

1 **Q. (Reference Application, 2023 Capital Budget Overview, Appendix E, pages 4**
 2 **and 5) It is stated "Five proposals were received from vendors for**
 3 **implementation services. The proposals were evaluated against criteria to**
 4 **determine which vendors demonstrated the experience, skills and resources**
 5 **necessary to execute the project, followed by an evaluation of proposed costs.**
 6 **Based on the evaluation, Ernst and Young LLP ("EY") was selected as the least-**
 7 **cost solution that met the necessary requirements." Please provide a table**
 8 **summarizing the names of the vendors, cost, and rating according to the**
 9 **selection criteria.**

10
 11 A. As noted in the Request for Information, five proposals were received from vendors
 12 seeking to provide implementation services for Newfoundland Power's new Customer
 13 Information System ("CIS"), which will use Oracle C2M software.¹ The five proposals
 14 were received from Ernst and Young LLP, [REDACTED], [REDACTED], [REDACTED]
 15 [REDACTED] and [REDACTED].

16
 17 As part of the Request for Proposals ("RFP") process, vendors were required to meet
 18 qualifying criteria to demonstrate they had the necessary experience, skills and
 19 resources to effectively execute the project. The qualifying criteria were developed by
 20 Gartner Inc., an independent consultant that was contracted to serve as the
 21 procurement advisor for the project.

22 Specifically, vendors were required to demonstrate:

- 23
 24
 25 (i) Experience with implementing the selected software solution, Oracle C2M, for a
 26 North American electric utility with a customer base comparable to
 27 Newfoundland Power since 2016;
 28
 29 (ii) Adequate skills and resourcing, including multiple references from previous
 30 projects, established tools and knowledge for project execution, and a project
 31 team with a demonstrated history of executing similar projects; and
 32
 33 (iii) An understanding of Newfoundland Power's requirements, as articulated in the
 34 RFP, and a detailed plan to execute those requirements within the required
 35 timelines.

36
 37 The proposals of vendors, [REDACTED], [REDACTED] and [REDACTED]
 38 [REDACTED], did not demonstrate the required experience with executing similar projects
 39 and/or adequate resourcing plans. As a result, these proposals did not qualify for
 40 further consideration.²

¹ A separate competitive procurement process was completed to identify and select a software solution prior to seeking implementation services.

² These vendors did not demonstrate experience executing Oracle C2M projects for a utility comparable to Newfoundland Power, did not provide successful references for past projects, and/or did not demonstrate that the required resourcing levels could be maintained over the duration of the project.

1 Detailed proposal evaluations, including oral presentations, were completed with the
 2 remaining two vendors to assess their proposed approaches to executing the project.
 3 The criteria applied in evaluating the proposals were: (i) project team experience and
 4 staffing, including resumes of key project personnel; (ii) understanding of the utility
 5 industry and associated requirements for implementing Oracle C2M; (iii) appropriate
 6 project support, including governance structures and project management services; and
 7 (iv) proposed implementation approach and methodology. Proposed project costs were
 8 also evaluated once the scoring was complete.

9
 10 Table 1 summarizes the evaluation scores and proposed costs for the two vendors that
 11 demonstrated the ability to execute the CIS project.

Table 1 Newfoundland Power CIS Vendor Evaluation		
	Score (Max. of 9)	Proposed Cost (000s) ³
Ernst and Young LLP	█	█
█	█	█

12 Of the two vendors that met the qualifying criteria, Ernst and Young LLP was evaluated
 13 to have the highest ranked proposal. Ernst and Young LLP’s score reflected, among
 14 other factors, a team with successful experience implementing Oracle C2M projects, a
 15 comprehensive set of tools to execute the project (e.g. established online training
 16 solution), and a strong approach to project oversight and quality assurance. Ernst and
 17 Young LLP’s proposal was also the lowest cost of the two qualifying proposals.

18
 19 Based on this assessment, Ernst and Young LLP was selected as the vendor with the
 20 lowest cost and highest qualified proposal to execute Newfoundland Power’s CIS project.

³ Table 1 reflects vendors’ proposed costs. Actual costs for the selected vendor to be subject to detailed contract negotiations.