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Senior Counsel
Legal Department



December 14, 2010

VIA ELECTRONIC FILING

Honorable Jaclyn Brillling, Secretary
New York State Public Service Commission
Three Empire State Plaza
Albany, New York 12223

Re: Case 06-G-1185 – Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Brooklyn Union Gas Company, d/b/a KeySpan Energy Delivery New York for Gas Service.

Case 06-G-1186 – Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of KeySpan Gas East Corporation, d/b/a KeySpan Energy Delivery Long Island for Gas Service.

Dear Secretary Brillling:

On October 15, 2010 the New York State Public Service Commission (“Commission”) issued an order in the above referenced proceedings approving with modifications a petition by KeySpan Gas East Corporation d/b/a National Grid (“KEDLI”) to disburse certain funds in its Low Income Discount Program Balancing Account (the “Order”). The Order requires KEDLI to set aside up to \$100,000 to fund a study to be performed by an independent third party of its Low Income Rate Discount and On-Track programs. The Order further requires KEDLI to collaborate with Department of Public Service Staff (“Staff”) to develop the scope of work for the study. The Order also requires KEDLI work with Staff to develop a request for proposals (“RFP”) to be issued to potential third party contractors within sixty days of the issuance of the Order. KEDLI was directed to file a copy of the scope of work and RFP.

On November 18, 2010 KEDLI and Staff discussed the preliminary scope of work and RFP. KEDLI received comments from Staff shortly thereafter and a final copy of both were provided to Staff on December 7, 2010. The RFP was issued today to potential third party contractors. Accordingly, KEDLI submits the attached copy of the RFP for filing. The scope of work is set forth on page 4 of the RFP.

Please contact me with any questions regarding this filing.

Respectfully submitted,

/s/ Keri Sweet Zavaglia
Keri Sweet Zavaglia

cc: Active Parties (via electronic service)



**EVALUATION OF LONG ISLAND LOW INCOME
RATE DISCOUNT and ON-TRACK PROGRAMS**

**REQUEST FOR PROPOSAL
RFP 099-10**

December 14, 2010

Prepared by:

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ATTACHEMENTS

- **Attachment 1:** - Information and Instructions for Consultants
- **Attachment 2:** - Scope of Services
- **Attachment 3:** - RFP Bid Form
- **Attachment 4:** - National Grid Terms & Conditions for Consulting Services, Document 0400 (06/25/09)
- **Attachment 5:** - National Grid Contractor Safety Requirements (10/31/08)
- **Attachment 6:** - National Grid Environmental Requirements (12/15/09)
- **Attachment 7:** - National Grid Background Check Requirements for Contracted Service Providers- Contractor Employee Background Checks Level 2, (4/2/09)

**REQUEST FOR PROPOSAL
RFP 099-10**

EVALUATION OF LONG ISLAND LOW INCOME RESIDENTIAL GAS DISCOUNT PROGRAMS

INFORMATION AND INSTRUCTIONS FOR BIDDERS

1.0 BACKGROUND

National Grid is requesting proposals from qualified suppliers to perform an evaluation of their Long Island Low Income Rate Discount and On-Track Programs as described in the Scope of Work (see Attachment 2). National Grid has been administering the Low Income Discount Rate Program since 2008 whereby a discount is given to both residential heating and residential non-heating low income gas customers. The On-Track Program is an 18 month program allowing up to \$400 in arrears forgiveness for qualified customers. This RFP is requesting suppliers to perform an evaluation of these programs, taking into account, but not limited to, the following criteria: program effectiveness, impact on target audience, relation with other available programs, and overall cost effectiveness. Please see the Scope of Work for further details.

2.0 UNAUTHORIZED DISCLOSURE

- 2.1 National Grid considers any information provided to Consultants in the course of business to be privileged and confidential between Consultant and National Grid. This includes, but is not limited to, written data of any kind, business information, request for quotation, specifications, engineering data and any and all technologies and data either obtained or observed while supplying the commodity/service required by the contract. Unauthorized disclosure of information to third parties by Consultant may lead to cancellation of the contract, loss of future business opportunities and/or the effects of any other remedies which may be available to National Grid.
- 2.2 Consultant's proposal will be considered as being in full compliance with all documents, specifications, and data included in this RFP unless specific exceptions or clarifications are separately stated.

3.0 CONFLICT OF INTEREST RULES

Bidders who have provided feasibility studies, savings estimates, application preparation assistance, design services, installation services, rate services, and/or commissioning services on this specific project are not eligible to provide evaluation services. In addition, any bidder who has contracts with other entities that may impact the bidder's ability to perform evaluation services as an independent body are also not eligible.

National Grid will screen potential bidders who may be ineligible to perform evaluation services based on the above criteria. Nevertheless, bidders are under obligation to disclose to National Grid when it is apparent to them that such situations may exist.

4.0 SCOPE OF WORK

Scope of Work

- See **Attachment 2 Scope of Work** for a description of the program and services requested.

5.0 LIMITATIONS

Bidder shall mean those firms/vendors acting in the role of Supplier when responding with a Proposal to this RFP. Proposal shall mean the Bidder's formal response indicating their committed solutions that meet or exceed the requirements of the RFP. Subcontractors, or subs, can be defined as any Supplier under Contract or in the RFP response that are considered financially independent of the Bidder in any other business or accounting relationship.

This RFP does not constitute an offer by National Grid to enter into a contract, nor does any response to this RFP constitute an acceptance of an offer, nor does any response to this RFP bind National Grid in any way. This document shall not be construed as a request or authorization to perform work at National Grid's expense. Any work performed by a Bidder in connection with evaluating and responding to the RFP and, if selected, negotiating a definitive Agreement will be at the Bidder's own discretion and expense. This RFP does not represent a commitment to purchase or lease. National Grid reserves the right to reject any and all proposals at its absolute discretion. Submission of a bid constitutes acknowledgment that the Bidder has read and agrees to be bound by such terms. The information in this document will enable the recipient to formulate a proposal to meet the workload requirements as described in this RFP.

6.0 PRICING

Bidders must provide a "Not to Exceed" time and materials proposal for the execution of the work as described in Attachment 2 - Scope of Work. The proposal costs should be the Bidder's best estimate based on its review of the Scope of Work. Labor costs and other direct costs should be presented separately, as follows:

- By Task: Labor hours, hourly rates and job titles for all personnel (including all subcontractors)
- By Task: Administration and Overhead Costs (if not included in labor costs)
- By Task: Direct costs and expenses
- By Task: Subcontractor costs, if any

All pricing must be submitted on the Project Cost Estimate Bid Form (Bid Form) included as Attachment 3 to this RFP. The form must be completed in its entirety and submitted in order for the bid to be considered. Additional pricing details may supplement the Bid Form if desired. Bidders should identify on the Bid Form if a payment discount for early invoice payment (e.g. 2% 15, Net 30) is offered. Discounts will be factored into the evaluation of the bids and their acceptance is at National Grid's option.

If a bidder chooses not to use the Bid Form and provide all prices listed above, the Company will exclude this bidder from further consideration regarding this Request for Proposal.

7.0 PAYMENT FOR SERVICES and INVOICING

No up-front payments will be made to vendors. Invoices shall be submitted to National Grid on a monthly basis. A minimum 10% of the total invoice amount may be retained until the final project is completed and accepted by National Grid. Bidder should identify on the **Attachment 3 RFP Bid Form**, if a payment discount for early invoice payment (e.g. 2% 15, Net 30) is offered. Discounts will be factored into the evaluation of the bids and their acceptance is at National Grid's option.

8.0 PROPOSALS SUBMISSION

National Grid is using an electronic software package called Ariba. Ariba sourcing is an internet application designed to facilitate the collection of business information. All of the relevant RFP information including: Scope of Work, Terms & Conditions and other required documents are contained in this electronic RFP. You are required to submit your proposal response via Ariba, as well as send two hard copies of your proposal. For more information about Ariba, you may refer to their website at www.ariba.com.

Bidders are invited to prepare a detailed response to this proposal. This response should address all the requirements outlined in the Scope of Work, as well as any additional strategies. After review, National Grid may invite Bidders in to present examples of the firm's work that demonstrates their capabilities, as well as to provide more details on their plans and budget. Following the proposal review and any requested presentations, National Grid will select a company to provide these services.

9.0 EXCEPTIONS AND CLARIFICATIONS

- 10.1 The Consultant agrees to all the provisions contained in this RFP and all enclosed Bid Documents unless exceptions are specifically and clearly listed in the Consultant's proposal. All exceptions must be listed separately as either commercial or technical in nature and specifically identified as EXCEPTIONS. Any exceptions submitted by Consultant does not constitute acceptance by any National Grid.
- 10.2 Consultants preprinted terms and conditions are not considered specific conditions and are considered null and void in their entirety. The Consultant's proposal will be considered as being in full conformance with all documents, specifications, and commercial terms included in this RFP unless specific exceptions or clarifications are separately stated and identified in the bid submittal.
- 10.3 All material submitted, produced, data collected, reports, designs and documentation will become the exclusive property of National Grid at the end of the contract. The Consultant may not share program materials, customer data, industry or program participant contact information, etc. unless explicitly authorized to do so.
- 10.4 Should a Consultant find any ambiguity, discrepancy or omission in the RFP, or should the Consultant have any questions, the Consultant shall notify National Grid through Ariba to afford the National Grid the opportunity to send any instructions or interpretations to other Consultants who have received an Invitation to Bid.

10.0 NOTICE OF INTENT TO DECLINE

If the Consultant declines to submit a proposal, all RFP documents must be deleted and/or destroyed and a message in Ariba must be submitted to National Grid with a brief explanation as to why your bid will not be submitted.

11.0 PRE-BID INFORMATIONAL MEETING

There is no Bidder's conference (pre-bid meeting) planned or required for this RFP.

12.0 COMMUNICATIONS AND FORM OF RESPONSE

- 12.1. During the RFP process, all questions **must be submitted via Ariba before January 5, 2011 5:00 PM EDT**. Answers to Bidder's inquiries will be distributed within a 48 hours period through Ariba. In order to ensure fairness, until the time an award is made, Bidders shall have no direct communication regarding this RFP with any personnel within National Grid. Failure to comply with these communications guidelines may disqualify the Bidder from further consideration.
- 12.2 Bidder's proposal **MUST** include two **separate VOLUMES**. Volume I must address all commercial issues, while Volume II must address all technical requirements. Volumes I and II shall not be bound or otherwise joined together. **VOLUME II MUST NOT CONTAIN ANY COST OR PRICE INFORMATION**. The organization of the cost proposal **MUST** conform to the organization enumerated in **Attachment 3, Cost Estimate Bid Form**.
- 12.3 With the exception of sample reports and staff resumes, proposals must not exceed thirty pages.
- 12.4 A complete proposal must be sent via Ariba NO LATER THAN 5pm, January 14, 2011 at the following address:

John Spring
National Grid
Global Procurement
40 Sylvan Rd
Waltham, MA 02451

Note: In the event of problems with Ariba in loading bids, National Grid reserves the right to extend the bidding due date time only to the extent the problem was fixed by Ariba.

PLEASE NOTE THAT PROPOSALS MAY NOT BE SUBMITTED VIA FAX UNDER ANY CIRCUMSTANCES.

13.0 PROPOSAL FORMAT

13.1 **Volume I: Commercial Proposal**

- 13.1.1 Commercial Exceptions: This section of the proposal **MUST** state clearly any exceptions which are being taken to the commercial requirements of this RFP. Exceptions must state what the exception is, the reason for the exception and proposed alternatives, and be organized sequentially in accordance with the organization of the RFP. Commercial exceptions **MUST** be clearly defined only in this section of the proposal. Bidder's preprinted terms and conditions are not considered specific conditions and are considered null and void in their entirety. The Bidder's proposal will be considered as being in full conformance with all documents, specifications, and commercial terms included in this RFP, unless specific exceptions or clarifications are separately stated and identified in the bid submittal.
- 13.1.2 All proposals must be properly dated and executed by an authorized representative of the Bidder's organization. Failure to provide the required hard copy and electronic version of the proposal or all required information may result in rejection of the proposal.
- 13.1.3 Bid security procedures requires that bid information shall not to be shared with, or provided to, any employee, or any other outside firm prior to award of contract(s).
- 13.1.4 All responses to this RFP, whether or not in compliance with the terms of this RFP, shall be considered unconditional offers by the Bidder, which, if accepted, shall create a binding obligation upon the Bidder. Any limited duration offers shall be explicitly noted.

- 13.1.5 Bidders should identify if a payment discount for early invoice payment (e.g. 2% 15, Net 30) is offered or not. Discounts will be factored into the evaluation of the bids and their acceptance is at National Grid's option.
- 13.1.6 EEOC Compliance: If not previously submitted, please provide a statement that your company is in compliance with EEOC requirements.
- 13.1.7 Insurance Certificate(s): Include with your Bid a Certificate(s) of Insurance evidencing compliance with at least the minimum levels of insurance required in Section 11.0 Insurance of National Grid Terms & Conditions, which is contained in this document. If you are awarded the work, you will be required to submit certificates identifying them as an additional insured and complying with their insurance levels.
- 13.1.8 All Bidders must conform to National Grid's Background Check policy as specified in Ariba.
- 13.1.9 Vendor Information: Bidder shall provide a letter of introduction and a statement of qualifications, which details the Bidder's experience, especially with evaluating low income utility rates and programs. The Bidder's statements should emphasize their (1) knowledge and understanding of low income utility rates and programs and (2) the requirements of this RFP. In addition, provide a description of the legal status of respondent (e.g., sole proprietorship, partnership, limited partnership, joint venture, or corporation) and state of residency. Some of the other key points are as follows:
- A. General description of all the services and products your company offers with a brief description of its general history.
 - B. Discussion of the companies staff to be assigned, and how they will be organized to deliver the services requested in the most efficient and expedient manner. Include a brief discussion of your firm's internal quality control and review procedures.
 - C. Include a list of other similar services contracts in force nationally.
 - D. Provide the name, title, and contact information for three (3) references familiar with respondent's business organization, finances and operational style. Provide resumes of key individuals in the firm providing the services requested.

13.2 Volume II - Technical Proposal

The Supplier's technical proposal, addressing all technical requirements **MUST** be included in this section. **THIS VOLUME MAY NOT INCLUDE ANY COST OR PRICING INFORMATION.** In addition to the Supplier's technical proposal, the following items must be addressed, in the order listed:

13.2.1 Title Page: This section of the proposal should include a title page, which identifies the RFP Title, vendor's name and the volume.

13.2.2 Table of Contents: The vendor's proposal should include a Table of Contents, which lists the titles and page numbers for each major topic and sub-topic.

13.2.3 Executive Summary: This section should include a summary of the key points and highlights of the vendor's response.

13.2.4 Technical Requirements: This section of the proposal must include a completed copy of the Technical Response with responses provided to each of the requirements. Every item should have a response, including any exceptions. Bidders should also include a description of all assumptions used to develop their response to this RFP.

14.0 TERMS AND CONDITIONS and SPECIMEN AGREEMENT

- The successful Bidder's services shall be provided in accordance with **Attachment 4** - National Grid Terms & Conditions for Consulting Services, Document 00400 (rev.2 6/25/09).

15.0 SAFETY, ENVIRONMENTAL and BACKGROUND CHECK REQUIREMENTS

National Grid's commercial requirements are as follows:

- Contractor Safety Requirements dated 10/31/08 (**Attachment 5**)
 - You are required to fill out the Safety form in the RFP and submit it with your proposal.
- Contractor Environmental Requirements dated 12/15/09 (**Attachment 6**)
- Contractor Employee Background Check Requirements Level 2 dated 4/02/09 (**Attachment 7**)
 - You are required to fill out the background Check form in the RFP and return it with your proposal.

16.0 SUMMARY RFP DOCUMENTS

This RFP is comprised of the following documents:

- **Attachment 1:** - Information and Instructions for Consultants
- **Attachment 2:** - Scope of Services
- **Attachment 3:** - RFP Bid Form
- **Attachment 4:** - National Grid Terms & Conditions for Consulting Services, Document 0400 (06/25/09)
- **Attachment 5:** - National Grid Contractor Safety Requirements (10/31/08)
- **Attachment 6:** - National Grid Environmental Requirements (12/15/09)
- **Attachment 7:** - National Grid Background Check Requirements for Contracted Service Providers - Contractor Employee Background Checks Level 2, (4/02/09)

17.0 SCHEDULE

The following dates are critical to this RFP.

- | | |
|---|---|
| • Request for Proposal Issued via Ariba | December 14, 2010 |
| • Last Date for Questions from Bidders | January 5, 2011 @ 5:00 p.m. EST |
| • Q&A to Bidders | January 7, 2011 |
| • Proposals Due via Ariba | January 14 , 2011 @ 5:00 p.m. EDT via Ariba |
| • Contract Awarded | TBD |
| • Kick-off Meeting | TBD-as soon as conveniently possible after the selection of contractor. |

Attachment 1
Scope of Work

Third Party Contractor to Perform Study of the Low Income Discount Rate Program and On-Track Program

Pursuant to a New York Public Service Commission (“Commission”) order dated December 21, 2007 in Case 06-G-1186 (“Rate Plan Order”), KeySpan Gas East Corporation d/b/a National Grid (“National Grid –LI”) offers a low income rate to eligible customers through its Low Income Discount Program. Residential non-heating customers receive a \$2.50 discount from the monthly minimum charge, and residential heating customers are offered a \$9.50 discount from the monthly minimum charge. For heating customers, National Grid-LI also offers a seasonal winter discount (November through April) of approximately 44% off of the second rate block (4-50 Therms). The Low Income Discount Program became available at the beginning of Rate Year 1 (January 1, 2008) for qualifying residential heating and non-heating gas customers. Eligible customers are those who participate in the following programs: Home Energy Assistance Program (HEAP), Temporary Assistance for Needy Families, Safety Net Assistance, Supplemental Security Income (SSI), Food Stamps, Medicaid, Child Health Plus, and Veteran’s Disability Pension/Veteran’s Surviving Spouse Pension, as well as customers admitted to National Grid-LI’s “On-Track” arrears forgiveness program. On-Track program participants, HEAP recipients and participants in any of the above programs whose utility bills are paid via direct vouchers from a social services agency are automatically enrolled in the Low Income Discount Program. All others must submit an application along with documentation that they receive one of the qualifying benefits.

In an order dated October 15, 2010, the Commission directed National Grid-LI to retain a third-party to conduct an evaluation/study of National Grid-LI’s Low Income Discount Program and On-Track Program. Specifically, this evaluation must address the following:

1. Is the appropriate population being served?
 - a. What are the characteristics that define the population?
 - i. What portion of participating households include
 1. All children under 18?
 2. A person over 62?

- ii. What portion of participating households include
 - 1. A person holding a job full time or part time?
 - 2. More than one person holding a job either full time or part time?
- iii. What portion of the program population owns their own home?
- iv. What portion of the program population rents?
- v. What is the length of time the participating household has been at their current address?
- vi. Does the program participant have a credit card?
- vii. Does the program participant have continuing credit card debt?
- viii. When and in what amounts in the last five years has the program participant paid :
 - 1. A reconnection fee
 - 2. A late payment charge
 - 3. A deposit
- ix. What are the energy efficiency characteristics of the housing used by participating households?
 - 1. Has there been an energy audit for the housing?
 - 2. Is there adequate sidewall insulation?
 - 3. Is there an energy efficient furnace?
- b. What portion of this population is receiving energy efficiency benefits under the program?

2. What is the impact of the KEDLI low income programs on reducing participant energy cost burdens?
 - a. What would be a typical household budget and/or what would be an estimate for the typical energy burden for a KEDLI low income discount rate non-heating and heating customer?
3. How effective is the program in avoiding terminations?
4. For what length of time do customers participate in the program?
5. For what reasons do customers participation in the program end?
6. Is the program effective in leveraging other types of assistance?
 - a. HEAP
 - i. How often and in what amounts has the program participant received regular and/or emergency HEAP benefits?
 - b. Weatherization
 - c. NYSERDA Programs
 - d. Fuel Funds
7. Are participants also utilizing other (non-energy related) forms of assistance available to them?
 - a. Food Stamps
 - b. Telephone lifeline
 - c. School lunch programs
 - d. Job training
 - e. Credit or household finance counseling
 - f. Low income housing or housing subsidy programs

- g. DSS programs for transportation assistance, child care, adult care, etc.
- 8. Are there measurable impacts on utility collection costs?
- 9. Can the program be made more cost-effective?
- 10. Is the program sufficiently funded?
- 11. Approximately what percentage of the target population is being reached?"

Information gathered will be based on the ability to extract information from National Grids Customer Service System and confidentiality laws.

PROJECT COST ESTIMATE BID FORM

Billing Category	Hourly Billing Rate	Task 1		Task 2		Task 3		Task 4		Total Labor Hours	Total Cost
		Develop Measurement & Evaluation Plans		Site Visit/Case Study/Evaluation		Data Gathering and Analysis		Report Writing & Followup			
		Hours	Cost	Hours	Cost	Hours	Cost	Hours	Cost		
Personnel											
<u>Sample Titles</u>	<u>Name</u>										
Principal											
Consultant											
Senior Professional											
Staff Professional											
Professional											
Senior Technician											
Technician											
Senior staff											
Office Support											
Total Hours											
Total Labor Cost											
Other Direct Costs											
Telephone and Fax											
Reproduction											
Delivery Service											
Travel											
Field Equipment and Supplies											
Total Other Direct Costs											
Subcontractor Costs											
Total Subcontractor Costs											
Total Estimated Costs											

Describe any Early Payment Discount Offered: _____

Bidder Company Name: _____

Completed By: _____

Title: _____

Signature: _____

Date: _____

Organization Name	Contact Name
APPRISE Incorporated	David Carroll
ASW	David Wylie
AUS Marketing Research Systems Inc. dba "ICR"	Robert J. Thomas
Acadia Consulting Group	Don Keinz
Andelman & Lelek	Mike Andelman
Applied Energy Group	Michael Marks
Applied Proactive Technologies Inc	Seth Snell
B2Q Associates, Inc.	Paul Banks
CDH Energy Corp	Hugh Henderson
Cadmus Group, Inc	JP Christy
Cadmus Group, Inc	David Beavers
Christensen Associates	Steve Braithwait
Concentric Energy Advisors	Michael Adams
Concentric Energy Advisors	Melissa Bartos
Connecticut InFocus	Joanie Krasusky
DMI Inc.	Alec Stevens
Dethman & Associates	Linda Dethman
Dorothy Conant	Dorothy Conant
ECO Northwest	Steve Grover
Econoler USA	Michele Calderon
Econsult Corporation	Stephin Mullin
Ecos	Mark Henderson
Energy Market Innovations, Inc.	Jennifer Holmes
Energy Resource Solutions, Inc	Gary Epstein
GDS Associates	Scott Albert
Grimason Associates	Dave Grimason
Itron Inc	John Cavalli
Johnson Consulting Group	Katherine Johnson
KEMA Services	Curt Pucket
Lexicon Energy	Sharon Jones
M. Blasnik and Associates	Michael Blasnik
Malcolm Pirine	Kurt Blemel
Navigant Consulting	Stephen Pinkerton
Nexant	Salil Gogte
Nexus Market Research	Lynn Hoefgen
Opinion Dynamics Corp	Scott Dimetrosky
Opinion Dynamics Corp	Brad Kates
PA Consulting Group	Pam Rathbun
PA Consulting Group	Carol Sabo
Research Into Action	Jane S. Peters, Ph.D.
SBW Consulting, Inc.	Marc Schuldt
SERA	Lisa Skumatz
Sebesta Blomberg & Associates	Abbe Bjorklund
Summit Blue	Kevin Cooney
TecMarket Works	Johma Roth
UTS Energy Engineering	Jim Guertin