

April 29, 2024	Questions received
Section Referencing	Question
IV.1	<p>Question: Under the "Program Design" scope, would the Authority anticipate strategic analysis such as: (1) market gap analysis to identify areas of market demand and inform financial assistance product structuring, and (2) tax credit analysis to support development of financial assistance products that aim to enhance the federal tax credit and best leverage GGRF funds deployed? If so, can you confirm specific areas of focus for strategic analysis?</p> <p>Answer: (1) Considering the mandate to focus on low income and disadvantaged communities, the market demographic that must be focused on is already identified. A gap analysis may only be necessary if sufficient demand does not present itself within that demographic. (2) We anticipate tax credits to be a part of any financing package to maximize the savings for any program participant. The primary areas of focus continue to be residential solar, multi-family and residential serving community solar.</p>
III	<p>Question: In the "Purpose" section, the RFP states "The selected vendor may be invited to support any new or existing program to provide technical services as needed." Can you please provide (1) a list of the existing programs referenced in this statement and (2) example[s] of the technical services referenced in this statement?</p> <p>Answer: (1) For the purposes of this RFP, existing programs would be considered the Solar for All and National Clean Investment Fund (2) Technical services could mean anything from vetting solar installers to providing assistance with vendor selection for additional specialty services.</p>
IV.1.C	<p>Question: Under the "Program Design" scope, "Centralized Website Platform", the RFP is requesting "the vendor develop a centralized website platform for Missouri's energy infrastructure needs." Could you please clarify which party will be responsible for the web hosting services? Will the vendor be expected to provide the hosting solution as part of their development package, or is the state planning to procure hosting services separately to support the online platform?</p> <p>Answer: Currently, we anticipate web hosting services will remain with the state once the platform is created. If the complexity of the site is beyond the capacity of state support, then procuring a third party may be necessary for ongoing support.</p>
IV.1.C	<p>Question: Could you please clarify if the Authority will be providing level-1 end user platform support (initial support ticket entry and triage) or if that is expected of the vendor?</p> <p>Answer: Similar to web hosting services, we anticipate providing the initial level -1 support. If the complexity is beyond the resources provided by the state, then procuring a third party may be necessary for ongoing support.</p>
IV.1.C.i	<p>Question: Could you please clarify how the expected number of users by stakeholder group?</p>

	Answer: At this time, we do not have an estimate of the number of users by stakeholder group.
IV.1.C.ii	Question: Could you please clarify how quantity of programs by program types (loans, grants, etc.) that would need to be delivered within the scope of work? Answer: The list of funding or assistance opportunities for participants would be in the range of 6 to 10. This could include a combination of low-interest loans, forgivable loans, tax credits, or rebates.
IV.1.C.ii	Question: Could you please clarify any data migration of active or historical information into the platform is expected within the scope of work? Answer: At this time, no historic data migration is anticipated.
IV.1.C.iv	Question: Could you please clarify which systems are expected to be integrated to the platform within the scope of work? Answer: This would be an inventory of education, training and workforce training opportunities that are currently available throughout the state. Details of the program and contact information will be available for those interested. If additional programs are created through Solar for All funding, they would be added to the list of opportunities.
CCsSS	Question: What, if any, data and reporting requirements will be required to demonstrate long-term impact and reduction of GHG among project portfolio? Answer: A final list of reporting requirements has not yet been provided. However, please refer to 20 through 23 of the Solar for All Notice of Funding Opportunity for examples of outputs, outcomes and performance measures that will be expected.
VIII	Question: In responding to questions on the solicitation, will the Authority consider responding to questions on a rolling basis (i.e. between May 3rd and May 10th) to provide key responses as early as possible therefore providing proposers as much time as possible to develop strategies responsive to the Authority's true needs? Answer: No. All questions are due by 5:00 on May 3, 2024.
May 3, 2024	Questions received
Section Referencing	Question
Capabilities	Question: What types of financing products do you offer as part of the SFA program (e.g., loans, subgrants, rebates, subsidies, other incentive payments)? Answer: No financing products are currently offered as part of the SFA program.
Capabilities	Question: Have the financing products already been defined or are you looking for the vendor to perform a market needs assessment and/or design the products? Answer: We are looking for the vendor to perform a market needs assessment and design the product. Potential funding assistance

	<i>opportunities include a combination of low-interest loans, forgivable loans, tax credits, or rebates.</i>
Capabilities	<p>Question: Who are the customers of the financial products? (e.g., business/commercial, sole proprietor, residential, owners, landlords, tenants)?</p> <p>Answer: <i>The Authority is looking to deploy financing for a wide variety of customers to include residential, multi-family housing, local governments, businesses, municipal utilities, and investor-owned utilities.</i></p>
Capabilities	<p>Question: Are loans/subgrants subject to Fair Lending Laws? CFPB section 1071? Other regulations?</p> <p>Answer: <i>At this time, it is not clear whether the Authority would qualify as a financial institution as defined in Section 1071. We expect this to be determined as part of the program design.</i></p>
Capabilities	<p>Question: Will a real estate loan place a lien on the property?</p> <p>Answer: <i>We do not anticipate using a lien structure for any individual residential projects.</i></p>
Capabilities	<p>Question: The RFP references decisioning capabilities such as instant approval capabilities and manual underwriting reviews. To what extent are you also looking for the platform (or vendor) to support other underwriting components – e.g., financial analysis/spreading, BSA/AML requirements, loan document preparation, booking?</p> <p>Answer: <i>Depending on the product offered, the vendor may be involved in all aspects of underwriting. This will be determined with input from the chosen vendor as part of program design.</i></p>
Capabilities	<p>Question: To what extent are you looking for support with servicing capabilities – e.g., collateral due diligence, document imaging, signature verification, statement/notice generation, bankruptcy, default?</p> <p>Answer: <i>Assistance with the development of all elements required to implement a loan program will be considered.</i></p>
Capabilities	<p>Question: What are the potential implications to the borrower on default of loan?</p> <p>Answer: <i>Default terms will need to be defined as part of the program build-out.</i></p>
Capabilities	<p>Question: What are the potential implications to the borrower/grantee on misuse of funds?</p> <p>Answer: <i>Implications to misuse of funds will need to be defined as part of the program build-out. In any case of willful misuse of funds, provisions should be included to allow for the claw back of any assistance.</i></p>
Capabilities	<p>Question: To what extent will the platform need to support GGRF and SFA program administration components – e.g., EPA reporting, qualified project due diligence, impact review/measurement, Justice40 monitoring?</p> <p>Answer: <i>The platform will need to support all aspects of GGRF and SFA program administration components.</i></p>
Capabilities	<p>Question: In addition to GGRF programs (SFA and NCIF), how many programs do you anticipate utilizing the platform?</p>

	Answer: <i>Initially, the platform will only support GGRF programs; however, the ability to add-on programs in the future, while not a requirement for the RFP, would be viewed favorably.</i>
Implementation	Question
Implementation	Question: Should the scope include tax structures and mechanics as alternative forms of financing and levers to maximize the economics of financing structures? Answer: <i>We are open to all options to provide the lowest cost of capital for each project and to maximize funds available for qualified projects.</i>
Implementation	Question: What is the target level for accessibility for the customer/partner portals and communications – e.g., Web Content Accessibility Guidelines (WCAG) level A, AA, AAA? What is the target level of accessibility for the operations portal? Answer: <i>The State of Missouri is committed to making Missouri websites, documents, applications and services accessible to all. Content should be compatible with common adaptive technologies as outlined in the State of Missouri's Accessibility Standard, which is based on Section 508 of the Rehabilitation Act (as amended) and Web Content Accessibility Guidelines 2.0.</i>
Implementation	Question: What languages should the customer/partner portals and communications support? What languages should the operations portal support? Answer: <i>Undetermined. This will be better informed after interaction with stakeholders and local partners.</i>
Implementation	Question: Are you looking for the vendor to host the platform? Answer: <i>Currently, we anticipate web hosting services will remain with the state once the platform is created. If the complexity of the site is beyond the capacity of state support, then procuring the vendor or a third party may be necessary for ongoing support.</i>
Implementation	Question: What is the anticipated number of concurrent users for the portals? Answer: <i>At this time, we do not have an estimate of the number of users.</i>
Implementation	Question: What is the retention period for the data and documents? Answer: <i>Minimum retention of 5 years. For loan documents minimum of 5 years post payoff or termination.</i>
Implementation	Question: What are the resiliency requirements – e.g., RTO/RPO Answer: <i>The initial target RTO would be 8 hours. (I think this is right since you are talking about time)</i>
Implementation	Question: What level of production support are you looking for from the vendor – e.g., 24x7x365; SLAs/SLOs; level 1: first line, level 2: technical support, level 3: expert support, level 4+ defect resolution and enhancements? Answer: <i>During design and rollout, the vendor would be expected to provide expert level support for any defect resolution and necessary enhancements.</i>

Implementation	<p>Question: Are you looking for the platform to support Identity and Access Management (IAM), Federated Identity Management and/or SSO for customer/partner portals? Operations portal?</p> <p>Answer: <i>This will be determined with input from the chosen vendor as part of program design.</i></p>
Implementation	<p>Question: What are the anticipated state and federal systems the platform will need to integrate?</p> <p>Answer: <i>At this time, there are no other systems to be integrated.</i></p>
Implementation	<p>Question: Are their (sic) key technical / architecture / hosting considerations? What level of technology oversight / design authority do you envision?</p> <p>Answer: <i>This will be determined with input from the chosen vendor as part of program design.</i></p>
Implementation	<p>Question: Are there vendor products you are considering?</p> <p>Answer: <i>None have been considered at this time.</i></p>
C.viii	<p>Question: Will the centralized web platform need to incorporate payment processing? Will payments need to go through SAM II or will they be handled through our system?</p> <p>Answer: Yes, the centralized web platform will need to incorporate payment processing. It is anticipated that payments will be handled through the centralized web platform and will not need to go through SAM II.</p>
	<p>Question: Will the Authority allow for offshore project team members?</p> <p>Answer: Yes.</p>
	<p>Question: What are the Authority's support or operate & maintain requirements and service level agreement?</p> <p>Answer: During design and rollout, the vendor would be expected to provide expert level support for any defect resolution and necessary enhancements.</p>
	<p>Question: What is the operate & maintain period or number of years?</p> <p>Answer: Initial design and rollout is expected year 1 and on-going support is expected throughout the EPA program period of up to five years.</p>
	<p>Question: How many external (public) and internal (Authority) users will the system need to support?</p> <p>Answer: At this time we do not have an estimate of the number of users.</p>
III Purpose.	<p>Question: Are there Authority service level or performance requirements for the technology system or the day-to-day tasks?</p> <p>Answer: The majority of the performance requirements will be for the technology system; however, there may be certain day-to-day tasks associated with the system that may require assistance.</p>
C.vii	<p>Question: Will functionality for decisioning capabilities need to be different for different types of customers (i.e. variable yet simultaneous underwriting criteria based on customer type)?</p> <p>Answer: Yes, based on customer type, it is likely the functionality for decisioning capabilities would be variable.</p>

C.viii	<p>Question: Can the authority confirm expected reporting functionality under “User Management and Portals” is specific to external dashboard reporting and not generation of actual financial and performance reports for submission to EPA?</p> <p>Answer: To be clear, the portal will ultimately need to be capable of generating both external dashboard reporting and any reporting as required by EPA.</p>
1.b	<p>Question: Does the authority consider any project design verification or construction oversight activities part of the scope of stakeholder engagement?</p> <p>Answer: No, activities related to specific projects will not be included.</p>
1.c.vi	<p>Question: Does the authority require the feedback forum to be a one-way consumption of data from external parties and stakeholders? Or does the authority expect all feedback data consumed to be addressed by the system/technical assistance resources?</p> <p>Answer: The feedback forum is intended to be one-way, and will serve as a source to collect data for continual improvement which will be evaluated by the Authority for any further action.</p>
	<p>Question: If the proposed solution is comprised of the development of a “front-end” website and commercially available software for the business applications, will an exception to Authority ownership of “computer code” be granted?’</p> <p>Answer: The pros and cons of the scenario would have to be examined along with input from the consultant before a decision to provide an exception could be made.</p>
	<p>Question: Does EIERA have an anticipated partner for loan servicing and/or payment authorization?</p> <p>Answer: No partners have been identified at this time.</p>