

**Request for Proposals
Demand Response Services
Middlesex County College**

Return Proposals to:

David Fricke
Middlesex County College
2600 Woodbridge Ave
Edison NJ 08818

Due date: January 15, 2015

Period: Summer 2015-2017 (June 1 – September 30) Capability Period

Location: 2600 Woodbridge Ave, Edison NJ 08818

Utility: PSE&G

Account Number: 4207852808

Objective and Purpose

The intent and purpose of this Request for Proposal (RFP) is to establish a term contract with one qualified firm to provide Demand Response (DR) Services to Middlesex County College (MCC), who may elect to utilize this contract.

Middlesex County College has the ability to curtail consumption of electricity in many buildings on the campus through various means. Middlesex County College seeks a qualified Curtailment Service Provider ("Provider") to enroll energy curtailment into various demand response programs ("Demand Response Program"). Such programs will provide a mechanism to respond to peak system needs and provide a financial benefit to participating organizations.

Scope of Services and Other Conditions

- 1) Middlesex County College seeks a Provider with this RFP. The work scope for this program will include identification of appropriate curtailment loads, program enrollment and management, securing MCC participation, equipment procurement and installation, maintenance, dispatch communication, metering and verification and ongoing MCC service and support.
- 2) As part of this program, the provider will:
 - a) Purchase, install, and maintain all communications systems and equipment,
 - i) To collect and manage MCC consumption data and monitor event performance
 - ii) To enable communications with MCC, e.g., for dispatching and monitoring the performance of all DR resources during events;
 - b) Manage DR events and MCC event performance;
 - c) Provide ongoing program management and MCC support;
 - d) Provide measurement and verification of event performance, and settlement processing.

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Requirements and Provider Capabilities

Bidders must provide an explanation of their ability to meet the requirements listed and must specifically answer any questions included below.

1. Program Management

- a. Metering
 - i. Provider will manage installation of all metering necessary for Middlesex County College to be able to participate in the program.
 - ii. Provider will supply, manage and maintain metering installation.
 - iii. Provider will provide metering data to the applicable utility/ISO on behalf of Middlesex County College for both baseline metering and metering data for any events called.
- b. IT and Communication Infrastructure
 - i. Describe your ability to offer sites to perform via remote or manual curtailment plans at each location.
 - ii. Describe how you will provide MCC access to near real-time data from each of its sites enrolled in the program.
 - iii. Describe the IT and communication infrastructure required by your proposed solution.
- c. Measurement & Verification ("M&V")
 - i. Describe in detail what kind of security infrastructure you currently have in place to ensure the integrity of MCC data and systems.
 - ii. Describe how you currently test and monitor equipment and data transfer processes to ensure their functionality and accuracy.
 - iii. Describe your protections and recovery methods for dealing with unforeseeable events that may compromise vital data, such as acts of nature or failure of critical equipment.

2. Management of Demand Response Events

- a. Event Preparation
 - i. Provider will work with MCC to create detailed, documented curtailment strategies for their site to maximize value.
 - ii. Provider will provide MCC with event support and training literature.
- b. Notification Systems
 - i. How is your firm handling the recent PJM advanced warning time change (2 hours to 30 minutes and the exemption process)?
 - ii. Do you have sub-zonal dispatching capabilities?
 - iii. Provider will provide automated notification to Middlesex County College when an event is called.
 - iv. Automated notifications from provider will come in multiple forms (i.e., mobile phone, pager, email) and a notification response will be required from each MCC site.
 - v. Can you guarantee that Middlesex County College will be guaranteed notification of the event, when such an event is called? How?
- c. Resource Management and Performance Visibility
 - i. Describe how your firm can ensure that successful deployment of all automatic curtailment processes can be confirmed electronically by MCC.
 - ii. Provider must be able to confirm that the required manual curtailment processes have been completed at MCC sites.
 - iii. Describe how you currently have visibility into the performance of your customer sites, and to what extent you use that information to improve their performance during events.
 - iv. Provider will provide near real-time visibility into event performance and energy usage data to all MCCs.
- d. Event Performance Track Record

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- i. Provide and describe significance of your firm's event performance data for all events called in the past three years.

3. Customer Support and Satisfaction

- a. Maximizing Benefits from Participation for Customers
 - i. Describe how you work with individual customers to help them achieve the most benefits from program participation at least cost.
 - ii. Describe the benefits, if any, that MCC will receive from participation (besides incentive payments).
- b. Responsive Support Services for Customers
 - i. Provider must offer MCC 24/7/365 access to a service call center staffed by knowledgeable personnel, trained in program specifics.
 - ii. What is your average call wait time?
 - iii. Please provide information on your call center, including its location, hours, staffing, basic IT/communications infrastructure, and phone number.
 - iv. Describe your customer service program approach and protocols, including your approach for customer complaint resolution.

4. Experience with and Commitment to Demand Response

- a. Background
 - i. How long has your firm been providing demand response services?
- b. Customer Enrollment
 - i. Provide a list of customers enrolled in demand response programs through your firm.
 - ii. Provide total number of customers currently enrolled in demand response through your firm.
 - iii. Provide total number of curtailment sites operated remotely by your firm.
 - iv. Provide the total MWs of curtailable load provider has under contract in the State of New Jersey.
- c. Program Experience
 - i. Provide the total number of customers who successfully operated during event in 2013 and 2014, and level of performance provided by your firm during that event.
- d. How is your firm set up to participate in the other emergency programs of Extended and Annual and what are your recommendations on how MCC would benefit in these?
- e. Future Commitment to utilities and ISO's
 - i. Describe your commitment to applicable utilities/ISO's future markets and your ability to guarantee program participation for customers.

5. Energy Efficiency

- a. Carbon Tracking
 - i. Provider tracks carbon emissions data at all enrolled sites.
- b. Additional Consulting Services
 - i. Describe any additional energy management services you offer (may be at extra cost) to help MCC optimize energy usage and achieve sustainable demand reductions.

6. Proposal and Payment

- a. Service Agreement Proposal
 - i. Provide your firm's standard Sales and Services Agreement, carefully tailored to meet the requirements of this project.
 - ii. Service Agreement will be free of penalties.
 - iii. Service Agreement shall not contain any language which violates or conflicts with the requirements of this RFP or its attachments.
 - iv. Agreement term shall cover three calendar years.

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- b. List any fees for metering and software services.
- c. Payments
 - i. Once the agreement is signed, what is the length of time before Middlesex County College starts to receive financial benefits?
 - ii. Outline the payments Middlesex County College expects to receive over the term of the program by describing payments as an annual capacity price in \$/kW for the amount of capacity available to Middlesex County College and as an annual energy price in \$/MWh for the energy delivered during DR events. If payments change over the term of the program, provide details.
 - iii. For each type of payment outlined in the question above:
 - 1. Describe the events that trigger payment, the frequency and timing of payments to Middlesex County College, and the factors that determine the level of payments.
 - 2. Where necessary, provide details on how payments are to be calculated. Including the percentage of the PJM payments will be given to MCC.
 - iv. Describe in detail the implications if MCC's actual electric curtailment is less than the contracted amount.

7. Firm Qualifications and Capabilities

- a. Description
 - i. Provide your firm name and a description of your firm's core business.
 - ii. Provider is a certified, carbon neutral company.
- b. References
 - i. Please provide a listing of previous clients that have received similar services to those outlined by this RFP.
- c. Financial Strength
 - i. Please provide copies of most recently published financial statements.
- d. Operational Capabilities
 - i. Briefly describe your operational capabilities (number of employees and breakdown by job function).
 - ii. Describe resources and relationships you already have in Middlesex County College's service territory, if any.
 - iii. Provide brief biographies of key personnel that will be involved in this program.

Basis of Contract Award

All proposals be in the format listed above and shall at a minimum address all points. Providers submitting proposals for this project shall be judged by the MCC as to their qualifications to provide these services.

Attachment:

Preliminary Performance Report for 2014 test event

Preliminary Performance Report																								
Customer Name Middlesex County College - 4207852808																								
Event Date 8/5/2014																								
Event Start Time 3:00 PM																								
Event End Time 4:00 PM																								
Total Minutes Dispatched 60																								
Event Compliance 2091.48																								
Minutes Dispatched																								
Time 2:00 PM 3:00 PM 4:00 PM 5:00 PM																								
60																								
100%																								
2663.90 2663.90 2663.90																								
Baseline																								
2663.90 2023.25																								
2116.80																								
2091.48																								
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526.37 1929.69																								
2091.48																								
Load reduction																								
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Event Period Weight																								
1.00																								
2091.48																								
Weighted Load Reduction																								
2091.48																								
<h3 style="text-align: center;">Preliminary Performance Chart</h3> <p>The chart displays two data series: 'Baseline' (blue line with diamond markers) and 'Hourly Average Event kW' (green line with triangle markers). The y-axis represents kW, ranging from 0 to 3,000. The x-axis represents time from 2:00 PM to 5:00 PM. A shaded pink area between 3:00 PM and 4:00 PM represents 'Compliance Hours'. The baseline is constant at approximately 2,664 kW. The event kW starts at 2,000 kW at 3:00 PM, rises to 2,664 kW at 4:00 PM, and then drops to 1,929 kW at 5:00 PM.</p> <table border="1"> <caption>Chart Data Points</caption> <thead> <tr> <th>Time</th> <th>Baseline (kW)</th> <th>Hourly Average Event kW (kW)</th> </tr> </thead> <tbody> <tr> <td>2:00 PM</td> <td>2663.90</td> <td>-</td> </tr> <tr> <td>3:00 PM</td> <td>2663.90</td> <td>2000.00</td> </tr> <tr> <td>4:00 PM</td> <td>2663.90</td> <td>2663.90</td> </tr> <tr> <td>5:00 PM</td> <td>2663.90</td> <td>1929.69</td> </tr> </tbody> </table>										Time	Baseline (kW)	Hourly Average Event kW (kW)	2:00 PM	2663.90	-	3:00 PM	2663.90	2000.00	4:00 PM	2663.90	2663.90	5:00 PM	2663.90	1929.69
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<p>Key</p> <ul style="list-style-type: none"> Compliance Hours Baseline Hourly Average Event kW 																								
<p>Baseline: This serves as the starting point for your reduction during a demand response event. This is calculated per PJM rules.</p> <p>Hourly Average Event kW: Average hourly demand recorded at your facility during the event call.</p> <p>Load Reduction: PLC minus Hourly Average Event kW, accounting for loss factor</p> <p>Event Compliance: Total amount of reduced kW credited for participation.</p> <p>* PJM has changed how emergency event hours will be measured for compliance. In past years "partial dispatch clock hours" were not counted towards event compliance. Starting this year, partial clock hours of 30 minutes or more will be counted towards event compliance by pro-rating the ICAP value to the proportion of clock hour dispatched.</p>																								