respondent's ability to perform the required RFP services. Include contract dates and contact parties, with address, telephone number, and email, if available. If the work was performed as a subcontractor, the respondent must describe the scope of subcontracting activities.

Key Personnel

Identify and describe the respondent's proposed labor skill set and provide resumes of all proposed key personnel (as defined by the respondent). Resumes must demonstrate experience germane to the position proposed. Resumes must list any relevant professional designations for key personnel identified by Respondent. Resumes should include work on projects cited under the respondent's corporate experience, and the specific functions performed on such projects.

Section 4 – Methodology and Services Approach

Describe the respondent's methodology for providing the deliverables identified in Section 2. Include a proposed project schedule, illustrating start and finish dates of the terminal and summary elements identified in Section 2 or proposed by the vendor.

Section 5 – Assumptions

State any business, economic, legal, or practical assumptions that underlie the respondent's Business Proposal.

Section 6 – Appendices

Include any appendices to the respondent's Business Proposal.

Section 7 – Vendor Information and Other Required Forms

Respondents must complete the following required forms:

1. Nondisclosure Statement
2. Vendor information form
3. Except for current ERCOT suppliers who have an active Master Agreement with ERCOT or who have completed the Vendor Information Form (VIF) within the last six months, all Respondents must provide a completed Supplier Vendor Information Form along with the proposal.
4. If the anticipated contract value with ERCOT is equal to or >\$250,000.00, the respondent must include the two (2) most recent two (2) years audited financial statements (include unaudited statements if supplier is unaudited). Publically-held companies must include or provide a link to the most recent Forms 10-K and 10-Q filings.

3.9.2 Part 2 -- Cost Proposal

The Cost Proposal must be based on the Scope of Work described in Section 2. This section should include any business, economic, legal, or practical assumptions that underlie the Cost Proposal.

Respondents may separately identify cost-saving and cost-avoidance methods and measures and the effect of such methods and measures on the Cost Proposal and Scope of Work.

Respondents must utilize the Cost Proposal table format listed below for submitting your Cost Proposal. However, respondents may propose optional cost proposals if such proposals are more cost effective (IE. Time and Materials cost structure, etc.) for ERCOT.

Cost Proposal		
Cost not included in respondents pricing proposal to ERCOT are the sole responsibility of the respondent.	Estimated Number of Hrs to Complete	Total Cost
Project Deliverables and Costs		
Deliverable 1 – SaaS Subscription as required in 2.4.1	XX	\$0.00
Deliverable 2 – Implementation Services as required in 2.4.2	XX	\$0.00
Deliverable 3 – POC migration as required in 2.4.3	XX	\$0.00
Deliverable 4 – Training as required in 2.4.4	XX	\$0.00
TOTAL FIXED COST:		\$0.00

3.10 Multiple Responses

A respondent may submit more than one proposal, including a joint proposal with one or more respondents.

3.11 Joint Proposals

Two or more companies may join together and submit a joint proposal in response to this RFP. A joint proposal must completely define the responsibilities each company proposes to undertake. Also, the joint proposal must designate a primary respondent who will be responsible for the delivery of all goods, services, and requirements as specified in the RFP, and a single authorized official from the primary respondent to serve as the sole point of contact between ERCOT and the joint proposers. Any contract resulting from a joint proposal must be signed by an authorized agent or officer of each company. Each company included in the submission of a joint proposal will be jointly and severally liable during the term of the contract.

4 Evaluation

4.1 Evaluation of Proposals

ERCOT will select the successful vendor through an internal evaluation process. ERCOT will consider capabilities or advantages that are clearly described in the proposal, which may be confirmed by oral presentations, site visits, or demonstrations if required, and verified by information from reference sources contacted by ERCOT. ERCOT reserves the right to contact individuals, entities, organizations that have had dealings with the respondent, or staff proposed for this effort, whether or not identified in the proposal.

4.2 Evaluation Criteria

The primary criteria for evaluating the proposals as they relate to this RFP are as follows:

1. The vendor's ability to meet the requirements set forth in Section 2.
2. The vendor's fees or cost structure.

4.3 Oral Presentations and Site Visits

ERCOT may, at its sole discretion, request oral presentations, site visits, and/or demonstrations from one or more respondents. ERCOT will notify selected respondents of the time and location for these activities, and may supply agendas or topics for discussion. ERCOT reserves the right to ask additional questions during oral presentations, site visits, and/or demonstrations to clarify the scope and content of the written proposal, oral presentation, site visit, or demonstration.

4.4 Discussions with Respondents

ERCOT may, but is not required to, conduct discussions and negotiations with all, some, or none of the respondents for the purpose of obtaining the best value for ERCOT.