Request for Proposal: 25-49

Advanced Metering Infrastructure (AMI) Solution Procurement

Contact Information	
Retrieval Method	**Submittal Method**
https://www.guc.com/about-us/doing-business-us/current-bids	Electronic Email Delivery Only Greenville Utilities Commission Purchasing Department Attn: Cleve Haddock Cleve Haddock, Lifetime CLGPO Procurement Manager haddocgc@guc.com (252) 551-1533
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Key Dates	
Proposal Publish Date:	Friday, 8/15/2025
Pre-proposal Conference:	Wednesday, 8/20/2025
Written Questions Deadline	Monday, 8/25/2025
Proposals will be received until:	Friday, 9/26/2025 @ 2:00 pm EST

Table of Contents

SECTION A. REQUEST FOR PROPOSAL 5
SECTION B. BACKGROUND & PROJECT OVERVIEW 5
B.1 PURPOSE 5
B.2 BACKGROUND 6
B.3 PROJECT OVERVIEW 10
B.4 PRIME VENDOR OVERVIEW 17
B.5 TECHNOLOGY REQUIREMENTS 22
B.6 COST PROPOSAL 45
SECTION C. PROPOSAL AND SUBMISSION REQUIREMENTS 45
C.1 SUBMITTAL TERMS 45
C.2 MINIMUM QUALIFICATIONS 45
C.3 PROPOSAL FORMAT 45
C.4 WRITTEN REQUESTS FOR INTERPRETATIONS/CLARIFICATIONS 47
C.5 NON-MANDATORY PRE-PROPOSAL CONFERENCE 48
C.6 RFP ACKNOWLEDGEMENT AND SIGNATURE FORM 48
C.7 SCHEDULE 48
C.8 EVALUATION OF PROPOSALS 48
SECTION D. EXHIBITS 52
D.1 GUC UTILITY OWNED ASSET LOCATIONS 52
D.2 SERVICE METER LOCATIONS 54
D.3 SERVICE TERRITORIES BY COMMODITY 55
D.4 REQUEST FOR PROPOSAL GLOSSARY 57
SECTION E. AMI REQUIREMENTS 59
SECTION F. PRICING SHEETS 61
SECTION G. STANDARD FORMS 62
G.1 RFP ACKNOWLEDGEMENT AND SIGNATURE FORM 63
G.2 E-VERIFY 64
SECTION H. ADDITIONAL PROVISIONS 66
H.1 GUC'S LEGAL NAME AND JURISDICTION 66
H.2 OWNERSHIP OF PROPOSAL 66
H.3 REIMBURSABLE EXPENSES 66
H.4 GUC'S RIGHT TO MODIFY 66
H.5 COST OF PREPARING A RESPONSE 66
H.6 RESPONDENT'S RELATIONSHIP 67
H.7 FALSE STATEMENTS 67
H.8 TAXES 67
H.9 GRADE OF SERVICE 67
H.10 THE RESPONDENT'S LIABILITY 67
H.11 AMENDMENTS 67
H.12 WITHDRAWALS OR MODIFICATIONS OF OFFERS 67
H.13 ACCEPTANCE 67
H.14 REPRESENTATIONS 67
H.15 AWARD CONSIDERATIONS 68

H.16 CONTRACT TERMINATION 68
H.17 SECURITY 68
H.18 INSURANCE AND BONDING REQUIREMENTS 68
SECTION I. IT CONTRACT PROVISIONS PROCEDURE 73
I.1 APPENDIX A 73
SECTION J. TERMS AND CONDITIONS 77
J.1 CONFLICT OF INTEREST 78
J.2 VENDOR INCURRED COSTS 78
J.3 MINORITY BUSINESS PARTICIPATION PROGRAM 78
J.4 PROPOSAL WITHDRAWAL 78
J.5 AFFIRMATIVE ACTION 78
J.6 INDEMNITY PROVISION 78
J.7 GOVERNING LAWS 79
J.8 ADMINISTRATIVE LAW 79
J.9 UNIFORM GUIDANCE 79
J.10 SAFETY STATEMENTS 79

Figures

Figure 1: Cloud Deployment Models 33
Figure 2: GUC Utility Assets 52
Figure 3: GUC Assets - Electric Stations 53
Figure 4: GUC Assets – Fiber Structure 53
Figure 5: GUC Assets – Water Towers 54
Figure 6: GUC Assets – Poles 54
Figure 7: Electric Service Territory Map 55
Figure 8: Water Service Territory Map 55
Figure 9: Gas Service Territory Map 56
Figure 10: GUC Combined Service Territory 57
Figure 11: Pricing Sheet Instructions 61

Tables

Table 1: GUC Services 6
Table 2: GUC Systems 7
Table 3: Meter Reading and Billing Cycles 8
Table 4: Electric Meter Types and Forms 8
Table 5: Water Meters 9
Table 6: Gas Meters 9
Table 7: 8-Year Deployment Plan 10
Table 8: 5-Year Deployment Plan 11
Table 9: Electric Meter Replacement 14
Table 10: Water Communication Devices 14
Table 11: Gas Communication Devices 15
Table 12: RFP Schedule 48

Table 13: Procurement Methodology 49
Table 14: Evaluation Scoring – Phase 2 Assessment..... 50
Table 15: Requirements Response Values 51

Section A. Request for Proposal

The Greenville Utilities Commission ("GUC"), Greenville, NC, through the Purchasing Department, is hereby soliciting competitive proposals from qualified firms to provide an Advanced Metering Infrastructure (AMI) solution. The successful Respondent will be required to furnish all labor, material, equipment, supplies, applicable taxes, insurance, bonding, and licenses to complete this project.

Section B. Background & Project Overview

B.1 Purpose

GUC is requesting sealed proposals from qualified vendors acting in a Prime Vendor capacity to provide a fully integrated AMI Solution. GUC is seeking to replace its existing Automated Meter Reading (AMR) systems and manual meter reading processes with a state-of-the-art AMI system that will modernize its electric, gas, and water metering operations, improve data accuracy, enhance customer service, and support future scalability. The desired AMI Solution shall be comprehensive and turnkey, including but not limited to the following components (further defined in section B.3.3 below):

- Prime Vendor Services
- AMI Network Infrastructure, supply and installation
- AMI Headend System, supply and implementation
- AMI Managed Services
- AMI Endpoints
    - Supply of AMI-enabled electric meters
    - Supply of water and gas communication modules (AMI endpoints)
- AMI Endpoint Installation
    - 5-year Phased Deployment Option
- Load Control Solution
- Data Analytics Solution
- System configuration, testing, and commissioning
- Project management, training, and ongoing technical support services

Proposers must respond as the Prime Vendor responsible for all the requested functional systems and services. This may require the Proposer to form partnerships with other providers to provide a comprehensive proposal addressing the complete AMI Solution. However, GUC reserves the right to select proposed AMI Solution components that best overall fit for its unique operational, technical, and strategic needs. "Best fit" shall be determined based on a comprehensive evaluation of proposals that includes, but is not limited to, the following considerations: technical compatibility, functional capability, scalability and flexibility, total cost of ownership, implementation approach and risk mitigation, customer and stakeholder impact, and cybersecurity and data governance.

GUC seeks a single, scalable AMI Solution capable of supporting future system expansion and advanced metering capabilities across electric, water, and gas services. It is the sole responsibility of the selected Prime Vendor to ensure that the proposed AMI system meets all required performance levels as outlined in this RFP. This includes providing all necessary equipment, components, and associated installation labor, regardless of whether explicitly listed in this RFP, to deliver a fully functional, integrated, and reliable system. GUC will not bear responsibility for any additional equipment, materials, or services required to

meet the specified performance standards. Vendors must take this into account when preparing their proposals and pricing, and shall not assume that GUC will fund or provide supplemental resources beyond those explicitly stated as in-scope for GUC responsibility.

B.2 Background

B.2.1 GUC Overview

Since 1905, Greenville Utilities Commission (GUC) has been an integral part of Greenville and Pitt County, growing and evolving alongside our expanding service area. GUC provides electric, water, sewer, and natural gas services to the City of Greenville and 75% of Pitt County. We serve a combined total of nearly 175,000 customer connections. The citizens of Greenville own Greenville Utilities Commission, but it operates under a separate charter issued by the N.C. General Assembly.

GUC is governed by an eight-member Board of Commissioners. The Board is responsible for approving rates, development plans, and the annual budget as well as setting operating and extension policies. Our fiscal year budget runs from July 1st through June 30th. Policies are implemented by the General Manager/CEO. The City Manager serves as a full voting member; the City Council nominates five other Board members, and the County Commissioners nominate two. The City Council approves all Board members. Our highly experienced Management Team is dedicated to working together to operate GUC in the best interest of our customers.

Mission Statement

Greenville Utilities is dedicated to enhancing the quality of life for those we serve by providing safe, reliable utility solutions at the lowest reasonable cost, with exceptional customer service, in an environmentally responsible manner.

B.2.2 Business Environment

Services Provided

GUC is the largest municipal gas utility in North Carolina and ranks 31st nationally. GUC operations includes:

Service Type	Customer Connections	Meters	Service Details
Electric	75,470	75,632	1,210 miles of overhead lines, 1,757 miles of underground lines, 22 substations, 27,380 load control switches 101 miles of fiber optic cable
Water	40,221	42,786	731 miles of pipe Treating ~ 14 million gallons of water per day
Wastewater	33,898		539 miles of pipe Treating ~ 10 million gallons of wastewater per day
Natural Gas	24,928	25,613	757 miles of pipeline 508 miles of service lines GUC operates a Liquified Natural Gas (LNG) storage facility and a Public Compressed Natural Gas (CNG) Fuel Station

Table 1: GUC Services

Service territory maps are in Section D.3. GUC anticipates steady growth in its customer base across electric, gas, and water services over the next five years. Based on historical trends and regional development forecasts, GUC's average annual growth rate is projected at 1.22% through 2030.

To accommodate this growth, GUC requires a scalable AMI solution that can support increasing demand without compromising system performance, data accuracy, or customer service. The future AMI system and associated platforms must be capable of seamlessly onboarding new meters and customers, maintaining high levels of reliability and efficiency as GUC's service footprint expands.

Current Business Systems

GUC leverages a suite of integrated enterprise applications to support its end-to-end meter-to-cash operations across electric, gas, and water services. These core business systems form the foundation for billing, customer service, and operational efficiency. The key systems currently in use include, but are not limited to:

System	Version	Vendor
Automated Meter Reading (AMR)	FCS V4.6	Itron
Meter Verification (MV-90)	V6.2	Itron
Customer Information System (CIS)	24B	Oracle Customer Cloud Service (CCS)
Geographic Information System (GIS)	10.8.1	ESRI ArcGIS
Supervisory Control and Data Acquisition (SCADA)	22.1.2	Survalent Technology - Electric
Work and Asset Management (WOMS)	23.11	Cityworks
Outage Management System (OMS)	10.8.1c SP2	Schneider Electric Responder OMS
Customer Portal	10.8	Meridian Solutions – IDEA
Interactive Voice Response (IVR)	10.1.0.3	Mitel Customer IVR / Bill-to-Pay
Load Control System		Varies
Meter Data Management System (MDMS)	Functionality Not Deployed	Oracle Customer Cloud Service (CCS)

Table 2: GUC Systems

These systems collectively support the GUC's ability to manage the complete meter-to-cash lifecycle—starting from meter data acquisition to customer billing and collections. As GUC transitions to a next-generation AMI system, integration and interoperability with these existing platforms will be essential to ensure business continuity and enhance overall operational performance.

GUC is currently preparing for the following upcoming projects:

- Oracle CCS upgrade to 24C - Aug 2025 + semi-annual upgrades thereafter
- Meridian IDEA Customer Portal Upgrade to Version 11.x
- ESRI ArcGIS upgrade to Utility Network (UN)
- Outage Management System (OMS) Functional and Technical Review
- AI Initiatives (on-premise and cloud solutions)
- Cityworks CWOL upgrade to Trimble Unity

GUC anticipates the potential future implementation of the following advanced utility systems to support enhanced grid operations and distributed energy integration:

- Advanced Distribution Management System (ADMS)
- Distributed Energy Resource Management System (DERMS)

Meter Reading and Billing

GUC currently performs meter reading through a manual process using AMR technology. Meter data is collected using Itron's Field Collection System (FCS) and MV-90 systems, which serve as the primary tools for downloading and managing interval and register reads from electric, gas, and water meters. Once collected, the data is transferred into CCS for billing and customer account management.

Customers receive a consolidated utility bill that includes charges for all metered services—electric, gas, and water—as well as any applicable unmetered services. This single-bill approach streamlines customer communication, supports efficient revenue collection, and enables a unified view of usage across commodities. The following are the key reading statistics:

Billing Cycles	16
Billing Period	Monthly
Meter Reading Routes	241
Number of Meter Readers	11 (5 Electric, 6 Gas/Water)
Meters Read	Monthly (28 – 32 days)

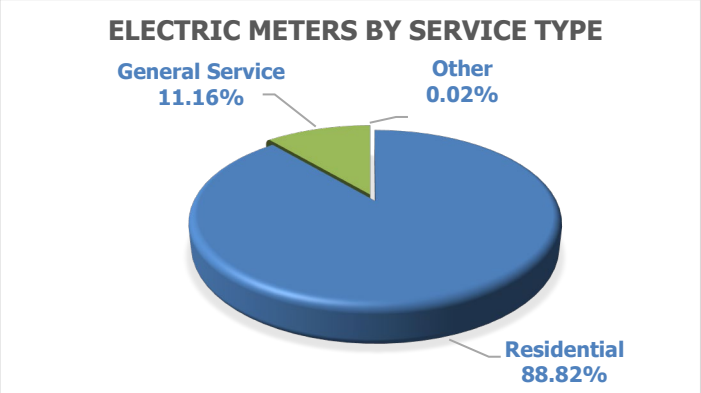
Table 3: Meter Reading and Billing Cycles

B.2.3 Electric Service

As of June 2025, 73,401 electric meters are in active service across GUC's service territory. These meters support residential, general service, and lighting customers. The breakdown of the different installed electric meter forms and electric meters by service type is as follows:

Meter Type	QTY
Form 2S Class 200	67,218
Form 2S Class 320	1,851
Form 2S Solar	103
Form 3S	204
Form 4S	527
Form 9S	1,606
Form 12S	1,883
Form 35S	9
Total	**73,401**

Table 4: Electric Meter Types and Forms

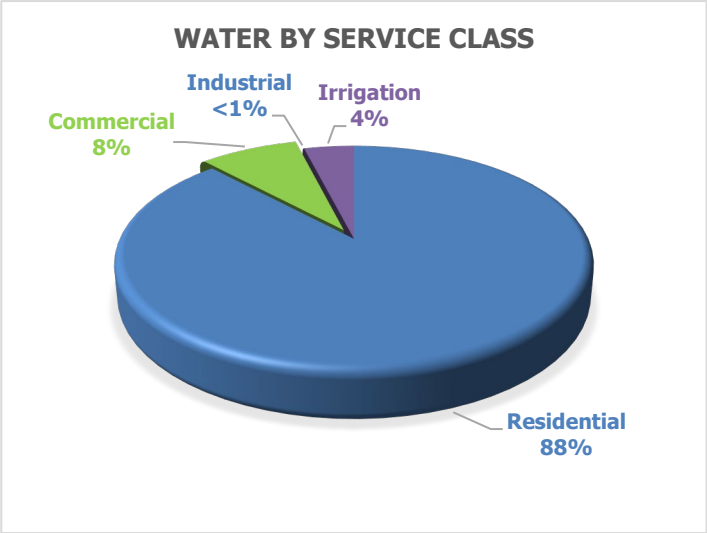


B.2.4 Water Service

As of June 2025, approximately 42,357 water meters are in active service across GUC's service territory. The breakdown of the different installed meter types is listed below. Badger Meter is the primary manufacturer, accounting for the majority of installed meters, while Mueller Systems serves as the secondary manufacturer.

Meter Type	QTY
5/8"	36,258
3/4"	1,012
1"	3,399
1.5"	660
2" CPD	56
4" CPD	66
6" CPD	6
2" PD	828
2" Turbo	56
3" Turbo	3
4" Turbo	6
8" Turbo	5
16" MAG	2
Total	**42,357**

Table 5: Water Meters

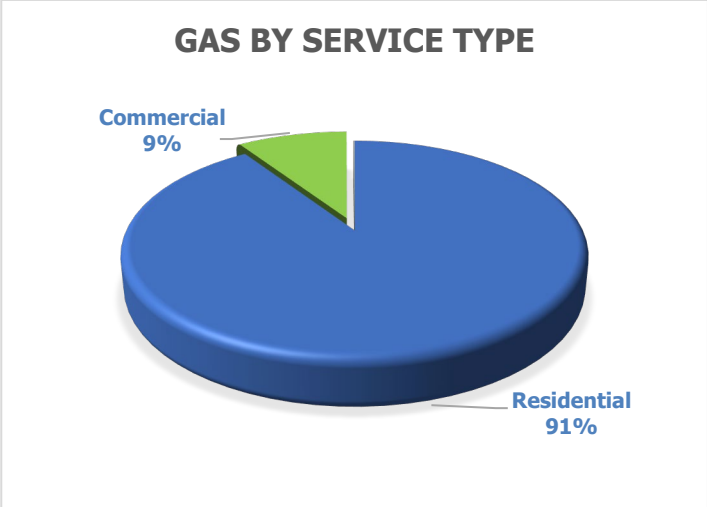


B.2.5 Gas Service

As of June 2025, approximately 25,514 natural gas meters are actively in service across GUC's service territory. These meters support residential, commercial, and industrial customers. The installed gas meter population consists of various meter types suited to different customer classes and flow requirements. A detailed breakdown of the installed meter types is provided below to illustrate the current asset composition. Notably, 99% of the gas meters currently in operation were manufactured by American Meter Company, reflecting a high degree of standardization across the utility's gas metering fleet.

Meter Type	QTY
AC 250	24,273
AC 630	683
AL 425	214
AL 800	46
AL 1000	164
AL 1400	41
AL 2300	16
7M Rotary	1
3.5 Rotary	32
5.5 Rotary	15
9M Rotary	7
14M	4
GT3 Turbo	2
GT4	4
GT 6	7
GT 8	5
Total	**25,514**

Table 6: Gas Meters



B.3 Project Overview

B.3.1 Drivers & Goals

GUC has identified key strategic drivers guiding the implementation of an AMI solution. These drivers reflect the GUC's commitment to modernization, enhanced customer service, and long-term sustainability. The proposed AMI solution must support the achievement of the following four primary goal categories:

- **Operational Efficiency & Cost Reduction**
  Reduce operational costs through automated meter reading, improved billing accuracy, decreased truck rolls, optimized asset management, and enhanced data accessibility for utility staff.
- **Customer Experience & Engagement**
  Empower customers with access to real-time consumption data, self-service tools, and proactive alerts. Support evolving customer expectations around electric vehicles, smart appliances, and conservation initiatives.
- **Grid & System Reliability**
  Improve outage detection and restoration, enable voltage optimization and load management, and enhance visibility into system performance across electric, water, and gas networks.
- **Safety & Environmental Impact**
  Reduce greenhouse gas emissions through fewer field visits, improve early detection of system anomalies (e.g., gas leaks, water leaks), and support environmental goals through more efficient resource usage and conservation.

The selected AMI solution must demonstrate the capability to address these strategic goals holistically, enabling GUC to deliver long-term value to its customers and stakeholders.

B.3.2 AMI Project Schedule

GUC is evaluating two distinct implementation strategies for the AMI project, with initial activities scheduled to begin as early as January 2026. Each option has implications for the timeline and vendor responsibilities.

- Option 1: 8-year Phased Deployment – Under this approach, GUC will self-perform all meter installations using internal resources and workforce. GUC, at its discretion, may accelerate the deployment upon mutual agreement with the Responder.

8-Year Deployment Plan per Year	FY26	FY27	FY28	FY29	FY30	FY31	FY32	FY33	FY34
Electric Meters %	0%	9%	13%	13%	13%	13%	13%	13%	13%
Electric Meters Total	0	6606	9542	9542	9542	9542	9542	9542	9542
Water Endpoints %	0%	9%	13%	13%	13%	13%	13%	13%	13%
Water Endpoints Total	0	3812	5506	5506	5506	5506	5506	5506	5506
Gas Endpoints %	0%	9%	13%	13%	13%	13%	13%	13%	13%
Gas Endpoints Total	0	2296	3317	3317	3317	3317	3317	3317	3317
Estimated Total Installed per Year	**0**	**12714**	**18365**	**18365**	**18365**	**18365**	**18365**	**18365**	**18365**

Table 7: 8-Year Deployment Plan

- Option 2: 5-year Phased Deployment – GUC accelerates the implementation to a 5-year timeline and seeks a more vendor-led approach. In this scenario, the selected Proposer will act as the Prime

Vendor and will be responsible for managing and executing all meter and communication module installation activities across electric, gas, and water services.

5-Year Deployment Plan per Year	FY26	FY27	FY28	FY29	FY30	FY31
Electric Meters %	0%	24%	22%	17%	16%	21%
Electric Meters Total	0	17763	16368	12405	11964	14900
Water Endpoints %	0%	30%	28%	24%	14%	4%
Water Endpoints Total	0	12665	11987	9996	5888	1821
Gas Endpoints %	0%	22%	31%	6%	23%	18%
Gas Endpoints Total	0	5613	7935	1633	5868	4465
Estimated Total Installed per Year	**0**	**36041**	**36290**	**24034**	**23720**	**21187**

Table 8: 5-Year Deployment Plan

The final project structure, including roles and responsibilities, will be determined based on the chosen implementation path.

Technology Implementation Phase (TIP)

This phase serves as a comprehensive Proof of Concept (PoC) and pilot implementation, designed to validate the full AMI solution and confirm the business objectives and anticipated benefits identified at the outset of the project. It provides GUC and the selected Proposer with an opportunity to evaluate the system's performance in a real-world environment, identify and resolve potential issues, and ensure the solution can support full-scale deployment. The anticipated duration of the TIP phase is 9-12 months.

During this phase, GUC and the Proposer will collaboratively assess and address any challenges related to the AMI communications network, application software functionality, business processes, system interfaces, environmental and topographical conditions, logistical constraints, and the performance and reliability of the AMI meters and endpoints. The pilot will include the deployment of a small but diverse and representative sample of endpoints—approximately 500 electric meters, 250 water meters, and 250 gas meters—strategically selected to cover a broad range of service types, geographic conditions, and installation complexities. This diversity is critical to demonstrating the system's adaptability and robustness across GUC's service territory.

Key objectives of this phase include testing and verifying the integration of the MDM system with GUC's CCS, the AMI HES, the AMI network, meters, and communication modules, and other relevant utility systems. Functional and technical acceptance criteria will be applied to evaluate performance, data accuracy, system reliability, and consistency of communication. GUC will also use this phase to assess the Proposer's performance, review quality assurance protocols, validate interface operations, and ensure that data flows are accurate, timely, and reliable.

Ultimately, this phase will serve as a critical checkpoint in the AMI deployment process, ensuring that all components of the solution perform as expected before proceeding with full-scale rollout.

Mass Deployment Phase (MDP)

Following the successful completion of the TIP phase, the project will advance to the Mass Deployment Phase (MDP). However, prior to initiating this phase, GUC will issue formal authorization to proceed only after the TIP has met all mutually agreed-upon acceptance criteria. These criteria will be jointly established

and documented in advance and will serve as the basis for evaluating the readiness of the AMI solution for full-scale rollout. If the TIP fails to meet the defined acceptance thresholds, GUC reserves the sole and exclusive right to postpone, modify, or terminate the project prior to entering the MDP.

The MDP represents the full-scale implementation of the AMI solution across GUC's electric, water, and gas service territory. This phase will leverage the systems, configurations, workflows, integrations, and lessons learned during the TIP to ensure a streamlined and efficient deployment process. The primary objective of the MDP is the systematic installation of all remaining AMI communication modules and meters, in accordance with a comprehensive deployment strategy developed jointly by GUC and the selected Proposer. This strategy will address critical elements such as installation sequencing, resource allocation, regional prioritization, customer communication and coordination, inventory and supply chain management, and field quality control procedures.

Throughout the MDP, ongoing system performance validation, data integrity checks, and adherence to service-level agreements (SLAs) will be critical to ensuring the long-term success of the AMI solution. GUC expects the Proposer to implement robust project management practices, including status reporting, risk mitigation, and change management protocols, to maintain schedule adherence and minimize disruption to utility operations and customer service.

Depending on the selected AMI schedule, GUC's target is to complete the Mass Deployment Phase no later than

- Option 1: 8-year Phased Deployment – end of calendar year 2034
- Option 2: 5-year Phased Deployment – end of calendar year 2031

B.3.3 Scope

The scope of the AMI Solution encompasses the design, delivery, implementation, and support of a fully integrated, end-to-end system. The selected Proposer will be responsible for providing the following key components and services.

Prime Vendor Services

The selected Proposer shall serve as the Prime Vendor and will assume full responsibility for the implementation, installation, and successful delivery of the complete AMI Solution, as defined and contracted under a single agreement. This includes accountability for all aspects of project execution, including overall program coordination, solution delivery, schedule adherence, issue resolution, and fulfillment of all contractual obligations.

The Proposer shall be fully responsible for the performance and compliance of all subcontractors, suppliers, manufacturers, and any third party upon whom the Proposer relies. This responsibility includes ensuring that all such entities comply with the terms, conditions, and performance requirements outlined in the contract. GUC will hold the Prime Vendor solely accountable for the successful and timely execution of the AMI project throughout its entire lifecycle.

AMI Network Infrastructure

The selected Proposer shall be responsible for the comprehensive design, supply, and installation of a utility-owned fixed AMI communication network. The network must deliver reliable, secure, and scalable connectivity to support electric, gas, and water metering across GUC's entire service territory.

The Proposer's network design—whether MESH, STAR, HYBRID, POINT-TO-MULTI-POINT or a combination thereof—shall ensure a minimum of two layers of communication redundancy for each AMI endpoint in the field, thereby maximizing system reliability and performance. To the extent practicable, the design shall incorporate the use of GUC-owned assets for AMI Collectors. In addition, the Proposer shall provide comprehensive installation training to GUC personnel for AMI Collectors and Repeaters (if applicable) to support long-term network operations and maintenance.

Should the proposed AMI network require mounting and power supply for certain devices on poles, towers, or at substations, the Proposer will provide the appropriate specifications for these devices, including the size and weight of the equipment, service or access requirements, power supply requirements, and other relevant specifications.

AMI Headend System

The selected Proposer shall be responsible for supplying, installing, implementing, and providing ongoing support for a fully functional AMI Headend System that meets the requirements outlined in this solicitation. The Headend System must be capable of managing all AMI endpoints, supporting future growth, ensuring secure data collection and transmission, and supporting remote configuration, control, and monitoring capabilities across electric, gas, and water metering infrastructure.

The solution may be offered as either a cloud-hosted Software-as-a-Service (SaaS) platform or an on-premise deployment, depending on GUC's operational preferences and technical requirements. The Proposer shall provide all necessary hardware and software components to deliver a scalable, reliable, and secure headend environment that serves as the central control point for the AMI network.

AMI Managed Services

The selected Proposer shall be responsible for providing comprehensive ongoing operational support for the AMI communication network under a separate Managed Services Agreement with a minimum term of five (5) years. This agreement shall define detailed Service Level Agreements (SLAs) that ensure sustained performance, reliability, and efficiency of the network infrastructure.

At a minimum, the vendor's responsibilities shall include daily network operations, continuous monitoring, performance optimization, proactive and corrective maintenance (both scheduled and unscheduled), remote troubleshooting, software upgrades, and full lifecycle management of network assets. The vendor shall maintain a defined minimum read success rate across all AMI endpoints and provide weekly status reports to the utility summarizing system health, incident resolution progress, and network performance metrics. The agreement shall also include clearly defined response and resolution timeframes for multiple tiers of service issues, ensuring that critical events are prioritized and addressed in a timely manner.

AMI Endpoints

The selected Proposer shall be responsible for supplying the electric, water, and gas AMI Communication Modules, ensuring that these meet the project's requirements to maintain the agreed-upon schedule.

Electric

Supply of residential, commercial, and industrial AMI-enabled electric meters according to the following table:

Meter Type	QTY
Form 2S Class 200	67,218
Form 2S Class 320	1,851
Form 2S Solar	103
Form 3S	204
Form 4S	527
Form 9S	1,606
Form 12S	1,883
Form 35S	9
Total	**73,401**

Table 9: Electric Meter Replacement

Water

Supply of AMI communication modules for existing water meters, including compatibility verification with the Itron In-line Connector, as outlined in the following table. Please note, GUC does not accept splicing connections or any wire splicing in the field.

Meter Type	QTY
5/8"	36,258
3/4"	1,012
1"	3,399
1.5"	660
2" CPD	56
4" CPD	66
6" CPD	6
2" PD	828
2" Turbo	56
3" Turbo	3
4" Turbo	6
8" Turbo	5
16" MAG	2
Total	**42,357**

Table 10: Water Communication Devices

Gas

Supply of AMI communication modules for existing gas meters, including compatibility verification and register retrofits as needed according to the following table:

Meter Type	QTY
AC 250	24,273
AC 630	683
AL 425	214
AL 800	46

Meter Type	QTY
AL 1000	164
AL 1400	41
AL 2300	16
7M Rotary	1
3.5 Rotary	32
5.5 Rotary	15
9M Rotary	7
14M	4
GT3 Turbo	2
GT4	4
GT 6	7
GT 8	5
Total	**25,514**

Table 11: Gas Communication Devices

AMI Endpoint Installation Services

The selected Proposer shall be responsible for equipment installation services for AMI-enabled electric meters and AMI water and gas endpoints for the 5-year Phased Deployment option. Included is the physical installation of the AMI endpoint and/or AMI meter. At GUC's option, installation services may be extended to include remedial repairs, equipment inspections, site surveys, and other related services.

Load Control Solution

The selected Proposal shall be responsible for designing, integrating, and implementing a comprehensive load control solution to manage demand-side resources, including water heaters, air conditioning, heat strips, electric furnaces, distributed generation, and other customer-owned appliances. The system should support remote scheduling, real-time event control, and future integration with distributed energy resource management platforms.

Data Analytics Solution

The selected Proposer shall also provide an integrated AMI Data Analytics Solution designed to transform raw meter and network data into actionable insights. This analytics platform will support electric, gas, and water services, delivering capabilities that enhance operational decision-making, improve customer engagement, and support regulatory and strategic planning objectives. The analytics solution shall include tools for:

- Load and usage pattern analysis
- Tamper and theft detection
- Leak and anomaly detection
- Predictive maintenance alerts
- Customer segmentation and engagement dashboards
- Integration capabilities with GUC's CCS, OMS, AMI Headend, and DERMS

The platform may be cloud-based or on-premise and must support scalability, role-based access, and visualization dashboards tailored for both technical and business users. The Proposer shall also provide

data modeling, configuration, user training, and ongoing support services to ensure the solution delivers consistent value throughout the AMI system's lifecycle.

System Configuration, Testing, and Commissioning

The selected Proposer shall be responsible for complete system setup, configuration of all software and devices, and execution of rigorous testing protocols. This includes factory acceptance testing (FAT), site acceptance testing (SAT), system performance validation, and final commissioning to ensure the system meets all technical and functional specifications.

Project Management, Training, and Technical Support

The selected Proposer shall be responsible for delivering comprehensive project management, training, and technical support services to ensure the successful implementation, operational readiness, and long-term sustainability of the AMI solution. These services shall include, but are not limited to, the following:

Project Management

The Proposer shall provide full-scope project management services throughout all phases of the AMI project, from initiation through closeout and apply industry standard project management principles, as detailed in the Product Management Institute (PMI) Project Management Body of Knowledge (PMBOK) Guide. Responsibilities shall include:

- Development and maintenance of a detailed project plan, including all milestones, dependencies, and critical path activities
- Coordination and communication with internal GUC stakeholders and third-party vendors
- Progress reporting, performance tracking, and risk and issue management with documented mitigation strategies
- Project governance support, including steering committee reporting, status meetings, and formal decision checkpoints
- Change management and configuration control processes to manage scope adjustments and maintain alignment with project objectives
- Providing the opportunity for User Acceptance Testing (UAT), to include end-to-end testing of all components, including integrations and integrated systems.

The Proposer shall assign a dedicated Project Manager and support team who are experienced in delivering similar AMI projects and shall serve as the primary point of contact throughout the engagement.

Training Services

The Proposer shall develop and deliver a structured training program tailored to GUC's operational, technical, and administrative personnel. Training shall include:

- Classroom-style and hands-on instruction on AMI system operation, diagnostics, and maintenance
- Training materials, user guides, and job aids for ongoing reference
- Role-based training modules for field technicians, IT support staff, customer service representatives, and system administrators

- Knowledge transfer sessions to enable GUC staff to independently operate, support, and expand the AMI solution post-deployment
- Optional refresher or follow-up training sessions following major system updates or enhancements
- Evaluation of training effectiveness through testing or similar means to determine personnels readiness to support AMI

Training delivery methods may include in-person instruction, live virtual sessions, and recorded modules, depending on GUC's preferences.

Technical Support Services

Following system deployment, the Proposer shall provide robust technical support services to ensure continued system performance and issue resolution. Support services shall include:

- Access to a dedicated helpdesk or technical support center with defined service hours, staffing levels, and response/resolution SLAs
- Tiered support escalation procedures to address varying levels of issue severity and urgency
- Ongoing software maintenance, including updates, security patches, and bug fixes
- Remote system diagnostics, performance monitoring, and tuning
- Availability of optional enhanced support services such as 24x7 monitoring, on-site support dispatch, and proactive issue alerts

The Proposer shall clearly define the scope of support services, response timelines, service levels, and points of contact as part of their proposal. A support transition plan shall also be provided to ensure continuity following project go-live.

B.4 Prime Vendor Overview

MANDATORY: The Proposer shall provide a response to every numbered line item in this section. If an item does not apply, please indicate so with a "N/A" (not applicable). Do not leave any question blank.

B.4.1 Company Profile

B4.1.1 A brief history of the company(s), including a summary of all products and services offered.

B4.1.2 The number of years the organization(s) have been in business as an AMI vendor.

B4.1.3 The address and phone number of the corporate office.

B4.1.4 A sample client list including name, address, information technology contact and phone number, and a functional project contact and phone number, product implemented, version number, and implementation production date (or status, if not yet live). The sample client list should include at least five current clients, with a minimum of three of them currently utilizing the proposed generation or version of the technology.

B4.1.5 A list of three potential utility site visit locations of comparable size to GUC, including name, address, version number of product, point of contact, phone number, and Industry. GUC prefers the most recent installations with the same versions of the product being proposed that supports a multi-service electric, water, and gas utility. Preference should be given to a utility using Oracle CCS.

B.4.2 Financial Condition

B4.2.1 Please acknowledge your willingness, if selected as a finalist, to provide annual reports and/or financial statements for the division of the company directly responsible for the product and/or services proposed in this RFP response for each of the last three fiscal years.

B4.2.2 Has the company filed for bankruptcy in the last five years?

B4.2.3 Has the company had any projects that were put on hold, stopped, or ended before completion in the last five years?

B.4.3 R&D Activities / Strategic Product Direction

B4.3.1 Current research and development activities. Include the percentage of total revenue reinvested in product development annually and provide the dollar figure for the past five years.

B4.3.2 A statement of the company's strategic direction with respect to the development of technologies, products, product features, and services in support of smart metering or smart grid-related products and technologies.

B4.3.3 Include the product roadmap for the proposed AMI solution.

B.4.4 Number of Systems Implemented

B4.4.1 The number of implementations of the version being proposed (or a comparable product). For each application implemented, include:

(a) The number of implementations contracted in the last twelve (12) months
(b) The total number of implementations contracted to date
(c) The total number of implementations that are now live sites
(d) List only the number of full-scale implementations on the version being proposed (do not include product upgrade implementations)

Application	# In Last 12 Mos.	Total # to Date	# Live to Date

B.4.5 Product Line Profile

B4.5.1 The identification of all the proposed endpoint products with the current firmware revision and FCC identification numbers.

B4.5.2 The identification of all the proposed network products with the current firmware revision and FCC identification numbers.

B4.5.3 The original development date of the Headend, as well as the date and version number of the last two (2) releases (#1 most current) for each application proposed.

Application	Original Development Date	Release #1 DATE & Version #	Release #2 DATE & Version #

B.4.6 Change Management / Business Process Change

B4.6.1 The approach to incorporating Change Management and Project Management into the Implementation Phase of this solution effort.

B4.6.2 A description of the change control process methodology that the implementation team will utilize during the setup, testing, and implementation of the recommended solution.

B4.6.3 A list of the staff members responsible for change management and identifying their experience/qualifications.

B4.6.4 By individual (name and title), the role they will play, and the tasks that they will be performing during implementation.

B.4.7 Vendor-Supplied Training

GUC believes that the best approach to training GUC's staff is based on job function/role. Therefore, it is expected that training will be conducted based on GUC business processes, rather than relying solely on generic functions within the system. This training shall be led by the Proposer with support from the GUC staff. GUC is looking for a sustainable approach to training that can be utilized for ongoing training of existing and new staff.

B4.7.1 Provide a list of available training courses. The training must be comprehensive enough to ensure that GUC's staff can effectively use and maintain the system. Areas that should be included (but not limited to) in the training are:

(a) Overview of the Solution, to include upstream and downstream interfaces and impacts
(b) System administration and operations
(c) Record inquiry, data entry, and similar routine operations
(d) Routine and ad hoc report generation
(e) Interfacing with other systems and programs

B4.7.2 Include the following details for each course:

(a) Target audience
(b) Course contents
(c) Prerequisite
(d) Instructional medium (classroom, self-study, computer tutorial, on-the-job instruction)
(e) Duration
(f) Materials required other than manuals (e.g., audiovisual equipment).

B4.7.3 List training facility requirements by course type:

(a) GUC facilities - Computer Lab, Conference Room
(b) Vendor facilities - specify the location

B4.7.4 How much onsite training is included in the proposed implementation?

B4.7.5 A suggested schedule and job roles to attend training, including the proposed delivery method

B4.7.6 Describe how these training materials can be best utilized by GUC in its future training needs.

B4.7.7 Describe how the training materials are to be updated to include application functionality made available in new product releases.

B4.7.8 Describe any additional training aids and supports that would be available for the recommended solution, including online help, configurable wizards, help scripting, etc.

B.4.8 Implementation Services

B4.8.1 The Proposer must describe its proposed solution approach. The proposed solution must include a comprehensive schedule in MS Project, complete with a detailed description of all activities, an activity schedule, and proposed resources for a successful project, along with clearly identified milestones and the critical path. Proposer must apply industry standard project management principles, as detailed in the Product Management Institute (PMI) Project Management Body of Knowledge (PMBOK) Guide.

B4.8.2 The typical delivery lead-time from contract execution to project kick-off.

B4.8.3 The type of project support normally provided as part of the proposed project services. Include all services, including, but not limited to, site preparation, system testing, user training, and parallel running. Include number and type of project management resources, expected FTE by project phase, and expectation of on-site vs. remote work by project phase.

B4.8.4 GUC's responsibilities and client manpower requirements for each project task. GUC will provide project management, technical resources, and user resources to support GUC's obligation.

B.4.9 Program and Project Management

Functional Requirements – PMO & Installation

The Functional Requirements responses in Section E – AMI Requirements are to be completed. The following sections in that spreadsheet relate to this section of the response:

Ref.	Description
E5	**PMO & Installation**

Provide a published methodology or describe, at a high level, the general approach to the management of an AMI deployment. Please ensure the following topics are covered in the response:

B4.9.1 Include a comprehensive description of the Proposer implementation strategy, including a description of the use of outside resources if applicable.

B4.9.2 While the Proposer may submit a proposal that utilizes products and/or services from sub-contractors, GUC requires that the Proposer act as the single point of responsibility for the effort.

B4.9.3 Describe the approach to managing this project, including the identification of clearly defined project management processes, tasks, and deliverables. Describe:

(a) Risk management and risk mitigation. Please describe the method of identifying, assessing, and mitigating project risks.

(b) Problem resolution and exception management. Describe the problem identification and resolution process employed during the project. Describe how exceptions are managed, such as RTUs.

(c) Communications and Reporting. Describe how communications are typically planned and managed to ensure all parties are in accord. Include frequency of updates and reporting.

(d) Quality Assurance. Describe how quality is measured, reported, and enforced. Consider the following factors in the response: data quality, installation quality, and training success.

(e) Schedule. Describe how plans are monitored and maintained to keep the project on track.

(f) Scope Change. GUC has experienced growth both in the field and as an organization. Describe how changes in scope are managed.

(g) Project Governance. Describe how a typical AMI deployment is governed: include the typical roles of a steering committee and project management, and how they interact, including frequency of reports and meetings.

(h) Subcontractor Management. Describe how subcontractor(s) responsibilities are managed and specifically address the scheduling of equipment supply and delivery to support the schedule described in Section C.3.2 above.

(i) The approach to this project includes the number of end points, expectations, management, timeline, and success criteria. These will be agreed upon jointly as part of the contract negotiations.

(j) The names of the proposed implementation team. Include a resume for each team member, showcasing their qualifications and experience, along with their name and contact phone number for their two most recent work sites.

(k) Provide expectations for GUC's responsibilities and client manpower requirements for each implementation task.

(l) The type of implementation support provided as part of the proposed implementation services. Include site preparation, environment set-up and configuration, software

configuration assistance, system testing, user training, data conversion, and any other implementation items.

(m) A sample Software Specification / Requirements Document outline that will be used in any proposed custom modification process. Additionally, please provide a description of the standard requirements definition and approval procedures used for custom work.

(n) A sample Software Specification / Requirements Document outline that will be used in the custom interface process. Additionally, please provide a description of the standard requirements definition and approval procedures used for custom interface work.

B4.9.4 Describe the staff members' ability to assess and define business processes to ensure that technological solutions meet best business practices for GUC.

B.5 Technology Requirements

B.5.1 AMI Network

MANDATORY: The Proposer shall respond to every numbered line item in this section. If an item does not apply, please indicate so with a "N/A" (not applicable). Do not leave any questions blank.

Functional Requirements – AMI Network

The Functional Requirements responses in Section E – AMI Requirements are to be completed. The following sections in that spreadsheet relate to this section of the response:

Ref.	Description
E2	Network

Technology – Architecture

B5.1.1 Describe the architecture of the proposed solution (i.e., mesh, star design, cellular, powerline, or hybrid). Please describe the communications architecture for the proposed system starting from the Headend system and ending with the metering endpoint. Highlight and describe any differences in the architecture used to service each commodity type (e.g., if the architecture differs for water, gas, and electric).

B5.1.2 Does the proposed solution utilize fiber, cellular, or third-party communications? If so, please describe the Quality of Service which GUC can expect.

B5.1.3 Describe and explain the frequencies and channels the AMI System operates on.

B5.1.4 Previous experience with RF-based systems has demonstrated a higher-than-expected RF noise floor in unlicensed frequency channels. Please describe how the proposed solution works in an environment such as this.

B5.1.5 Does the AMI System operate on a frequency that requires an FCC license? If so, please describe the availability of these licenses.

B5.1.6 Does the proposed solution utilize RF mesh communications? If so, please describe the average and maximum number of hops for the proposed Coverage and Capacity Plan as well as the impacts of each hop.

B5.1.7 Does the proposed solution utilize IP? If so, please describe what is being used to secure the AMI traffic.

B5.1.8 Explain how the solution will provide 100% coverage to all meters.

B5.1.9 The AMI communications network should provide for the daily collection of registers and intervals at better than 99.5% reliability. Please provide a description of the daily collection of data, including recommended communication rates, from endpoint devices. This description should provide a graphical description of all data flows and transport, along with timelines and specifics for retries and gap-filling.

B5.1.10 Describe how the system achieves correct data interval staking for the correct timeframe and handle irregular intervals.

B5.1.11 Based on a recommended network deployment, how will the vendor ensure that the number and location of network collectors and repeaters are sufficient to meet the performance and coverage requirements, including redundancy, and that additional equipment will not be required to achieve the required level of performance?

B5.1.12 Describe any tuning, evaluation, and analysis, if required, to tune and validate the network performance and capacity to meet performance requirements.

B5.1.13 Describe how the system handles the Network Time Protocol (NTP) with all the devices and accuracy.

Technology – Firmware

B5.1.14 Please describe how firmware is downloaded to the various devices within the network.

B5.1.15 How often are the system firmware updates required?

B5.1.16 How many firmware revisions have been deployed since this product's release?

B5.1.17 Describe if the AMI Solution will allow firmware downloads to the meter itself in addition to the AMI Communication Device.

B5.1.18 Does the meter need to be manufactured by the same company as the AMI device? Differentiate between electric, water, and gas meters as appropriate.

B5.1.19 What is the round-trip time for the firmware process with each type of device? What timeframe can we expect for a total firmware update in a system of our size?

B5.1.20 How many devices can be updated at a time?

B5.1.21 Does the proposed solution's AMI communications network support message prioritization? Please describe this prioritization and how the network ensures that firmware upgrades do not impact the network availability for data collection, endpoint control, and endpoint events.

Technology - Outage Management

B5.1.22 Describe how Outages are handled within the system.

B5.1.23 Describe how in the event of a large outage (e.g., >5,000 meters), collisions with other meter messages are avoided.

B5.1.24 In the event of a large outage, what is the expected success rate of the outage messages, and what is the time for the system to collect all the outage messages?

B5.1.25 In the event of an individual or localized outage, what is the expected success rate of the outage messages, and what is the time for the system to collect all the outage messages?

B5.1.26 Does the AMI Communication Device attempt to send multiple messages during the last gasp to increase the success rate?

B5.1.27 Does the AMI System provide any additional features for outage localization?

Technology - Network Backhaul

B5.1.28 If the backhaul is not available, how is this handled by the AMI System?

B5.1.29 How long of a backhaul outage can be handled before data loss?

B5.1.30 When the backhaul is restored, how is the recovery period handled?

B5.1.31 Is the data stored in the collector sent on a first in, first out (FIFO), or last in, first out (LIFO) basis?

Technology - Data Collector / Takeout Point

B5.1.32 Describe the proposed Network Design. What percentage of the design utilizes existing utility asset locations?

B5.1.33 Describe the way the collectors in the network are powered. What precautions are taken to avoid data loss in the event of power loss to the collection device?

B5.1.34 Does the Data Collector shut down in a sequence upon battery drain to provide the longest period of time for data collection?

B5.1.35 If the memory of the collection device is filled, how are new reads handled?

B5.1.36 What is the preferred number of transmissions to the Headend for new reads for optimal operation in the network?

B5.1.37 What is the preferred height of the data collection device and antenna?

B5.1.38 Are permits and FAA approvals needed to install the data collection device?

B5.1.39 Are repeaters used within the network?

B5.1.40 When repeaters are used, describe their operation in the network. Are any of the two-way operation limitations or other feature degradation beyond the repeater?

B5.1.41 Describe the redundancy coverage in the system. Are there any single points of failure?

B5.1.42 How many interfaces can the collector have?

B5.1.43 When a repeater is used, is the redundancy maintained for endpoint devices beyond the repeater?

B5.1.44 What is the normal reception range of a collector?

B5.1.45 How many meter endpoints can be covered by a single collector?

Technology - AMI Communication Device

Explain how the solution will provide 100% coverage to all electric, water, and gas meters in the service territory. Please be specific regarding the areas where the territories overlap, as well as where they are independent.

Electric

B5.1.46 What is the duration of a transmission? Min? Max?

B5.1.47 What are the maximum and minimum transmissions per day?

B5.1.48 What is the RF output power?

B5.1.49 Describe the installation process of an electric endpoint.

Water

B5.1.50 What is the duration of a transmission? Min? Max?

B5.1.51 What are the maximum and minimum transmissions per day?

B5.1.52 What is the RF output power?

B5.1.53 Describe the methodology to establish the 20-year battery life and what the provided warranty is.

B5.1.54 Describe the installation process of a water endpoint.

B5.1.55 Describe the replacement procedure for a water AMI device with a meter exchange and without. How does the system manage the exchange?

B5.1.56 Does the installation of a water AMI Communication Device require a field tool to register the device on the network?

B5.1.57 Provide a list of all water meter events and alarms supported. Indicate whether the event or alarm is available for real-time reporting through the AMI network.

Gas

B5.1.58 What is the duration of a transmission? Min? Max?

B5.1.59 What are the maximum and minimum transmissions per day?

B5.1.60 What is the RF output power?

B5.1.61 Describe the methodology to establish the 20-year battery life and what the provided warranty is.

B5.1.62 Describe the installation process of a gas endpoint.

B5.1.63 Describe the replacement procedure for a gas AMI device with a meter exchange and without. How does the system manage the exchange?

B5.1.64 Does the installation of a gas AMI Communication Device require a field tool to register the device on the network?

B5.1.65 Provide a list of all gas meter events and alarms supported. Indicate whether the event or alarm is available for real-time reporting through the AMI network.

B.5.2 AMI Headend System

Functional Requirements - HES

The Functional Requirements responses in Section E – AMI Requirements are to be completed. The following sections in that spreadsheet relate to this section of the response:

Ref.	Description
E	**Headend System (HES)**

Technology – Architecture

B5.2.1 Describe the architecture of the solutions and how the HES integrates with Oracle's MDM, to include the number of channels recommended for electric, water, and gas, along with the purpose of each.

B5.2.2 Describe how the proposed product's design supports integration with other systems using standard APIs, web services, etc.

B5.2.3 Describe how the architecture of the proposed product(s) supports customization using non-invasive, code-based approaches (such as plug-ins, user-exits, etc.) that avoid changes to baseline application code.

B5.2.4 Describe the reports provided as part of the baseline application. List the reports and provide a brief description of each.

B5.2.5 Describe the way custom reports are supported within the baseline application.

B5.2.6 Describe how data is stored, managed and accessed, whether for reporting or for consumption by other and future systems. If your solution considers and suggests the use of Data Lakes or Data Warehouses please provide your input on best practices.

B5.2.7 Specifically, describe how the following are supported by reporting: AMI Technology Implementation Phase and AMI Mass Deployment Phase (described in B.3.2 above); analysis of data in support of capacity planning, load management, reconciliation of usage across distribution networks.

Application Software Characteristics and Features

B5.2.8 What programming language(s) is the product written in?

B5.2.9 Is the product's source code provided (directly or through an escrow agreement) and licensed to GUC?

B5.2.10 What development tools are required to support configuration and/or modifications to the system?

B5.2.11 Is the product based on a two or three-tiered or N-tiered client/server architecture? Describe in detail.

B5.2.12 Is the product a 32-bit or 64-bit application?

B5.2.13 Describe whether and how encryption of data is enabled at the application and database level.

B5.2.14 Does the product fully use the Oracle relational database (i.e., all required application data is stored in the Oracle database)?

B5.2.15 Does the product fully use the Microsoft SQL Server relational database (i.e., all required application data is stored in the Microsoft SQL Server database)?

B5.2.16 Does the product utilize a normalized database (N3 or above)? If so, describe.

Documentation

B5.2.17 For each of the following documents, identify if the document is available in hard copy and/or electronic format:

Document Description	Media (choose one of: hard copy / electronic / both / unavailable)
Major system overviews for all components.	
Data Flow Diagrams.	
Entity Relationship Diagrams.	
Work Flow Diagrams.	
Data Dictionary.	
Program documentation (for escrow purposes).	
Program source code (for escrow purposes).	
Installation and configuration procedure manuals for servers, network links & workstations. This will define the configuration required to be completed at GUC for the system to operate and communicate to the Hosting site.	
Manuals describing the use of the application software User's Manual).	
Training materials.	
Samples of all standard reports with narrative descriptions of the report.	
System Administration and Security Manuals.	
Procedures for updating documentation for new releases.	
Standardized user exits / plug-ins for custom enhancements.	

B5.2.18 Will updated system documentation be available concurrent with the release of new software updates?

B5.2.19 Will GUC be authorized to make or print additional copies of the documentation for their own use without incurring any additional fees?

B5.2.20 Describe the proposed solution's online help features. Describe the process for updating the online help during the installation of a patch or upgrade.

B5.2.21 Does the proposed solution include any business configurable wizards or scripting capabilities? Explain.

On-Premises Solution

GUC will consider HES applications proposed as part of the AMI Solution deployed on-premises or in the cloud. If the Proposer is proposing a HES application deployed on-premises, this section must be completed. If the proposed HES application is deployed in the cloud, mark this section as "N/A" and answer the questions posed in Cloud Services below.

Complete the following sections, incorporating the hardware and software requirements of all the recommended environments to support implementation and live operation. Use the following assumptions in the responses:

- 73,401 electric meters (89% residential)
- 42,357 water meters (88% residential)
- 25,514 gas meters (91% residential)
- Storage of up to 3 years of data
- Average growth rate of 1.22% per annum through 2030

B5.2.22 Hardware and Software Requirements and Characteristics

Based on GUC's size, complexity, and the assumptions stated above, describe the recommended hardware/software configuration for the **Database Server**.

(a) The product's support of server virtualization.
(b) The product's support of a clustered configuration.
(c) Provide the recommended Hardware Requirements, including:
(d) Processor type.
(e) Processor/MHZ, type, number of CPUs, Threads, and Core's.
(f) RAM capacity needed for initial application execution.
(g) Hard Disk capacity needed for initial application programs.
(h) Hard Disk capacity needed for initial application data.
(i) The details of any other hardware requirements required for the operation of the proposed product.
(j) Provide the recommended Software Requirements, including:
(k) The Server Operating System and minimum version required.
(l) 32 and/or 64-bit version support.
(m) Network Protocols Supported/Required.
(n) Database Software supported (including edition) and minimum version required.
(o) Any other software requirements required for the operation of the proposed product.

Based on GUC's size, complexity, and the assumptions stated above, describe the recommended hardware/software configuration for the **Application Server**.

(a) The product's support of server virtualization.
(b) The product's support of a clustered configuration.
(c) Provide the recommended Hardware Requirements, including:
(d) Processor type.
(e) Processor/MHZ, type, number of CPUs, and Core's.
(f) RAM capacity needed for initial application execution.
(g) Hard Disk capacity needed for initial application programs.
(h) Hard Disk capacity needed for initial application data.
(i) The details of any other hardware requirements required for the operation of the proposed product.
(j) Provide the recommended Software Requirements, including:
(k) Operating system and minimum version if required.
(l) 32 and/or 64-bit version support.
(m) Application server software requirements.
(n) Any other software requirements required for the operation of the proposed product.

(o) Network Protocols Supported/Required.

Based on GUC's size, complexity, and the assumptions stated above, describe the recommended hardware/software configuration for the **Web/Workstation Server(s)**.

(a) Hardware Requirements:
(b) Processor type.
(c) Processor/MHZ, type, number of CPUs, and Core's.
(d) RAM capacity needed for initial application execution.
(e) Hard Disk capacity needed for initial application programs.
(f) Hard Disk capacity needed for initial application data.
(g) The details of any other hardware requirements required for the operation of the proposed product.
(h) Operating System Requirements:
(i) Operating system and minimum version.
(j) 32 and/or 64-bit version support.
(k) Web Server software requirements.
(l) Other software requirements.
(m) Network Protocols Supported.
(n) Any other network requirements required for the operation of the proposed product.

Based on GUC's size, complexity, and the assumptions stated above, describe the recommended hardware/software configuration for **Client workstations**.

(a) Hardware Requirements:
(b) Processor type.
(c) Processor/MHZ, type, number of CPUs, and Core's.
(d) RAM capacity needed for application execution.
(e) Hard Disk capacity needed for initial application programs.
(f) The details of any other hardware requirements required for the operation of the proposed product.
(g) Software Requirements:
(h) Operating system and minimum version. List all compatible.
(i) 32 and/or 64-bit version support.
(j) Network Protocols Supported.
(k) Required network speeds and bandwidth.
(l) The software required for the client workstation.
(m) Other Software requirements, including the recommended desktop software requirements.
(n) The middleware used between the Client and the Database server.
(o) Confirmation that the product supports distributed processing in a client/server environment.
(p) Confirmation that the product will support and is compatible Sentinel One (current version 24.1.5.277)
(q) The changes required to the existing Client control files (e.g., config.sys, autoexec.bat, win.ini). Provide examples if possible.
(r) A description of the Client installation (initial and new release) procedures.
(s) The list of required drivers and their memory requirements.

B5.2.22 Other Hardware/Software Requirements

(a) Does the solution support high availability with failover capabilities?
(b) A description of the recommended backup and recovery procedures for all servers, including recommended hardware, configuration, software, and frequency.
(c) A recommendation of any third-party tools or software that is not included in the proposed services or software that may be beneficial to GUC in terms of productivity. For example, if the proposal assumes the use of reporting tools internal to the proposed product, should GUC consider using other 3rd party reporting tools?
(d) A description of batch job scheduling requirements, including any third-party software.
(e) Describe any APIs or Web services that are provided with the application to facilitate integration with other products.
(f) Verify that the product uses a browser-based frontend.

B5.2.23 Performance and availability

(a) Based on GUC's size, complexity, and the assumptions stated above, provide:
(b) Verification that the system will be available 24 hours per day, seven days per week for updates and inquiry.
(c) Verification of Performance and Scalability. Include a description of the system's typical online transaction response times.
(d) Indicate the typical nightly complete batch window time. Use the assumptions listed above.
(e) A description of how the solution will allow GUC to perform inquiries and do reporting without affecting the performance of the system. Use the assumptions listed above.
(f) An explanation of full backup procedures.
(g) Describe the product's archiving/purge/restore procedures and capabilities.
(h) An explanation of batch processing performance based upon recommended hardware.
(i) Verification that the company will provide product corrections, without charge, for any implementation / conversion errors, including but not limited to programs, data, objects, etc. discovered after installation of the application and during the warranty period in GUC environments. Will these support services continue for the life of the contract? How does the company define these errors?
(j) A list of all known outstanding errors/system deficiencies for the version of the products being proposed and the anticipated schedule for their resolution.
(k) A description of how customer requested enhancements/upgrades to the system are handled (the change control process). Include any applicable pricing structure and authorization requirements. Are any requested looked at and put into R&D for standard functions for future?
(l) The date anticipated for the next update of the current release. How long is each version supported? What is the policy for updating the HES application? How often are new product version releases provided? Is this on a scheduled basis? Please describe and include any policies related to ancillary products (if any) included in the proposal.
(m) A description of the policy for updating and/or certifying the application when new releases of third-party software become available (i.e., new releases of database, operating system).

(n) An explanation of how a new version or release of the product is implemented. Please briefly explain the upgrading process, including customer notifications and authorizations.

(o) A description of cost considerations (if any) to the current customers when an application undergoes major redesign, and a customer wishes to implement a new release.

(p) An explanation of procedures to retrofit all (if any) customization made by the solution implementer, for GUC, into new releases of the application. Describe regression-testing procedures used to ensure previous changes are not impacted by the new release.

(q) A guaranteed response time for help desk support calls: during work hours (8 A.M. to 6 P.M. Eastern Time), both average and guaranteed response time, and during off-hours (6 P.M. to 8 A.M. Eastern Time), both average and guaranteed response time.

(r) Verification that the company provides telephone support on an ongoing basis. What are the times during the day that it is available? Is the cost of this support included in the Support Services costs?

(s) A description of the company's Web site capabilities for customer service/support, including the features available. Describe the major topics supported on this site.

(t) Verification that all point releases are made available to all customers.

(u) Verification that all patches are made available to all customers.

(v) Verification that the company will provide onsite support if there is a "production down" situation, and the remote diagnostics prove inconclusive. Please provide the procedures, SLAs, and cost approach for this situation.

(w) An explanation of how problems are classified according to degree of urgency. For example: (very urgent) is responded to within 2 hours; (urgent) within 8 hours; (somewhat urgent) within 48 hours; and (not critical) within five working days. Who determines the priority of the problem, and what type of issues are typical for each category?

(x) An explanation of escalation procedures if the company is unable to resolve a problem within the established response times. Describe the escalation process.

(y) A description of the end-user support for client software.

(z) A description of how the product provides for the remote updating of the client machines.

(aa) Details of the procedures for providing technical support for the GUC IT department if there are communication or interface problems with the product and GUC's systems.

(bb) A description of the process required to transfer data from one environment to another. On average, how long does this take?

(cc) A description of the process involved when bringing in new technical support staff or replacing existing support staff. What transition efforts are employed?

Cloud Services

GUC will consider HES applications proposed as part of the AMI Solution deployed on-premises or in the cloud. If the Proposer is proposing a HES application deployed in the cloud, this section must be completed.

If the proposed HES application is deployed on-premises, mark this section as "N/A" and answer the questions posed in On-Premises Solution above.

Assumptions: GUC will be responsible for providing internal network and workstation support from the point of the host's connection at the GUC facility to the end user workstation. The Proposer will be responsible for all network services required to connect to the GUC facilities as well as the hosted server facility itself, the hosting hardware, the host operations, and system/application/database support staff. These services must be provided to cover a complete 24x7 operation of the AMI solution. Additionally, the following services described herein must be available at the beginning of the implementation process and continue for the term of the cloud contract.

Complete the following sections to support the implementation and live operation. Use the following assumptions in the responses:

- 73,401 electric meters (89% residential)
- 42,357 water meters (88% residential)
- 25,514 gas meters (91% residential)
- Storage of up to 3 years of data
- Average growth rate of 1.2% per annum through 2030

GUC understands the definition of cloud services in the following terms:

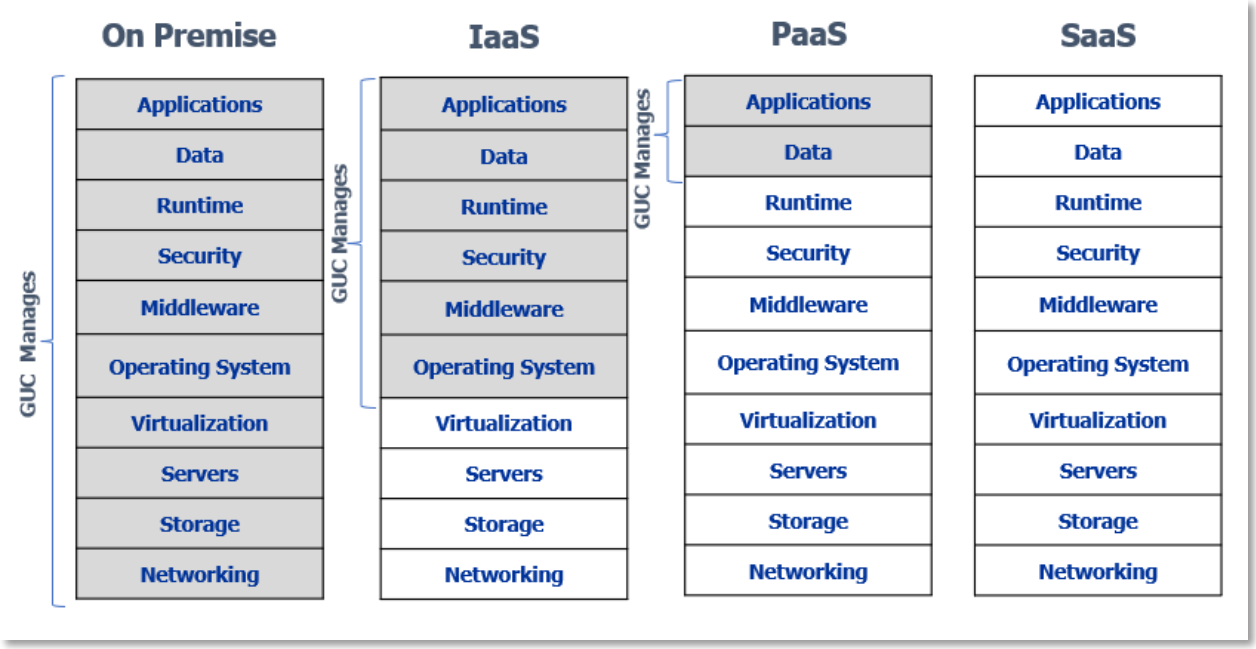


Figure 1: Cloud Deployment Models

Describe the nature of the application proposed, identifying the cloud deployment model nearest to that described above (is this an Infrastructure as a Service (IaaS), Platform as a Service (PaaS), or Software as a Service (SaaS) cloud computing solution?) and describing where the proposed model does not conform with the one identified.

B5.2.24 Data Network Services

(a) How will the solution store GUC's information on the technology infrastructure provided?

(b) How will the solution transport GUC's information over the Internet or another network that will be provided? This should include a detailed description of the architecture to be employed, the associated data flows, and the security measures that will be used.

(c) How will a data network connection from the host site to the backup site and to the GUC sites be provided?

(d) How will the solution provide network management and load evaluation services to ensure that GUC has optimum performance and response times?

(e) What is provided to manage network security operations that provide the highest level of protection for the data and daily operations of GUC from unauthorized users or intruders? ex. encryption in transit and at rest, Multi-Factor Authentication (MFA)

(f) How will the company ensure that the appropriate level of connectivity exists between the data centers and individual workstations at GUC and affiliate locations to guarantee sub-second application response times?

(g) What will be the specific requirements regarding external and internal network bandwidth that must be maintained by GUC to guarantee sub-second application response times?

(h) What will be the specific requirements regarding each client desktop, including browser applications and versions, that must be maintained by GUC to guarantee sub-second application response times?

B5.2.25 Operational Services

(a) Develop and administer a Procedures Manual, which includes a support matrix detailing host and GUC responsibilities, including escalation procedures by the severity of the issue.

(b) At least 90 days prior to the Go-Live Date, provide to GUC a Procedures Manual (hardcopy or softcopy), which shall describe the operating processes and procedures relating to the performance of all Operational Services.

(c) Coordinate & manage the performance of the Operational Services.

(d) Provide and execute a process for measuring system availability and utilization, which includes system & application availability, key response time measures, batch processing performance, third-party interface performance, data network availability and performance, host storage measures, and backup site availability.

(e) Provide monthly system availability/utilization/performance measurements and problem/change summary reports.

(f) Schedule, coordinate, and conduct monthly teleconference status meetings to review high-impact situations (problems, changes, capacity trends) with GUC. This includes discussions concerning System availability/utilization measurements and problem/change summary reports.

(g) Administer change management and change control procedures, including providing staff to support a weekly change control review meeting.

(h) Administer issue management, including reporting support problems and issues requiring GUC's attention/resolution and coordinating the response to issues raised by GUC.

(i) Provide annual plans for solution changes, including hardware changes, software release, and version upgrade plans, and work with GUC to coordinate the timing best for both GUC and the Proposer.

(j) Upgrade hardware, operating system software, database, and application software as needed to maintain product support and resolve AMI Solution problems. Any GUC hardware?

(k) Provide an annual schedule of maintenance window requirements for any regularly required maintenance tasks.

(l) Provide overall operation, management, and security of data center operations of the hosting site. Responsibilities include but are not limited to console monitoring, scheduled and unscheduled job execution, technical system support, and help desk support.

(m) Operate equipment in the hosting data center on a 24X7 basis and execute data backups on a nightly basis and System backups on a weekly basis.

(n) Provide restore procedures, including the events that may necessitate a data or system restore.

(o) Provide storage management for all GUC-related environments and data, including capacity planning based on growth trends.

(p) Provide and manage a full disaster recovery plan detailing Proposer and GUC responsibilities.

(q) Conduct at least one disaster recovery test before Go-Live and one per year to verify complete uninterrupted operations of the AMI Solution.

(r) Physically locate all database environments, including the disaster recovery data site within United States borders.

B5.2.26 Security

(a) Describe physical and cyber security standards adhered to in both the application software and primary and secondary data centers.

(b) Describe if and how the cloud solution complies to the following laws and standards, including those described by the (Freedom of Information / Privacy Act) FOIPA, HIPAA, PCI DSS, NERC CIP6, SAS 70, SSAE 16, SOC1,2 and 3, EU-US Privacy Shield laws?

(c) What will be the approach to provide information to GUC on the requirements for security audits as defined by GUC, including annual audit reporting requirements for system controls?

(d) Describe how the company provides a firewall that includes only specific source and destination IP addresses and service rules.

(e) Does the layered DMZ architecture include physically or logically separate proxy, application, and data layers each separated by a firewall?

(f) What is the approach to security architecture, including Intrusion Detection or Prevention Sensors (IDS/IPS)?

(g) When performing support and maintenance via remote access/control, is multi-factor authentication (e.g., two-factor or token) applied?

(h) How does the company monitor security events through processes such as logging and log reviews?

(i) What is the approach to providing anti-virus and anti-malware protection, including information on particular software products and specific versions deployed?

(j) What is the approach to identifying security issues in the systems through vulnerability and/or penetration testing with follow-up on vulnerabilities identified?

(k) Does the company employ 128-Bit encryption or greater for all confidential data transmitted over a public network (i.e., Internet), stored on any type of media or mobile device, or shipped to an offsite location?

(l) Does the company enforce any restrictions on the use of removable storage devices such as USB-connected flash drives or hard drives, memory cards, and writeable CDs/DVDs that could be used to extract confidential information or introduce malware?

(m) Is GUC data segregated from data belonging to other organizations (If so, please describe)?

(n) What is the approach to business continuity/disaster recovery?

(o) Describe how the company provides support for penetration testing as required by GUC.

B5.2.27 Application Support Services

(a) Provide the typical services provided as part of the cloud solution.

(b) Provide System software support for the implementation, development, customization, and maintenance of applications software.

(c) Provide and maintain at least four application software environments; Production, Test, Development, and Training.

(d) Provide production data refresh into Test and Training environments as requested by GUC with agreed upon notice.

(e) Notify and provide solution updates/patches as agreed to and notify GUC that the updates are available in one of the test environments for user testing.

(f) Provide sufficient environment isolation in such a way that all changes to the solution can be tested.

(g) Move GUC-approved patches into the Production environment as instructed and approved by GUC.

(h) Provide application acceptance testing support for all patches, upgrades, and version enhancements.

(i) Provide a version control methodology to manage application software and database updates through all environments.

(j) Provide database tuning services that will maximize the online and batch performance of the AMI solution in all environments.

(k) Maintain solution's side of all AMI-related third-party product interfaces, including that to GUC's website.

B5.2.28 Physical Security

(a) Does the designated primary site have infrastructure redundancy (e.g., in the event of power failure, HVAC failure)? What reliability of service is it assessed to have?

(b) How is the designated primary site protected from natural and man-made disaster risks? Is the building located remotely from places that carry higher-than-average risks of this nature?

(c) Is the designated primary site dedicated to the provision of data services, or is it shared with other uses (e.g., offices or other commercial properties)?

(d) Is the primary site protected by a physical barrier located at least 20 feet from the building on all sides?

(e) Is the primary site protected by 24 x 7 x 365 manned surveillance for all entryways and exits to the facilities?
(f) How does the designated primary site provide badged access control and logging for those authorized to enter the facilities?
(g) Are the answers provided for the primary site applicable to the secondary site? If not, describe where they differ.

B5.2.29 Staffing

(a) What is the personnel screening that is performed by the company, including identity verification, criminal background checks, and terrorist watch database searches?
(b) Are the results of personal screening available to GUC?
(c) How does the company provide cybersecurity training programs to company personnel?
(d) What is the approach to providing personnel training on a formal code of business ethics and to maintaining such a code?

B5.2.30 Access Control

(a) What is the approach to having management authorize individual cases of access to systems by the personnel of the company?
(b) What is the approach to encrypting all client user passwords when in transit across a network and when stored?
(c) What is the approach to the assignment of user accounts to individual users (preventing the assignment of generic used ids), the use of which is the responsibility of the individual to whom the account is assigned?
(d) What is the approach to the assignment of privileged access rights, e.g., system or database administrative rights, as only associated with individually assigned user accounts?
(e) What is the approach to the periodic and automatic expiration of user passwords?
(f) What is the approach to requiring complex user passwords utilizing a certain number of characters, uppercase letters, lowercase letters, numbers, and special symbols?
(g) What is the approach to preventing the reuse of recently used passwords?
(h) What is the approach to enforcing session time-out restrictions such that, after a period of inactivity, sessions can only be resumed with the use of the user's password?
(i) What is the approach to disabling user accounts upon termination of employment of a user or other defined circumstances where access is no longer appropriate?
(j) What is the approach to identifying a user account that should be disabled since it has not been used within a specified period of time?
(k) What is the approach to disabling user accounts after repeated login failures?
(l) What is the approach to working with client and on-premise Single-Sign-On/LDAP/Active Directory tools to allow onsite systems to handle user authentication?
(m) What is the approach for Multi-Factor Authentication (MFA)?

B5.2.31 Service Levels

(a) Provide the typical service levels regarding Technical Assistance. e.g., does the company provide 24x7x365 technical assistance?

(b) Provide details of service availability. What percentage of each month does the company commit to provide as part of the standard service offering? Clearly explain how this is calculated (e.g., does this exclude scheduled and unscheduled outages)?

(c) Provide details of standard Online Transaction Response Time commitment service levels. E.g., does the company commit that a percentage of online transactions will be processed within a specific period of time so that after removing network and internet latency a response time can be calculated?

(d) Provide details of the DR (Disaster Recovery) Plan and commitment. e.g., in the event of a disaster, how will GUC be informed, how quickly will the application fail over to the secondary site, and how will the currency of operational data be affected?

(e) GUC anticipates that issues may be raised that will be categorized by severity. Provide details of the Case Submittal and Reporting procedures and SLAs, providing the standard response and resolution times by severity.

B.5.3 AMI Endpoints

Functional Requirements - Communication Devices

The Functional Requirements responses in Section E – AMI Requirements are to be completed. The following sections in that spreadsheet relate to this section of the response:

Ref.	Description
E3	Metering

Communication Devices

B5.3.1 Please verify that the current production capacity for water and gas Communication Devices can satisfy the demand for the deployment timeline.

B5.3.2 Please verify that the lead time on orders (order placed for delivery to warehouse) of water and gas Communication Devices is less than four weeks.

Functional Requirements - Meters

The Functional Requirements responses in Section E – AMI Requirements are to be completed. The following sections in that spreadsheet relate to this section of the response:

Ref.	Description
E3	Metering

Meter Equipment

B5.3.3 Verify that each electric meter is delivered with its corresponding programming software, license, and dongle included.

B5.3.4 Please verify that the current production capacity for electric meters can satisfy an additional demand for the deployment timeline.

B5.3.5 Please verify that the lead time (order placed for delivery to warehouse) of electric meters is less than four weeks. Note any exceptions based on the meter form.

B.5.4 Load Control

Functional Requirements

The Functional Requirements responses in Section E – AMI Requirements are to be completed. The following sections in that spreadsheet relate to this section of the response:

Ref.	Description
E4	Grid Operations

System Overview and Architecture

B5.4.1 Provide a high-level overview of your load control system, including its architecture, key components, and deployment model (e.g., cloud-hosted, on-premise, hybrid).

B5.4.2 Describe how your system manages and prioritizes multiple types of load control devices simultaneously (e.g., water heaters, air conditioning, heat strips, electric furnaces, distributed generation).

B5.4.3 Explain how your system supports both centralized and distributed control strategies. Include how the system handles autonomous or edge-based decision-making, if applicable

Device Compatibility and Control Capabilities

B5.4.4 What device types and control modes does your solution support (e.g., on/off, duty cycling, temperature offset, demand limiting)?

B5.4.5 Can your system support smart devices or IoT-enabled thermostats in addition to legacy one-way switches? Please explain.

B5.4.6 Explain how your system handles device enrollment, deactivation, and replacement in the field.

Program Management and Scheduling

B5.4.7 Describe how your platform supports the design, configuration, and execution of load control events.

B5.4.8 What scheduling options are available (e.g., calendar-based, event-based, real-time, seasonal)?

B5.4.9 Can the system support dynamic control strategies based on forecasted load, market pricing, or real-time grid conditions? Please provide examples.

B5.4.10 Explain how your system supports override or opt-out functionality for enrolled customers and how these exceptions are managed and logged.

Integration and Interoperability

B5.4.11 Describe your system's integration capabilities with AMI headend systems, CCS, and DERMS platforms.

B5.4.12 Explain how your system synchronizes load control event execution with real-time AMI data.

B5.4.13 If your system supports distributed energy resources (e.g., solar, battery storage, generators), explain how these assets can be integrated into the control strategy.

Communications and Reliability

B5.4.14 Describe the communication technologies your system supports for two-way communication with field devices.

B5.4.15 How does your system ensure reliable delivery and confirmation (acknowledgement) of control signals, and how are communication failures handled?

B5.4.16 What are the latency and performance expectations for sending and confirming a control event across your system?

Measurement, Verification, and Reporting

B5.4.17 Explain how interval stacking is managed in Electric, and how it is verified that the intervals align accurately with their corresponding hour for Coincident Peak electric billing?

B5.4.18 Explain how your system performs event-level measurement and verification (M&V) to quantify load curtailment per device type.

B5.4.19 What reporting capabilities are available to support utility operations, regulatory compliance, and program analysis? Please provide examples of standard reports.

B5.4.20 Describe your system's ability to provide real-time visibility into load reduction performance during events.

Cybersecurity and Compliance

B5.4.21 Describe your approach to cybersecurity and compliance with industry standards.

B5.4.22 What authentication, encryption, and data integrity mechanisms are in place for communications between the control platform and field devices?

B5.4.23 Explain how access to the system is controlled and audited for administrators, operators, and external integrations.

Scalability, Maintenance, and Support

B5.4.24 Describe how your solution scales to accommodate future growth in devices, customer programs, and integration with DERs.

B5.4.25 What are your support and maintenance offerings, including system updates, remote diagnostics, and service level agreements?

B5.4.26 What is the expected lifecycle and vendor support duration for your solution, including hardware and software components?

Transition and Implementation

B5.4.27 Explain your approach for transitioning from the utility's existing load control system to your solution. Include plans for device migration, data transfer, testing, and training.

B5.4.28 What experience does your company have with utilities that have migrated from legacy load control systems? Please provide case studies or references.

B5.4.29 What project management, change management, and training resources will you provide during deployment?

B.5.5 DERMS

Functional Requirements - DERMS

The Functional Requirements responses in Section E – AMI Requirements are to be completed. The following sections in that spreadsheet relate to this section of the response:

Ref.	Description
E4	Grid Operations

DERMS Overview and Architecture

B5.5.1 Please describe your company's DERMS solution, including whether it is a native component of your AMI platform, a standalone module, or integrated through third-party partnerships.

B5.5.2 How does your DERMS architecture support distributed energy resource integration at the residential, commercial, and utility-scale level?

B5.5.3 Describe the various user roles/rights within the platform. What GUC user roles are required to successfully implement?

B5.5.4 Provide a system architecture diagram outlining the various hardware, servers, integrations, support etc. required for successful implementation.

Load Control Capabilities

B5.5.5 Describe how your DERMS solution supports direct load control for devices such as water heaters, HVAC systems, heat strips, electric furnaces, EV chargers, and smart thermostats.

B5.5.6 Explain how load control events are initiated, scheduled, communicated to devices, and validated. Include information on event M&V (measurement & verification).

B5.5.7 How does your solution support both one-way (broadcast) and two-way (acknowledge-based) communications with load control devices?

B5.5.8 Describe the process of adding new devices and OEMs to the platform.

B5.5.9 Describe how GUC would schedule and execute a load control event utilizing the platform.

B5.5.10 Can events be scheduled/executed across multiple device OEMs?

B5.5.11 Describe any mapping capabilities of the platform.

B5.5.12 Describe how devices can be grouped/scheduled by region, device type, or customer attributes. For each device type, describe the control strategies available (e.g., degree offset vs on/off for thermostats).

DER Asset Visibility and Management

B5.5.13 Is there a limit to the number of devices and/or customers that can be controlled/enrolled within the platform?

B5.5.14 Does your platform support DER registration and customer self-enrollment portals?

B5.5.15 Provide a list of all Vendor developed APIs to integrate with utility systems/device OEMs etc.

Integration with AMI and Utility Systems

B5.5.16 How does your DERMS solution integrate with your AMI headend platform for two-way communications with DER-enabled devices?

B5.5.17 What other systems (e.g., SCADA, OMS, CIS, MDM, GIS) does your DERMS solution currently integrate with, and through what protocols (e.g., OpenADR, IEEE 2030.5)?

B5.5.18 Describe your ability to share DER data and control signals with grid operations platforms.

Customer Engagement and Program Management

B5.5.19 How does your DERMS solution integrate with your AMI headend platform for two-way communications with DER-enabled devices?

B5.5.20 Describe how your DERMS platform supports customer-facing DER or load management programs, including dynamic pricing, demand response, and incentives.

B5.5.21 What customer engagement interfaces are provided (e.g., web portals, mobile apps, alerts)?

B5.5.22 Describe the process by which GUC would receive, approve/deny, and modify customer enrollment requests.

B5.5.23 Describe the messaging capabilities of the platform for automated messages, GUC-generated messages, and customer responses.

B5.5.24 Can customers enroll multiple devices within the same application/enrollment process?

Scalability and Future Readiness

B5.5.25 How scalable is your DERMS solution to support future DER growth in residential and commercial sectors?

B5.5.26 What standards, frameworks, or certifications does your DERMS platform support to ensure long-term interoperability?

Vendor Experience and Roadmap

B5.5.27 Provide examples of utilities currently using your DERMS solution. Include scope, scale, and outcomes.

B5.5.28 What is your current DERMS development roadmap, and how do you plan to evolve the platform over the next 3-5 years?

B5.5.29 What lessons learned can you share from past DERMS implementations?

Licensing, Deployment, and Hosting

B5.5.30 Does your DERMS platform require additional software licenses or modules beyond the AMI headend?

B5.5.31 Describe the licensing structure for your DERMS platform (e.g., per meter, per device, per MW).

B5.5.32 Can your DERMS be deployed in the cloud, on-premise, or hybrid environments?

B5.5.33 What are the typical timelines and resource requirements for DERMS implementation?

B5.5.34 Describe the current security policies in place.

B5.5.35 Describe the process of database maintenance, updates, security patches etc.

B5.5.36 What are the key differentiators of your DERMS solution compared to others in the market?

B5.5.37 Describe the training services provided as part of the initial implementation. Are there resources for ongoing/remedial training?

B.5.6 Data Analytics

Functional Requirements – Data Analytics

The Functional Requirements responses in Section E – AMI Requirements are to be completed. The following sections in that spreadsheet relate to this section of the response:

Ref.	Description
E4	Grid Operations

User Interface and Experience

B5.6.1 Describe the user interface of your analytics platform. Is it web-based?

B5.6.2 What types of visualizations, dashboards, and alerts are available? Is it easily customizable for different criteria needed?

B5.6.3 How are insights communicated to utility staff (e.g., real-time alerts, scheduled reports, recommendations)?

Integration and Data Interoperability

B5.6.4 How does your analytics solution integrate with the AMI headend, CCS, OMS, DERMS, and customer systems?

B5.6.5 What data exchange standards and protocols do you support?

B5.6.6 Describe how your solution manages data synchronization, latency, and quality assurance across systems.

Hosting, Performance, and Scalability

B5.6.7 Is the analytics platform cloud-based, on-premise, or hybrid? Describe the scalability of your solution for small to large utilities.

B5.6.8 What are the system requirements and deployment timeframes?

B5.6.9 Describe performance benchmarks for high-volume data processing (e.g., number of meters, interval frequency, historical depth).

Security, Privacy, and Compliance

B5.6.10 What security measures are in place to protect analytics data and platform access?

B5.6.11 How do you ensure compliance with industry standards such as NERC CIP, NIST, and customer privacy regulations?

B5.6.12 Can access to sensitive analytics data be restricted by user role?

Customer Engagement and Portals

B5.6.13 Does your analytics platform provide any customer-facing capabilities such as energy usage insights, peer comparisons, or bill projections?

B5.6.14 How can GUC use your solution to develop personalized customer communications or alerts based on analytics?

B5.6.15 Describe the implementation process for your analytics platform. What training and support do you provide?

Differentiators and Recommendations

B5.6.16 What sets your analytics solution apart from other AMI analytics platforms in the market?

B5.6.17 Based on your experience, what common challenges do utilities face in leveraging AMI analytics, and how does your platform help overcome them?

B.6 Cost Proposal

The Solution Provider must complete the cost sheets as provided in Section F – Pricing Sheets. All implementation costs shall also include the number of hours and the cost per hour. All prices quoted in this Proposal shall be in US Dollars. The Solution Provider may include any additional price sheets or pricing information as deemed necessary to fully inform GUC of all costs and options associated with the AMI Project.

Section C. Proposal and Submission Requirements

C.1 Submittal Terms

Solicitation documents may be downloaded from the GUC AMI RFP website at https://www.guc.com/about-us/doing-business-us/current-bids

The RFP submission and all communications regarding this Request for Proposal shall be directed to GUC AMI Procurement at haddocgc@guc.com. There are no charges for the documents. Late proposals cannot be submitted and will not be considered. The electronic time stamp shall be conclusive as to the timeliness of filing. Faxed or mailed submissions addressed to any GUC personnel will not be accepted. GUC is not liable for any costs incurred by Proposer in responding to this solicitation.

C.2 Minimum Qualifications

To be considered, the Proposer must have significant experience successfully providing similar solutions for comparably sized utility companies. The following minimum qualifications are required for a Proposer to be eligible to submit an RFP response. Responses must clearly show compliance with these minimum qualifications. GUC shall reject those that are not clearly responsive to these minimum qualifications without further consideration: as materially proposed, AMI Technology shall be operational at three or more other utilities of similar (or greater) size and complexity as GUC.

C.3 Proposal Format

Failure to submit a proposal according to these instructions may result in the Proposer being deemed non-responsive. Unless otherwise instructed, all proposals must address all the areas identified in this Request for Proposal. The following format must be followed to provide consistency in the Solution Provider response.

C.3.1 Title Page

Showing the Request for Proposal number (25-49) and subject, Solution Provider's name and address, closing date and time, Solution Provider's telephone number, and contact person.

C.3.2 Table of Contents

Clearly identify the materials by section and page number. Include page numbers.

C.3.3 Executive Summary

The Executive Summary shall:

- Indicate that the submitted proposal is in response to the GUC Request for Proposal for AMI Solution Procurement.
- Include the legal name, address, telephone number, fax number, and email address of the vendor submitting the proposal.
- Include the name of the person to whom correspondence should be directed, and phone/address information.
- Briefly state the Proposer's understanding of the products to be provided and the services to be performed and make a positive commitment to provide services as specified.
- Give the name(s) of the person(s) who is/are authorized to make representations for the Proposer, their title, address, email address, telephone number(s), and facsimile number(s)
- State that the proposal and its terms will remain valid for a period of one hundred and eighty (180) days following the final date for submission of proposals.
- Be signed by an authorized officer or authorized employee of the Proposer, legally able to commit the vendor to the proposed scope of work and price.

C.3.4 Technical Proposal

Proposers shall structure their responses to follow the sequence and format of the Request for Proposal when submitting a proposal. All responses shall be identified by the corresponding section and item number used in this Request for Proposal. Proposals shall contain a clear and comprehensive response to all requirements/questions in Section B.4 through Section B.5 in the order contained herein. Specific Instructions per section follow:

Prime Vendor Overview

Respond to all questions contained in Section B.4.

The Proposer shall provide a response to every numbered line item in this section. If an item does not apply, please indicate so with a "N/A" (not applicable). Do not leave any questions blank. The Proposer shall provide comparable information for all subcontractors (if applicable), including equipment suppliers, hosting services providers, and application software providers utilized in the proposal.

AMI Network

Respond to all questions contained in Section B.5.1 and applicable questions in Section E – AMI Requirements. The Proposer shall provide a response to every numbered line item in this section. If an item does not apply, please indicate so with a "N/A" (not applicable). Do not leave any questions blank.

AMI Headend System

Respond to all questions contained in Section B.5.2 and applicable questions in Section E – AMI Requirements. The Proposer shall provide a response to every numbered line item in this section. If an item does not apply, please indicate so with a "N/A" (not applicable). Do not leave any questions blank.

AMI Endpoint Supply

Respond to all questions contained in Section B.5.3 and applicable questions in Section E – AMI Requirements. The Proposer shall provide a response to every numbered line item in this section. If an item does not apply, please indicate so with a "N/A" (not applicable). Do not leave any questions blank.

Load Control

Respond to all questions contained in Section B.5.4 and applicable questions in Section E – AMI Requirements. The Proposer shall provide a response to every numbered line item in this section. If an item does not apply, please indicate so with a "N/A" (not applicable). Do not leave any questions blank.

DERMS

Respond to all questions contained in Section B.5.5 and applicable questions in Section E – AMI Requirements. The Proposer shall provide a response to every numbered line item in this section. If an item does not apply, please indicate so with a "N/A" (not applicable). Do not leave any questions blank.

Data Analytics

Respond to all questions contained in Section B.5.6 and applicable questions in Section E – AMI Requirements. The Proposer shall provide a response to every numbered line item in this section. If an item does not apply, please indicate so with a "N/A" (not applicable). Do not leave any questions blank.

Additional Information

Proposers must also comply with and submit the following samples with the Proposal:

- Professional Services Agreement,
- Subscription Agreement
- Software License Agreement (as applicable) for all software proposed

C.3.5 Cost Proposal

All prices quoted in this proposal must be a fixed price for services, implementation services, and training and a fixed unit price for equipment, hardware, software, and customization. GUC will consider cloud deployments of application software. GUC, in its sole discretion, may elect to add additional features or remove requested features prior to finalizing costs during the best and final process and contract negotiations. The Proposer must complete the cost sheets as provided in Section F – Pricing Sheets. All implementation costs shall also indicate hours and cost per hour. All prices quoted in this Proposal shall be in US Dollars.

The Proposer may include any additional price sheets or pricing information as deemed necessary to fully inform GUC of all costs and options associated with the AMI Solution.

C.3.6 Additional Data

GUC has compiled a complete list of service locations. Due to the sensitive nature of this information, it will be made available at the discretion of GUC and at any time during this procurement process.

C.4 Written Requests For Interpretations/Clarifications

No oral interpretations will be made to any vendor regarding the meaning of specifications or any other contract documents. All questions pertaining to this proposal's terms and conditions or scope of work must be sent in writing (via email) to the designated contact listed in the Contact Information (Page 1 of this Request for Proposal) and received no later than the deadline specified in B.5 below.

Responses to questions will be handled as an addendum to clarify the proposal's requirements for all Proposers. All such addenda shall become part of the contract documents. GUC will not be responsible for

any other explanation or interpretation of the Request for Proposal made or given before the award of the contract. GUC will be unable to respond to questions received after the specified deadline.

C.5 Non-Mandatory Pre-proposal Conference

All questions pertaining to the proposal or technical specifications will be reviewed at this time. Proposal suggestions or modifications may be discussed with GUC representatives at this meeting and may be considered by representatives as possible addenda to the Request for Proposal.

Pre-Proposal Conference Date: August 20, 2025 at 10:00 EST

Location: Remote via Microsoft Teams

Meeting Link: **Microsoft Teams Meeting Hyperlink**

Meeting ID: 229 968 926 242 2

Passcode: Qs35kZ2Y

C.6 RFP Acknowledgement and Signature Form

Prospective vendors shall submit the RFP Acknowledgement and Signature Form via email addressed to GUC AMI Procurement at haddocgc@guc.com by the date listed in Section C.7 below.

C.7 Schedule

The following schedule lists approximate dates for the Request for Proposal, evaluation, and contract processes:

Milestone Name	Finish
RFP Publication	Friday, 8/15/25
Pre-proposal Conference	Wednesday, 8/20/25
Deadline for Written Questions	Monday, 8/25/25
RFP Acknowledgement and Signature Form	Monday, 9/1/25
RFP Response Due Date	Friday, 9/26/25
RFP Evaluations Completed	Friday, 10/17/25
Shortlisted Finalists Notified	Monday, 10/20/25
Vendor Demos Begin	Tuesday, 10/28/25
Final Ranking of Vendors	Wednesday, 11/26/25
Negotiations and Contract Execution Begin	Monday, 12/1/25

Table 12: RFP Schedule

C.8 Evaluation of Proposals

C.8.1 Evaluation / Selection Criteria

Below is a summary of GUC's methodology for the evaluation of the proposal responses. However, GUC reserves the right to modify the evaluation methodology if determined to be in the best interest of GUC.

C.8.2 Method

GUC's Solution Procurement methodology follows three phases:

Step	Description
Phase 1: Publication	**RFP Published.** GUC will advertise the RFP and send the RFP to specific vendors that are market leaders in providing solutions of this nature.
	Conference. A non-mandatory pre-proposal conference will be conducted.
	Questions. Following publication, prospective Proposers may pose questions in writing to GUC's Request for Proposal contacts listed on Page 1.
	Addenda. Responses to written questions will be published in an Addendum to the RFP.
Phase 2: Assessment	**Proposal Due.** Proposals shall be submitted according to the rules specified in Section C.
	Min. Qual. Assessment. GUC will eliminate non-compliant proposals (according to the terms and conditions described in Section I) and those proposals failing to meet minimum requirements specified in Section C.2.
	Shortlisting. GUC's evaluation team will score technical and initial cost proposals to determine a shortlist of vendors based on the ranking of their scored proposals. Shortlisted vendors will be invited to present and demonstrate their proposed solutions. Agendas and schedules for interviews will be provided to vendors two weeks prior to their scheduled interview. Interview dates will be assigned randomly; no exceptions.
	Interviews and Reference Checks. Shortlisted Proposers will attend an interview that will be conducted according to the agenda and schedule previously sent. Concurrently, Proposers' references are checked according to a scripted telephone call and optionally, onsite interviews. Proposers shall not be permitted to attend onsite interviews. Proposers may be further shortlisted following this step.
	BAFO. Proposers are invited to provide a Best and Final Offer. The BAFO is submitted following further meetings onsite at GUC and shall include adjusted (if required) pricing, a draft SOW, and a draft project schedule. The purpose of these meetings is to crystallize the solution's scope, schedule, and cost in preparation for the negotiation of contracts. BAFO meetings will be conducted in the same order as interviews, with no exceptions. BAFOs will be scored. The highest-ranking Proposer will be invited to attend contract negotiation meetings.
Phase 3: Negotiate Contract	**Solution Confirmation.** The winning Proposer is invited to attend a workshop during which both GUC and the Proposer will review the proposal as submitted and to resolve any ambiguities in either the proposal or the requirements stated by Greenville Utilities Commission. The purpose of this workshop is to crystalize the high level scope and schedule of the solution in preparation for the negotiation of contracts. In preparation for this workshop, the Proposer will be instructed to provide a draft SOW and preliminary Project Schedule. **Negotiation.** This phase focuses on the development of all necessary contract documents to support the implementation and operational use of the AMI solution.

Table 13: Procurement Methodology

C.8.3 Evaluation Scoring- Phase 2 Assessment

Proposals will be scored according to the following method. Scores will be allocated to proposals based on the following allocation:

Evaluation	% of Total Score
Minimum Qualifications	Pass/Fail
Technical Proposal	50%
Cost Proposal	10%
Onsite Demonstrations/Presentations	5%
Reference Checks and Optional Site Visits	15%
BAFO	20%

Table 14: Evaluation Scoring – Phase 2 Assessment

C.8.4 Technical Proposal

Written Proposal

Proposals will be evaluated based on the written response to questions posed in Section B.4 through Section B.5. Each answer in Proposer's response will be evaluated based on the Committee's consensus and assigned a six-point spread (3=greatly exceeds expectations, 0=meets expectations, -2=greatly fails to meet expectations). Each question and each section of the Request for Proposal has been weighed by the Committee prior to the Request for Proposal publication. After scoring, weightings will be applied, and scores will be calculated.

Requirements Response

Requirements will be evaluated using the scoring matrix illustrated below. See Section E below for instructions on filling out the spreadsheet.

Proposer Response	GUC's Priority	Scoring On This Item
A	1 = Critical	25
	2 = Expected Functionality	10
	3 = Required but Flexible	4
	4 = Future Need	2
	5 = Nice to Have	0
B	1	10
	2	6
	3	2
	4	1
	5	0

Proposer Response	GUC's Priority	Scoring On This Item
C	1	0
	2	0
	3	0
	4	0
	5	0
D	1	-25
	2	-10
	3	0
	4	0
	5	0

Table 15: Requirements Response Values

C.8.5 Cost Proposal

Points will be awarded proportionally based on the cost of ownership of the proposed solution, which shall incorporate the Proposer's cost proposal and GUC's assessment of their own incremental costs. The lowest overall cost of ownership shall be awarded 100% of the points available, the most expensive overall cost of ownership shall be awarded 0% of the points available.

C.8.6 Interviews & Demonstrations

The evaluation of interviews and demonstrations will be on a consensus basis by the Selection Committee. The areas of focus that the Selection Committee will be specifically looking for are:

- Verification of Accuracy of Proposer's Proposal
- Attendance of Proposer's staff proposed to work on GUC's project
- Completeness of coverage and adherence to the schedule of GUC's agenda
- Clarity of Presentation

C.8.7 Reference Checks (including Site Visits)

The evaluation of reference checks shall be made by the Selection Committee on a consensus basis. The areas of focus that the Selection Committee will be specifically looking for are:

- Verification of accuracy of Proposer's Proposal

C.8.8 BAFO

Points will be awarded proportionally based on the cost of ownership of the proposed solution, which shall incorporate the Proposer's cost proposal and GUC's assessment of their own incremental costs. The lowest overall cost of ownership shall be awarded 100% of the points available, the most expensive overall cost of ownership shall be awarded 0% of the points available.

Section D. Exhibits

D.1 GUC Utility Owned Asset Locations

GUC desires to utilize its current assets for the location of networking equipment. The network design shall take into consideration use of the GUC electric stations, water towers, fiber structures, and pole locations. Due to the sensitive nature of the locations, the exact coordinates of GUC assets will be made available to the shortlisted vendors upon execution of an NDA.

D.1.1 GUC Asset Map - Combined

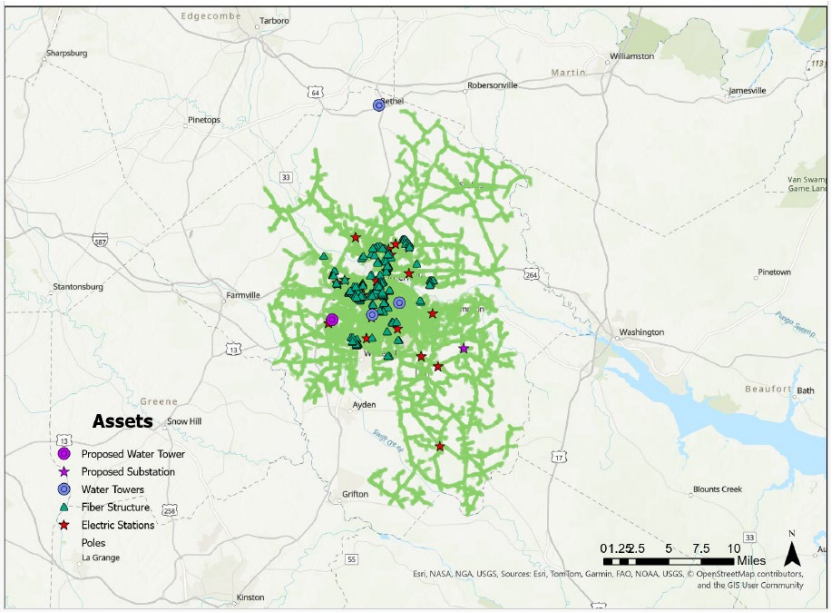


Figure 2: GUC Utility Assets

D.1.2 GUC Asset Map – Electric Stations

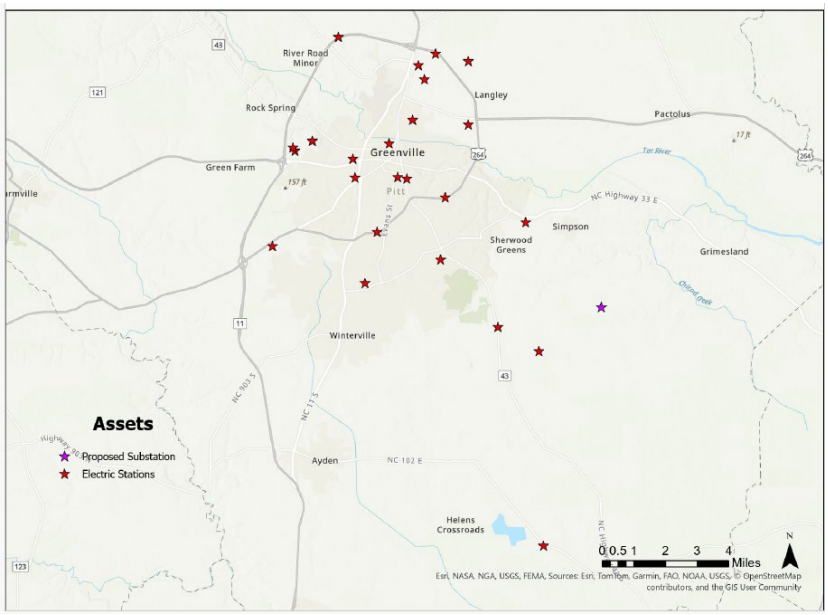


Figure 3: GUC Assets - Electric Stations

D.1.3 GUC Asset Map – Fiber Structure

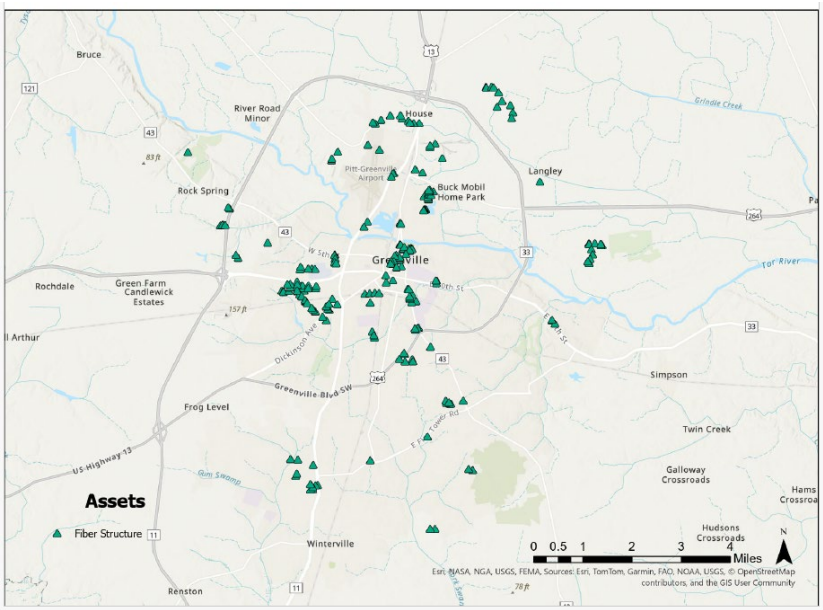


Figure 4: GUC Assets – Fiber Structure

D.1.4 GUC Asset Map – Water Towers

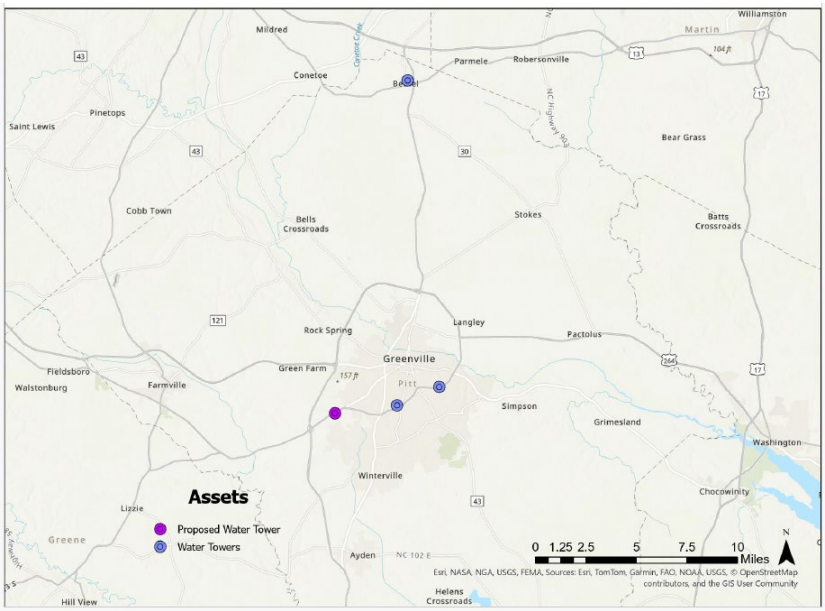


Figure 5: GUC Assets – Water Towers

D.1.5 GUC Asset Map – Poles

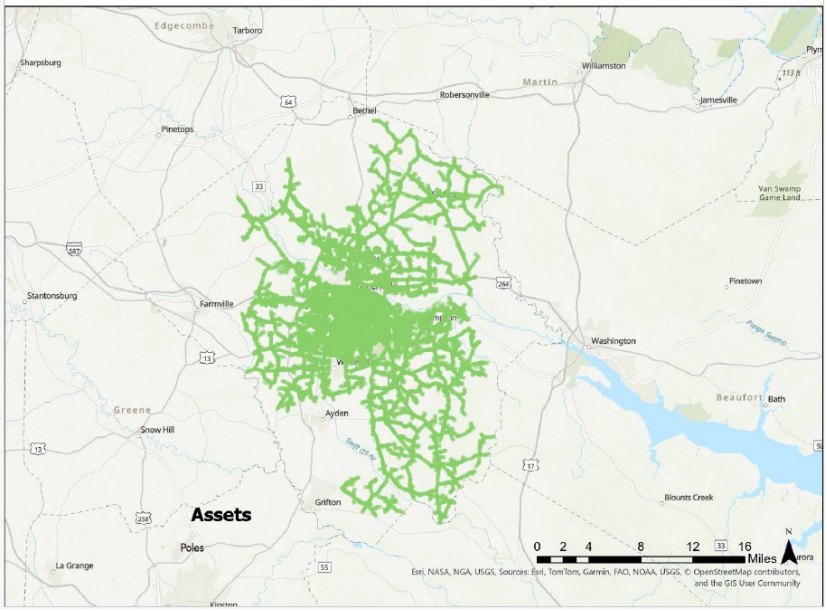


Figure 6: GUC Assets – Poles

D.2 Service Meter Locations

GUC will provide the geographical locations (latitude/longitude) of all the electric, water, and gas meter service locations to aid in developing the response to Prospective Vendors submitting the RFP Acknowledgement and Signature Form. The Prospective Vendor will execute an NDA with GUC to receive

the data. Prospective Vendors can request the location information by emailing GUC AMI Procurement at haddocgc@guc.com.

D.3 Service Territories by Commodity

D.3.1 GUC Electric Territory Map

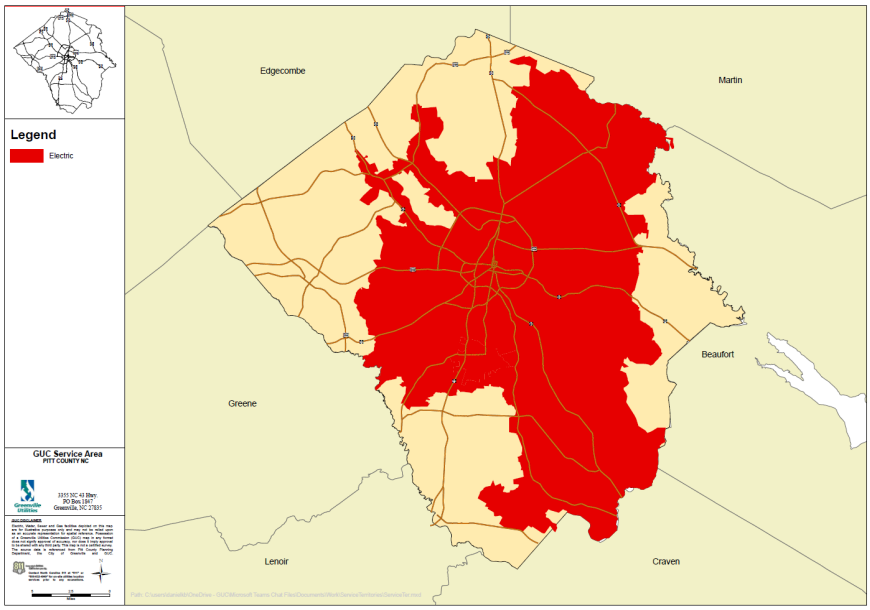


Figure 7: Electric Service Territory Map

D.3.2 GUC Water Territory Map

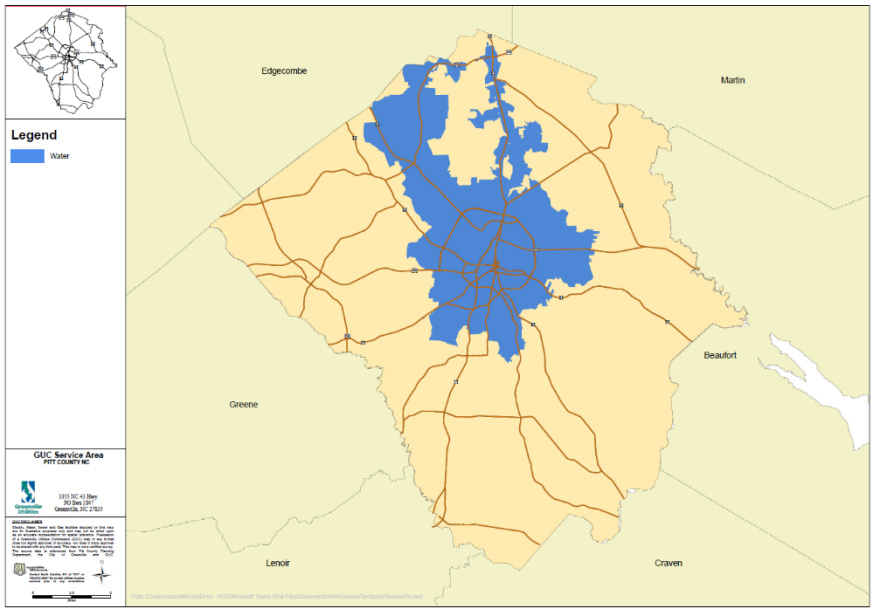


Figure 8: Water Service Territory Map

D.3.3 GUC Gas Territory Map

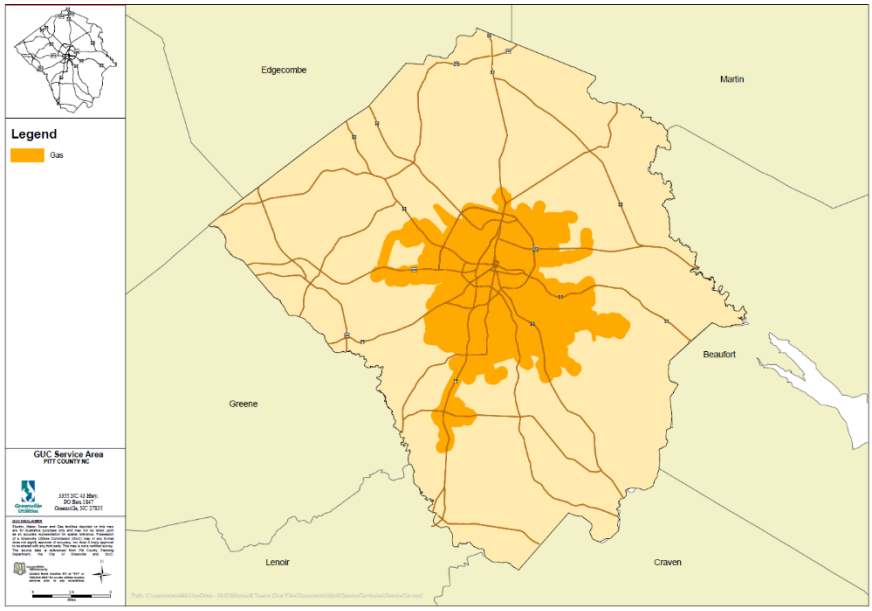


Figure 9: Gas Service Territory Map

D.3.4 GUC Combined Service Territory Map

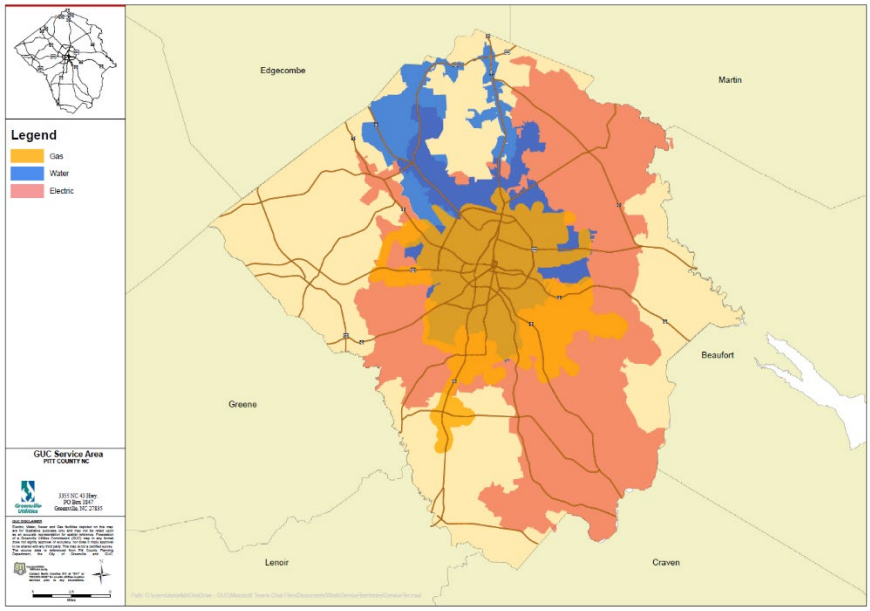


Figure 10: GUC Combined Service Territory

D.4 Request for Proposal Glossary

Term	Definition
Architecture (Network)	Means the fundamental operating principle of the AMI network solution. (i.e., Mesh, Star, Cellular)
AMI	Advanced Metering Infrastructure
AMI Solution	The entire solution proposed by Proposer, including all equipment, services, materials, necessary to provide the turnkey solution
Backhaul	The mechanism to transfer the data from the data collectors to the Headend.
Business Day	Means Monday to Friday, excluding Federal or State holidays, during Business Hours.
Business Hours	The Hours between 8 A.M and 6 P.M. Eastern Time, Monday to Friday, excluding Federal and State holidays
CIS	Customer Information System
CSR	Customer Service Representative
Communication Device	The AMI device that is either attached to or is integrated into the meter for sending data to the data collectors.
GUC	Greenville Utilities Commission
Data Collector	Part of the AMI network that is placed within the service territory to send and receive data to the communication device.
Day	Means a period of 24 consecutive Hours beginning and ending at 7:00 A.M., Eastern Time. The reference date for any Day shall be the calendar date on which the 24-Hour period commences.
Delivery Point	Means the Metering Point unless otherwise specified in a written Service Agreement.
Endpoint	Means the combination of a Meter and an AMI communications device.

Term	Definition
Fiscal Year	GUC's fiscal year runs July 1 through June 30 (FY26 7/1/25 – 6/30/26)
Headend (HES / Headend System)	The software that controls the data flow to and from the AMI network and database that stores the collected data. Integrates with MDM.
Interface	An interface is the exchange point of data between two software systems or between a person and a software system. The data exchange between interfaces can be automated or triggered by some manual process performed by a person. The way the data or information is exchanged can be referred to as a "channel". Examples of channels are: FTP, software API, file copy, hand-typed transcription from report to software program.
Master Account	Master Account means all the meters that the customer pays for regardless of location.
MDM / MDMS	Meter Data Management / Meter Data Management System
Member	Means the Applicant or any Person who accepts, uses, or receives a Service from GUC.
Net Metering	Net metering allows consumers who generate some or all of their own electricity to use that electricity anytime, instead of when it is generated.
Network Equipment	The AMI equipment that is used to send and receive data to the communication devices. Typically, it is the Data Collectors and Repeaters
Owner	The Person registered in a title search as owner of the parcel of land.
Person	Means and includes GUC, an individual, a corporation, a company, a partnership, an association, a joint venture, a trust, an unincorporated organization, a government, or department of a government or a section, branch, or division of a department of a government.
Personal Information	Means personal information about an identifiable individual that is recorded in any form.
Premise(s)	Means the location specified in an application for Service, or such other location to which GUC delivers Service.
Repeater	A piece of network equipment used to fill-in the network for coverage gaps
RFP	Mean this request for proposal
Service(s)	Means any service provided by GUC to a Member, including but not limited to Electric and Gas
Service Agreement	An agreement in writing with GUC for the provision of GUC Services.
Service Fee	A fee payable to GUC for a Service.
Service Territory	The geographical region of services provided by GUC for Electric or Gas service.
Takeout Point	A designated device in the AMI network that provides connection to the backhaul to move data to the Headend.
Temporary Service	Any Service that will be used by a Customer for a period of less than one Year.

Section E. AMI Requirements

YOUR PROPOSAL MUST INCLUDE AN ELECTRONIC VERSION OF THIS SECTION'S RESPONSE IN EXACTLY THE SAME FORMAT AS DISTRIBUTED. THE ELECTRONIC VERSION SHOULD INCLUDE THE COMPLETED SPREADSHEET, SAVED IN UNPROTECTED AND EDITABLE MICROSOFT EXCEL 2010 OR LATER FORMAT.

Complete all requirements in the attached Spreadsheet according to the following instructions:

Section E – AMI Requirements.xlsx

For each question in the Requirements spreadsheet, complete the "Vendor Response" field by choosing a response code that closely corresponds to one of the descriptions below. Failure to submit this spreadsheet will result in the Proposer being deemed non-responsive. Any unanswered questions will be considered a "D" response for evaluation purposes.

Response Code	Instruction	Intent
A	For "Yes/No" requirements, use an "A" response for "Yes."	This requirement currently exists in the proposed version(s) of the solution that is in production use in an environment that is comparable to GUC and can be demonstrated.
B	For "Yes/No" requirements, use a "B" response for any requirement that is currently unavailable but will be made available at no additional cost prior to unit test.	This requirement will be available for production use prior to the start of the project and will be incorporated at no additional charge as part of the baseline solution. Any "B" response should be considered a contractual commitment to GUC.
C	For "Yes/No" requirements, use a "C" response for any requirement that would have an additional cost associated with the "Yes" response. If a Proposer uses this response code, a corresponding reference should be made to that requirement from the appropriate sheet (e.g., Application Technology in the completed Pricing sheet.	This requirement is not currently available but can be provided as an enhancement to the baseline solution or as an extension or modification.
D	For "Yes/No" requirements, use a "D" response for "No".	This requirement is not included in the proposal.

The Proposer is to provide an explanation for each functional requirement that the Proposer feels has restrictions, limitations or needs clarification. Please to use separate sheets for explanations and simply indicate in the "Reference" column a Reference Item Number corresponding to the item on your additional sheet(s) so that it can be easily found during scoring. Any modifications should also be accounted for in the project plan timeline as requested in Section B.4.8

GUC has assigned a priority code to each requirement as defined below:

Priority Code	Priority	Definition
1	**Critical**	This requirement has been deemed as strategic to GUC's future direction. GUC must have this feature to fully accomplish its business objectives.
2	**Expected Functionality**	GUC must have this feature to fully accomplish its business objectives.
3	**Required but Flexible**	Including this feature will provide some benefits to GUC in accomplishing its business objectives
4	**Future Need**	Including this feature may provide minimal benefits in the future to GUC in accomplishing its business objectives.
5	**Nice to Have**	No anticipated value to GUC, for information only.

For the sake of clarity, the structure of this spreadsheet is included below:

Ref #	Requirement Description
Section E	**Advanced Metering Infrastructure (AMI)**
E	**Headend System (HES)**
E2	**Network**
E3	**Metering**
E4	**Grid Operations**
E5	**PMO & Installation**

Section F. Pricing Sheets

Complete your cost proposal using the pricing sheets in the attached spreadsheet:

Section F – Pricing Sheet.xlsx

Section F - Pricing Sheet
Greenville Utilities Commission (GUC)

Instructions

For All Tabs:

Item Description :	Enter Unit Price for each item that is pre-populated
	Add new Item identified as "other" as required. Please be specific with sufficient details on all additions
Number of Units:	Pre-populated quantities are the current estimates of units required
	Add quantities to all items not pre-populated
Manufacturer:	Enter the Manufacturer of the device being proposed
Model Number:	Enter the Model Number of the device being proposed
Unit Price :	Enter the cost per unit of the item being proposed
Extended Price :	Verify calculation is correct
Comment :	Add any clarification or explanation as required

Figure 11: Pricing Sheet Instructions

Section G. Standard Forms

Required Forms and Adherence to GUC Policy and Other Requirements

The Respondent must fill out all the forms included in this RFP and return them with your submission. Failure of the Respondent to provide any of the required forms may result in your proposal being rejected for non-responsiveness. These required forms will not count against the maximum page count (indicated above) for your response.

G.1 RFP Acknowledgement and Signature Form

RFP #25-49, Advanced Metering Infrastructure (AMI) Vendor Procurement

The undersigned having carefully examined the location of the proposed work, the local conditions of the place where the work is to be done, the Invitation, the General Conditions, the Specifications and all of the documents for this project, proposes to enter into a contract with Greenville Utilities Commission in Greenville North Carolina perform the work listed in this RFP, including all of its component parts, and to furnish any and all required labor, materials, equipment, insurance, bonding, taxes, transportation and services required for this project in strict conformity with the plans and specifications prepared, including any Addenda, within the time specified.

Addendum Acknowledgement:

The following addendum (addenda) is (are) acknowledged in this RFP: _____

Acknowledgement and Signature:

1. No Proposal is valid unless signed in ink by the person authorized to make the proposal.
2. I have carefully read, understand and agree to the terms and conditions on all pages of this RFP. The undersigned agrees to furnish the services stipulated in this RFP.

Respondent's Name and Title:

Company Name:	_____		
Address:	_____		
Telephone:	_____	**Fax**	_____
Email:	_____	**Cell Number**	_____
Contractor License #: *(if applicable)*	_____	**Expiration Date**	_____
Federal Tax Identification Number:	_____		
Authorized Signature:	_____	**Date**	_____

Decline RFP:

We **do not** wish to submit an RFP on this Project. Please state your reason below. Please also indicate if you would like to remain on our Supplier list.

Reason: _____

_____

_____

Company: _____ **Address:** _____

Name: _____ **Signature:** _____ **Date:** _____

G.2 E-Verify

Letter of Compliance to E-Verify for Greenville Utilities Commission. Please complete the form below.

1. I have submitted a proposal for contract or desire to enter into a contract with the Greenville Utilities Commission;
2. As part of my duties and responsibilities pursuant to said proposal and/or contract, I affirm that I am aware of and in compliance with the requirements of E-Verify, Article 2 of Chapter 64 of the North Carolina General Statutes, to include (mark which applies):
3. ____ After hiring an employee to work in the United States I verify the work authorization of said employee through E-Verify and retain the record of the verification of work authorization while the employee is employed and for one year thereafter; or
4. ____ I employ less than twenty-five (25) employees in the State of North Carolina.
5. As part of my duties and responsibilities pursuant to said proposal and/or contract, I affirm that to the best of my knowledge and subcontractors employed as a part of this proposal and/or contract, are in compliance with the requirements of E-Verify, Article 2 of Chapter 64 of the North Carolina General Statutes, to include (mark which applies):
6. ____ After hiring an employee to work in the United States the subcontractor verifies the work authorization of said employee through E-Verify and retains the record of the verification of work authorization while the employee is employed and for one year thereafter; or
7. ____ Employ less than twenty-five (25) employees in the State of North Carolina.

Specify subcontractor: _____

_____ (Company Name)

By: _____ (Typed Name)

_____ (Authorized Signatory)

_____ (Title)

_____ (Date)

It is certified that this proposal is made in good faith and without collusion or connection with any other person proposing on the same above listed items. It is also certified that this proposal is made in good faith and without collusion or connection with any GUC employee(s).

Certified check or cash for _____ or proposal bond for _____ attached.

Firm Name:_____ Phone: (_____)_____

Address:_____

City _____ State _____ Zip Code _____

Fax (____)_____ E-mail _____

Authorized Official _____ Title _____
Typed Name

_____Date _____
Signature

Your Proposal should be received no later than <u>September 26, 2025, 2:00PM</u> (EST)

Section H. Additional Provisions

The terms "Company", "Consultant", "Contractor", "Proposer", "Respondent", "Seller", "Supplier", and "Vendor" whenever appearing in this RFP or any attachments, are used interchangeably to refer to the company or firm submitting a proposal in response to this RFP.

H.1 GUC's Legal Name and Jurisdiction

Greenville Utilities Commission (GUC) is legally known as the Greenville Utilities Commission of the City of Greenville, North Carolina. Acting by and through its Board of Commissioners. GUC is an independent business in the city of Greenville, North Carolina. GUC has exclusive control and management of all GUC facilities and properties. GUC issues Purchase Orders under the name Greenville Utilities Commission.

H.2 Ownership of Proposal

All rights to information developed, disclosed, or provided in a Proposal and its attendant submissions are the property of GUC, unless a Respondent makes specific reference to data that is considered proprietary. To the extent that a Respondent does not make specific reference to data that is considered proprietary, submission of an RFP constitutes the Respondent's express (a) grant and assignment of a perpetual, transferable (in whole or in part), non-exclusive royalty-free license to GUC for copyright, patent, or other intellectual property right (collectively referred to as "intellectual property"), and (b) agreement that GUC may use any such intellectual property without charge for any lawful purpose in connection with other GUC development projects, including without limitation the creation of derivative works and issuance of sublicenses.

H.3 Reimbursable Expenses

All expenses incidental to performing Consultant's Basic Services including, but not limited to, reproduction of documents and other materials associated with Respondent's deliverables and presentation materials; transportation and subsistence; telephone, computer, facsimile, or other similar costs; and the like, shall be included within the Contract Price.

H.4 GUC's Right to Modify

Respondents are advised that GUC has not incurred any obligations or duties in soliciting this Request for Proposals. GUC, at its sole discretion, reserves the right to reject any or all proposals submitted in response to this RFP; to request additional information or clarification of information submitted; to cancel or modify, in part or in its entirety, this RFP; to request new RFPs or pursue any other means for obtaining the desired services; to waive any informalities or minor irregularities in the RFP, and other inconsequential deviations from the RFP's requirements.

H.5 Cost of Preparing a Response

All costs for developing a response to this RFP and attending any proposal meetings or selection meetings are entirely the responsibility of the Respondent and shall not be chargeable to GUC.

H.6 Respondent's Relationship

The Respondent's relationship to GUC shall be that of independent contractor and not deemed to be agent of GUC.

H.7 False Statements

False statements in a proposal will disqualify the proposal.

H.8 Taxes

The Respondent will be responsible for all Federal, State, and Local taxes.

H.9 Grade of Service

The Respondent must provide professional service and maintain appropriate personnel to provide expedient and courteous service.

H.10 The Respondent's Liability

The Respondent shall be responsible for any and all damages to GUC's premises, including damages resulting from the negligent acts or willful misconduct of the Respondent's agents or employees.

H.11 Amendments

GUC may, at its sole discretion, issue amendments to this RFP at any time before the time set for receipt of proposals. The Respondents are required to acknowledge receipt of any amendments (addenda) issued to this RFP by acknowledging the Addendum in the space provided on the RFP Acknowledgement and Signature Form. GUC shall not be bound by any representations, whether oral or written, made at a pre-proposal, pre-contract, or site meeting, unless such representations are incorporated in writing as an amendment to the RFP or as part of the final contract. All questions or requests for clarification concerning material terms of the contract should be submitted in writing for consideration as an amendment.

H.12 Withdrawals or Modifications of Offers

The Respondent may modify or withdraw an offer in writing at any time before the deadline for submission of an offer.

H.13 Acceptance

Any offer received shall be considered an offer which may be accepted or rejected, in whole or in part, by GUC based on initial submission with or without discussions or negotiations.

H.14 Representations

No representations or guarantees of any kind, either made orally, or expressed or implied, are made regarding the matters contained in this document, including any attachments, letters of transmittal, or any other related documents. The Respondent must rely solely on its own independent assessment as the basis for the submission of any offer made.

H.15 Award Considerations

GUC reserves the right to select the company/firm deemed most qualified based on the evaluation criteria and competitive selection process (and any subsequent interviews) outlined in this RFP. GUC is not obligated to award the contract to the firm offering the lowest fee.

H.16 Contract Termination

GUC may terminate the agreement (and or contract) with the Respondent on thirty days-notice for the failure of the Respondent to comply with any term(s) of the agreement/contract between GUC and the Respondent.

H.17 Security

If selected, vendor must complete the GUC provided security assessment. Access to GUC systems will be provided when the contractor is selected, has passed the security assessment, and onboarded.

H.18 Insurance and Bonding Requirements

Bonds and Insurance

A. The following are your instructions with respect to the requirements for bonds and insurance to be included in the Construction Documents for the above Project. All BONDS and insurance must be submitted to Owner no later than 30 days after the award of the contract.

Bonds

A. A proposal security is to be provided by each contractor in the amount of five (5) percent of his maximum proposal price or $10,000, whichever is less, and will be in the form of:
    1. Proposal bond; the prescribed type of proposal bonds is attached.
    2. Certified or bank cashier's check.
B. Construction Performance Bond and Construction Payment Bond each in an amount equal to the contract price.

After completion of the Contract, the Contractor shall immediately give notice of said completion by an advertisement in some newspaper of general circulation published within the city, county, or town wherein the work was done, for a period of four successive weeks. Contractor shall make proof of publication to Owner by affidavit of the publisher, and a printed copy of the notice published. In *no* instance shall a final settlement be made upon the Contract until the expiration of 30 days after completion of the public notice.

Sample Proposal Bond

PROPOSAL BOND

KNOW ALL MEN BY THESE PRESENT, THAT WE _____

_____

as Principal, and _____
as Surety, who is duly licensed to act as Surety in North Carolina, are held and firmly bound unto the Greenville Utilities Commission, Greenville, NC, as Obligee, in the penal sum of _____
____ DOLLARS ($_____) (5% Proposal Bond), lawful money of the United

States of America, for the payment of which, well and truly to be made, we bind ourselves, our heirs, administrators, successors and assigns, jointly and severally, firmly by these present.

SIGNED, Sealed and dated this _____day of _____, 2025.

WHEREAS, the said Principal is herewith submitting a Proposal for

ADVANCED METERING INFRASTRUCTURE (AMI) SOLUTION PROCUREMENT

and the Principal desires to file this Proposal Bond in Lieu of making the cash deposit as required by the proposal documents contained herein;

NOW, THEREFORE, THE CONDITION OF THE ABOVE OBLIGATION is such that if the principal shall be awarded the Purchase Order for which the proposal is submitted and shall accept the Purchase Order within ten (10) days after the award of same to the principal, then this obligation shall be null and void; but if the principal fails to so accept such purchase order as required by the proposal documents contained herein, the Surety shall, upon demand, forthwith pay to the Obligee the amount set forth in the first paragraph hereof, and upon failure to forthwith make such payment, the Surety shall pay the Obligee an amount equal to double the amount of this Proposal Bond as set forth in the first paragraph hereof. Power of Attorney from the surety to is Attorney-in-Fact is attached hereto.

_____
Principal

By _____(SEAL)

_____
Corporate Surety

By _____(SEAL)

PERFORMANCE BOND/PAYMENT BOND

Date of Execution: _____

Name of Principal: _____

(Contractor) _____

Name of Surety: _____

Name of Contracting Body: _____

Amount of Bond: _____

Project: _____

KNOW ALL THESE MEN BY THESE PRESENT, That We, the Principal and Surety above named, are held and firmly bound unto the above named Contracting Body, hereinafter called the Contracting Body, in the penal sum of the amount stated above the payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators, and successors, jointly and severally, firmly by these present.

THE CONDITION OF THIS OBLIGATION IS SUCH that whereas the Principal entered into a certain Contract with the Contracting Body, identified as shown above and hereto attached.

NOW, THEREFORE, if the Principal shall well and truly perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of said Contract during the original term of said Contract and any extensions there of that may be granted by the Contracting Body, with or without notice to the Surety, and during the life of any guaranty required under the Contract, and shall also well and truly perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of any and all duly authorized modifications of said Contract that may hereafter be made, notice of which modifications to the Surety being hereby waived, then, this obligation to be void; otherwise to remain in full force and virtue.

IN WITNESS WHEREOF, the above bounded parties have executed this instrument under the several seals on the date indicated above, the name and corporate seal of each corporate party being hereto affixed, and these present duly signed by its undersigned representative, pursuant to authority of its governing body.

Executed in five (5) counterparts.

Witness:	CONTRACTOR:
_____	_____
(Proprietorship or Partnership)	(Trade or Corporate Name)
ATTEST:	
By: _____	By: _____
Title: _____	Title: _____
(Corporate Secretary or Assistant Secretary Only)	
	(CORPORATE SEAL)
Witness:	SURETY COMPANY:
_____	_____
Countersigned:	By: _____
_____	Title: _____
	(Attorney-in-Fact)
_____	
N.C. Licensed Resident Agent	
_____	
_____	
(Name and Address – Surety Agent)	(SURETY SEAL)
_____	
_____	
Surety Company Name and N.C. Regional or Branch Office Address	

Liability Insurance

A. The limits of liability insurance required as specified in the General Conditions shall provide coverages for not less than the following amounts or greater where required by law or regulations and the coverages shall be as follow:

1. State: Statutory
2. Applicable Federal: Statutory

3. Employer's Liability: $100/500/100Contractor's Liability Insurance - Additionally named insured shall be the owner and their Consultants.

B. All insurance certificates shall provide for "Waiver of Subrogation" against the owner and their Consultants, by the contractor, subcontractors, and their insurers.

C. Comprehensive General Liability of the General Conditions (including Premises-Operations; Independent contractor's Protection; Products Liability and Completed Operations; Broad Form Property Damage):
   1. Bodily Injury (including completed operations and products liability):
      i. $ 500,000 Each Occurrence
      ii. $1,000,000 Annual Aggregate
   2. Property Damage:
      i. $ 500,000 Each Occurrence
      ii. $1,000,000 Annual Aggregate or a combined single limit of $1,000,000
   3. Property Damage liability insurance will provide Explosion, Collapse and Underground coverage.
   4. Personal injury, with employment exclusion deleted.
      i. $1,000,000 Annual Aggregate

D. Comprehensive Automobile Liability as specified in the General Conditions:
   1. Bodily Injury:
      i. $ 500,000 Each Person
      ii. $1,000,000 Each Occurrence
   2. Property Damage:
      i. $ 500,000 Each Occurrence or a combined single limit of $1,000,000.

E. Contractual Liability as specified in the General Conditions:
   1. Bodily Injury:
      i. $1,000,000 Each Occurrence
   2. Property Damage:
      i. $ 500,000 Each Occurrence
      ii. $1,000,000 Annual Aggregate

F. Additional liability coverage for owner and engineer will be provided:
   1. By endorsement as additional insured on contractor's general liability policy.
   2. The contractor's general liability carrier shall not issue a separate Protective Liability Policy covering owner and engineer.

Protection of Owner

A. The contractor hereby agrees to hold harmless, indemnify and defend the owner, the owner's agents, the Consulting Engineers, and the owner's employees while acting within the scope of their duties from and against any and all liability, claims, damages, and cost of defense arising out of the Work. The contractor will require any and all subcontractors to conform to the provisions of this clause prior to commencing any Work and agrees to name as additional insured the owner and the consulting engineer.

B. The contractor and his insurer, by the contractor's execution of the contract, shall waive all rights of subrogation against the owner, Architect, and their Consultants, on all insurance provided by the contractor and by every subcontractor.

C. The contractor and his insurer agree that all policies furnished by contractor shall contain no exclusion pertaining to faulty workmanship, job related accidents, safety, or construction sequences.

Section I. IT Contract Provisions Procedure

The selected Provider will adhere to the IT Contract Provisions Procedure below.

I.1 Appendix A

GUC INFORMATION TECHNOLOGY CONTRACT PROVISIONS

In accepting this Order ("Order"), your company (the "VENDOR"), acknowledges and agrees to abide by the Terms and Conditions set forth below. In the event that a binding written contract signed by both the VENDOR and Greenville Utilities Commission of the City of Greenville (GUC) exists, the terms and conditions of this agreement shall supersede any conflicting terms and conditions of the aforementioned contract.

I1.1 INFORMATION SECURITY

I1.1.1 VENDOR agrees to ensure its software and services comply with all applicable laws and regulations. VENDOR shall, at no additional charge, promptly furnish any updates to the software and services necessary for compliance with any changes in laws or regulations during the terms of this Agreement.

I1.1.2 GUC may, at its expense and for reasonable grounds, require VENDOR to participate in audits and tests relative to GUC and/or services provided by VENDOR on behalf of the GUC.

I1.1.3 VENDOR will take every reasonable precaution to ensure the services and software do not introduce nor contain any virus or similar code that may destroy, modify, alter or cause destruction, modification, or alteration in whole or in part, of any GUC data, equipment, networks, software or utility infrastructure.

I1.1.4 VENDOR agrees to allow GUC access to system security logs that affect this contract, its data, and/or its processes. The VENDOR must provide self-service log reporting or review option, or the VENDOR must produce logs based on regulatory retention requirements of data held (e.g. PCI, HIPAA, etc.)

I1.1.5 The parties agree that the vendor will provide certain services to, for, or on behalf of GUC involving the use or disclosure of Protected Health Information (PHI), as that term is defined by the Health Insurance Portability and Accountability Act (HIPAA). As such, the parties agree to the attached Business Associate Agreement.

I1.1.6 Notification of security incident or data breach: GUC requires notification of event no later than twenty-four (24) hours after initial identification by VENDOR, when any data protection is compromised, or security incident occurs which may impact GUC. Unauthorized access or disclosure of non-public data is considered a breach. The VENDOR will provide notification to the GUC as soon as it is aware of the breach. If the VENDOR is liable for the loss, the VENDOR shall bear all costs associated with the investigation, response, and recovery from the breach. The breach must be communicated to GUC Information Security Officer (ISO).

I1.1.7 Notification of confirmed security vulnerabilities: GUC requires notification within a risk-informed timeframe based on the Common Vulnerability Scoring System (CVSS) or mutually agreeable alternate process. These timeframes are as follows:

(a) Critical (9.0-10.0) - twenty-four (24) hours after initial identification by VENDOR
(b) High (7.0-8.9) - forty-eight (48) hours after initial identification by VENDOR
(c) Medium (4.0-6.9) - seventy-two (72) hours after initial identification by VENDOR
(d) Low (0.1-3.9) - seventy-two (72) hours after initial identification by VENDOR

I1.1.8 Prior to the effective date of this agreement, VENDOR will, at its expense conduct or certify that the following certifications have been performed:
I1.1.9 Attestation under HIPAA, PCI, DSS and/or FedRAMP (NIST, FIPS 200 and SP800-53, ISO 27001, SOC), where applicable
I1.1.10 A SOC 2 audit of VENDORS security policies, procedures and controls, to be reviewed and assessed by GUC or its agent, or complete a GUC provided security assessment. The SOC 2 and/or security assessment must report on security controls of the solution/application and/or services to be provided.
I1.1.11 A vulnerability scan performed by a third-party service of VENDOR systems under this agreement.
I1.1.12 A formal penetration test performed by a process and qualified personnel of VENDOR systems under this agreement.
I1.1.13 VENDOR will provide GUC the reports or other documentation resulting from the above audits, certifications, scans and tests within thirty (30) calendar days of VENDOR's receipt of such results. Based on the results of the above audits, certifications, scans and tests, VENDOR will, if the results require, within thirty (30) calendar days of receipt of such results, promptly modify its security measures in order to meet its obligation under this Agreement and provide GUC with written evidence of remediation.
I1.1.14 GUC may, at its expense and reasonable grounds, require VENDOR to perform additional audits and tests within a mutually agreeable timeframe not to exceed thirty (30) calendar days, the results of which will be provided to GUC within seven (7) business days of VENDOR's receipt of results.
I1.1.15 VENDOR shall protect GUC data against deterioration or degradation of data quality and authenticity, including, but not limited to, annual third-party data integrity audits performed by an independent, external organization to determine the VENDOR's compliance with standards
I1.1.16 VENDOR agrees to allow GUC (or a designated third-party selected by GUC) the opportunity to perform an onsite inspection of the VENDOR's infrastructure and security practices on an annual basis.
I1.1.17 GUC reserves the right to review the infrastructure and security specifications of the VENDOR in written format on an annual basis.

I1.2 NETWORK SECURITY

I1.2.1 VENDOR agrees at all times to maintain network security that, at a minimum, includes network firewall provisioning, intrusion detection, and regular third-party vulnerability assessments. Likewise, VENDOR agrees to maintain network security that conforms to generally recognized industry standards and best practices that VENDOR then applies to its own network.

I1.3 INTEGRATION & SINGLE SIGN ON

I1.3.1 The application must integrate with Azure Active Directory (Azure ID/Entra ID) using Security Assertion Mark-up Language (SAML), or other industry standard authentication technology as pre-approved by GUC, to provide authentication and single sign on (SSO) services. GUC and VENDOR will exchange the necessary information to configure and test (SSO) prior to implementation in the production environment.

I1.4 AUTHENTICATION AND ACCESS RIGHTS

I1.4.1 All facilities used to store, and process GUC data will implement and maintain administrative, physical, technical and procedural safeguards and industry best practices at a level sufficient to secure such data from unauthorized access, destruction, use, modification or discloser. Such measures will be no less protective than those used to secure the VENDOR's own data of a similar type, and in no event less than, for data of the same type and nature, during the term of this Agreement.
I1.4.2 The VENDOR must take the same care to prevent the disclosure of GUC's confidential information as it takes to prevent disclosure of its own information of a similar nature. In no event, may the VENDOR take less than a reasonable degree of care.
I1.4.3 VENDOR warrants that all GUC data will be encrypted in transmission and at rest (including via web interface).

I1.4.4 ADA Accessibility: VENDOR warrants all digital and interactive content will meet or exceed Web Content Accessibility Guidelines (WCAG) 2.0 A and WCAG 2.0 AA conformance standards, published by the World Wide Web Consortium (W3C), Web Accessibility Initiative (WAI), the organization responsible for developing internet standards. Web accessibility means that people with disabilities can fully and equally perceive, understand, navigate, and interact with the Web as their non-disabled counterparts.

I1.5 DATA LOCATION

I1.5.1 GUC data, all backups shall not be located, accessed, processed or stored outside of the contiguous United States.

I1.6 ACCEPTABLE USE

I1.6.1 Confidential Information of the other party may be used by the receiving party only about the performance of or as specifically authorized by this Agreement. Each party will protect the confidentiality of Confidential Information of the other party in the same manner that it protects the confidentiality of its own proprietary and confidential information, including, without limitation, by entering appropriate confidentiality agreements with employees, affiliates, independent contractors and subcontractors. Access to Confidential Information will be restricted to the VENDOR's, its personnel (as well as its agents and independent contractors) engaged in a use permitted under this Agreement. Confidential Information may not be copied or reproduced without the disclosing party's prior written consent, except as necessary for use about this Agreement.

I1.6.2 GUC data cannot be used or modified outside of the terms of this agreement without written consent of those actions to be performed.

I1.6.3 Subject to the provisions governing all Confidential Information made available under this Agreement, including copies thereof, will be returned or certified destroyed upon the termination of this Agreement or immediately upon the other party's request; provided, that, subject to the terms of this Section, each party may retain copies of the other party's Confidential Information required for its compliance with its record keeping or quality assurance requirements.

I1.7 PUBLIC RECORDS

I1.7.1 Notwithstanding anything contained herein to the contrary, the parties recognize and acknowledge that GUC is a subdivision of the State of North Carolina and is, therefore, subject to the North Carolina Public Records Act (the "Act") at N.C. Gen. Stat. 132-1 et seq. The parties further acknowledge that any information that is not otherwise protected by law is a public record under North Carolina law and may be released and disclosed GUC pursuant to the Act, and that any such release or disclosure shall not in any way constitute a breach of this Agreement, nor shall GUC be liable to the VENDOR for such release or disclosure. In the event GUC receives a request for disclosure of Confidential Information which the VENDOR has specifically marked "Confidential" or "Proprietary" GUC shall give the VENDOR written notice of such request (the "Notice of Request for Disclosure"). In the event the VENDOR has a reasonable basis for contending that the disclosure of such Confidential Information is not required by the Act, the VENDOR shall within ten (10) calendar days after receipt of the Notice of Request for Disclosure notify GUC in writing of its objection to disclosure and the basis therefor. The VENDOR shall indemnify, defend and hold harmless GUC from and against all losses, damages, liabilities, costs, obligations and expenses (including reasonable attorneys' fees) incurred by GUC in connection with any refusal by GUC to disclose Confidential Information after receiving an objection to disclosure from the VENDOR. If GUC receives no written objection from the VENDOR within ten (10) calendar days after the VENDOR's receipt of a Notice of Request for Disclosure, GUC shall disclose the Confidential Information referenced in the Notice of Request for Disclosure. Notwithstanding the foregoing, the parties agree that the computer database information that GUC is required to disclose under N.C. Gen. Stat. §132-6.1 shall not be deemed Confidential Information, and that GUC shall be entitled to disclose such information without notice to the VENDOR.

I1.7.2 In accordance with the North Carolina electronic data-processing records law N.C.G.S. §132-6-1, all software and documentation provided by the VENDOR or its subcontractors is subject to potential public inspection and examination.

I1.7.3 All Software and Documentation provided by the VENDOR or its subcontractors will have sufficient information to enable GUC to create an index containing the following information with respect to each database used by the System without extraordinary commitments of staff or resources: (i) annotated list of data fields: name, description, and restricted field indicator; (ii) description of the format or record layout; (iii) frequency with which the database is updated; (iv) list of any data fields to which public access is restricted; (v) description of each form in which the database can be copied or reproduced; (vi) title of the database; (vii) owner of the data; (viii) narrative description of the database; (ix) person creating the index; and (x) purpose of the database. The VENDOR agrees that the GUC may copy and disclose the information listed above in response to requests for database information under the North Carolina General Statutes. (f) All Documentation for the Products and the System is and will be in all material respects complete and accurate, and will enable data processing professionals and other GUC employees with ordinary skills and experience to utilize the Products and the System for the expressed purpose for which they are being acquired by GUC.

I1.8 DATA RETENTION AND DELETION

I1.8.1 Any data entered, loaded and stored in the software are property of GUC. The VENDOR shall provide the GUC a copy of its data for any reason, and at the termination of the services, at no cost to the GUC.

I1.8.2 In the event of an emergency or time-sensitive situation, the VENDOR shall provide GUC the ability to completely retrieve the data from the cloud within twenty-four (24) hours.

I1.8.3 RETURN OF CONFIDENTIAL INFORMATION: The VENDOR will return or destroy GUC's confidential information in all forms and types of media and provide written confirmation or certification of such destruction within thirty (30) calendar days. If the data is returned to GUC, the VENDOR shall provide the data in the file format agreeable to GUC.

I1.8.4 RECORDS RETENTION: To ensure compliance with data retention schedules, the VENDOR will retain data according to retention schedules specified and shall return or destroy GUC's records as requested when allowed by law.

I1.9 BUSINESS CONTINUITY

I1.9.1 VENDOR must provide documented evidence of disaster recovery and business continuity plans. Such plans shall be made available to GUC's upon request for inspection of documentation. If documentation is unavailable, or has not addressed findings in a timely manner, the VENDOR shall be assessed a penalty, up to termination of agreement, for failure in complying with GUC's minimum requirements, as discovered through inspections, audits, or actual disasters.

I1.9.2 VENDOR agrees that any and all data stored, processed, or maintained for GUC will be backed up to a geographically diverse location at a minimum of once per day. VENDOR agrees to provide certification of successful disaster recovery testing upon request of GUC.

I1.10 WARRANTY

I1.10.1 VENDOR warrants that during the warranty period product and services will be provided according to industry standards.

I1.10.2 VENDOR warrants to GUC that during the applicable warranty period software and services will conform to the operation in accordance with the documentation in all material respects; and services will be carried out according to industry standards in a professional workmanlike manner by qualified personnel.

I1.11 THIRD PARTY VENDORS

I1.11.1 The VENDOR shall inform GUC of any outsourced functionality and its VENDOR.

I1.11.2 Unless otherwise stated within this agreement, no assignment of the contract or components of the contract can occur without explicit, written agreement from GUC. If portions of the service are provided by a third party, the VENDOR is directly responsible for all terms of the contract, regardless of outsourced functions.

I1.12 EXIT

I1.12.1 VENDOR further agrees that following successful transmission of all data to GUC, any and all GUC data will be erased, destroyed, and rendered unrecoverable and certify in writing that these actions have been completed within thirty (30) calendar days of the termination of this Agreement. At a minimum, a "clear" media sanitization is to be performed in accordance to standards enumerated by the National Institute of Standards, Guidelines for Media Sanitization. During the period between termination of the Agreement and authorization for destruction, all security measures must remain intact, including, but not limited to, encryption, backup, and storage.

I1.13 INSURANCE

I1.13.1 Coverage – During the term of the contract, the VENDOR at its sole cost and expense shall provide commercial insurance of such type and with the following coverage and limits:

I1.13.2 Workers' Compensation – The VENDOR shall provide and maintain Workers' Compensation Insurance, as required by the laws of North Carolina, as well as employer's liability coverage with minimum limits of $1,000,000 each accident, covering all VENDOR's employees who are engaged in any work under the contract. If any work is sublet, the VENDOR shall require the subcontractor to provide the same coverage for any of its employees engaged in any work under the contract.

I1.13.3 General Liability – The VENDOR shall provide and maintain Commercial Liability Coverage written on an "occurrence" basis in the minimum amount of $1,000,000 per occurrence.

I1.13.4 Automobile – The VENDOR shall provide and maintain Automobile Liability Insurance, to include coverage for all owned, hired, and non-owned vehicles used in connection the contract with a minimum combined single limit of $1,000,000 per accident.

I1.13.5 Network security & Privacy Liability (Cyber) The VENDOR shall maintain cyber liability insurance with limits of $3,000,000 per occurrence, providing protection against liability for: (1) privacy breaches (including liability arising from the loss or disclosure of confidential information no matter how it occurs); (2) system breach; (3) denial or loss of service; (4) introduction, implantation, or spread of malicious software code; and (5) unauthorized access to or use of computer systems. Cyber liability insurance shall not include any exclusion or restriction for unencrypted portable devices or other media. VENDOR shall provide evidence of continuation or renewal for a period of two (2) years following termination of the Agreement.

I1.14 REQUIREMENTS

I1.14.1 Providing and maintaining adequate insurance coverage is a material obligation of the VENDOR. All such insurance shall meet all laws of the State of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized to do business in North Carolina by the Commissioner of Insurance. The VENDOR shall at all times comply with the terms of such insurance policies and all requirements of the insurer under any of such insurance policies, except as they may conflict with existing North Carolina laws or this contract. The limits of coverage under each insurance policy maintained by the VENDOR shall not be interpreted as limiting the VENDOR's liability and obligations under the contract. With the exception of Network Security & Privacy Liability (Cyber) Insurance, it is agreed that the coverage as stated shall not be canceled or changed until thirty (30) days after written notice of such termination or alteration has been sent by registered mail to GUC's Procurement Manager.

Section J. Terms and Conditions

GUC reserves the right to reject all proposals or accept such proposals, as appears in its own best interest, and to waive technicalities or irregularities of any kind in the proposal. GUC is not obligated to accept the lowest cost proposal.

J.1 Conflict of Interest

In general, conflicts of interest relate to the potential for self-gain usually, but not always, of a fiscal nature. Potential for self-gain can serve to undermine the judgment or objectivity of vendors providing consultation services. A potential or actual conflict of interest exists when commitments and obligations to GUC are likely to be compromised by a vendor's other interests or commitments, especially economic, particularly if those interests or commitments are not disclosed. Not all conflicting interests are necessarily impermissible. Timely and complete disclosure of potential conflicts of interest may be a satisfactory remedy and protects the consultant from suspicion and accusations of breach of professional integrity. Vendors are asked to disclose any situation or relationship that might be regarded as potential conflict of interest with, but not limited to, their expected duties and recommendations as defined in this RFP.

J.2 Vendor Incurred Costs

All costs that may be incurred to prepare proposals, attend meetings, attend site inspections, provide requested follow-up information, make formal and informal presentations, and for the entire contract negotiations process if applicable, shall be the sole responsibility of each vendor. GUC is not responsible under any circumstances for reimbursement of any costs that may be incurred by vendors during the proposal preparation, subsequent selection or negotiation stages.

J.3 Minority Business Participation Program

GUC has adopted an Affirmative Action and Minority and Women Business Enterprise Plan (M/WBE) Program. Firms submitting a proposal are attesting that they also have taken affirmative action to ensure equality of opportunity in all aspects of employment, and to utilize M/WBE suppliers of materials and/or labor.

J.4 Proposal Withdrawal

A Respondent must notify GUC in writing of its request to withdraw a proposal within seventy-two (72) hours after the proposal opening, not including Saturdays, Sundays, or holidays. In order to justify withdrawal, the proposer must demonstrate that a substantial error exists, and that the proposal was submitted in good faith.

J.5 Affirmative Action

The Provider will take affirmative action in complying with all Federal and State requirements concerning fair employment and employment of the handicapped, and concerning the treatment of all employees, without discrimination by reason of race, color, religion, sex, national origin, or physical handicap.

J.6 Indemnity Provision

Provider agrees to indemnify and save GREENVILLE UTILITIES COMMISSION of the City of Greenville, Pitt County, North Carolina, and the City of Greenville, North Carolina, its co-owners, joint ventures, agents, employees, and insurance carriers harmless from any and all losses, claims, actions, costs, expenses including reasonable attorney fees, judgments, subrogations, or other damages resulting from injury to any person (including injury resulting in death), or damage (including loss or destruction) to property of whatsoever nature of any person arising out of or incident to the performance of the terms of this Contract by Provider, including, but not limited to, Provider's employees, agents, subcontractors, and others

designated by Provider to perform work or services in, about, or attendant to, the work and services under the terms of this Contract. Provider shall not be held responsible for any losses, expenses, claims, subrogations, actions, costs, judgments, or other damages, directly, solely, and proximately caused by the negligence of Greenville Utilities Commission of the City of Greenville, Pitt County, North Carolina. Insurance covering this indemnity agreement by the Provider in favor of Greenville Utilities Commission of the City of Greenville, Pitt County, North Carolina, shall be provided by Provider.

J.7 Governing Laws

All contracts, transactions, agreements, etc., are made under and shall be governed by and construed in accordance with the laws of the State of North Carolina.

J.8 Administrative Law

Bids, proposals, and awards are subject to applicable provisions of the North Carolina Administrative Law.

J.9 Uniform Guidance

Contracts funded with federal grant or loan funds must be procured in a manner that conforms with all applicable federal laws, policies, and standards, including those under the Uniform Guidance (2 C.F.R. Part 200).

J.10 Safety Statements

Safety Culture Commitment Statement:

At Greenville Utilities, we are committed to a culture of safety that prioritizes the well-being of our employees, contractors, and the communities we serve.

We believe that everyone deserves to work in a safe environment, and we are dedicated to fostering a culture where **safety is a core value, not just a priority**.

Here's what that means to us:

- **Employee and Contractor Safety:** We are committed to providing a safe work environment for all employees and contractors. We will invest in safety training, resources, and equipment to prevent accidents and injuries.
- **Open Communication:** We encourage open and honest communication about safety concerns. We believe everyone has a right and responsibility to speak up about unsafe work practices and potential hazards.
- **Continuous Improvement:** We are committed to continuous improvement in safety performance. We will learn from incidents and near misses, and we will actively seek ways to improve our safety processes and procedures.
- **Accountability:** We hold ourselves and our contractors accountable for safe work practices. This includes providing clear safety expectations, enforcing safety rules, and recognizing safe behavior.
- **Collaboration:** We believe in working collaboratively with employees, contractors, and
- regulatory agencies to achieve the highest level of safety.

Our commitment to safety extends beyond our employees. We work closely with our contractors to ensure they share our safety values. We expect them to implement robust safety programs, train their workers thoroughly, and adhere to all safety regulations.

We are confident that by working together, we can create a culture of safety where everyone goes home safe and healthy every day.

This commitment statement is a public declaration of our unwavering dedication to safety. We will continue to strive for zero incidents while promoting a positive safety culture that prioritizes the well-being of everyone involved in our utility operations.

Safety Management System Commitment Statement:

At Greenville Utilities, we are unwavering in our commitment to delivering safe and reliable utility service through a robust Safety Management System (SMS). This system forms the foundation of our safety culture, ensuring the well-being of our employees, contractors, and the communities we serve.

Our SMS commitment emphasizes:

- **Zero Incidents:** We believe all incidents are preventable. We strive for zero incidents by
- proactively managing risks and continuously improving our safety practices.
- **Empowered Workforce:** We foster a culture where safety is everyone's responsibility. This includes providing comprehensive safety training for both employees and contractors, empowering them to identify and report hazards.
- **Data-Driven Decisions:** We utilize data from inspections, incident investigations, and performance metrics to make informed decisions for risk mitigation and continuous improvement of our SMS.
- **Leadership Engagement:** Our leadership team actively demonstrates a commitment to safety
- by participating in safety reviews, audits, and promoting safety as a core value.
- **Contractor Collaboration:** We extend our safety commitment to our contractors. We require contractors working on our system to adhere to SMS principles, participate in safety briefings, and maintain strong safety programs within their own organizations.
- **Transparent Communication:** We believe in open communication about safety. We encourage employees and contractors to report concerns without fear of reprisal. We also maintain transparent communication with stakeholders about SMS performance.

This SMS commitment is a continuous journey, not a destination. We are dedicated to regularly reviewing and updating our system to reflect best practices and emerging technologies. Through continuous improvement and a commitment to a positive safety culture, we aim to remain an industry leader in safe and reliable utility service.

Notices

Notices to the Parties should be sent to the names and addresses specified below:

Cleve Haddock, Lifetime CLGPO
Procurement Manager Greenville Utilities Commission
P.O. Box 1847
Greenville, NC 27835-1847