# SECOND AMENDATORY AGREEMENT

This **SECOND AMENDATORY AGREEMENT** is made between the **CITY AND COUNTY OF DENVER**, a home rule and municipal corporation of the State of Colorado (the "City") and **TOUCHSTONE IQ LLC**, a Colorado limited liability company, (f/k/a Overlay, LLC), whose address is 1635 Blake Street, Denver, Colorado 80202 (the "Consultant"), jointly ("the Parties").

**RECITALS:**

**A.** The Parties entered into an Agreement dated January 3, 2022, and an Amendatory Agreement dated November 30, 2022 (collectively, the "Agreement") to perform, and complete all of the services and produce all the deliverables set forth on Exhibit A, the Scope of Work, to the City's satisfaction.

**B.** The Parties wish to amend the Agreement to increase the maximum contract amount, amend the scope of work and amend the budget.

**NOW THEREFORE**, in consideration of the premises and the Parties' mutual covenants and obligations, the Parties agree as follows:

1. Section 4 of the Agreement entitled "**COMPENSATION AND PAYMENT:**" Subsection d. (1) entitled "**Maximum Contract Amount:**" is hereby deleted in its entirety and replaced with:

"**d.** **Maximum Contract Amount**:

(1) Notwithstanding any other provision of the Agreement, the City's maximum payment obligation will not exceed **ONE MILLION SIX HUNDRED ONE THOUSAND NINE HUNDRED FIFTY DOLLARS AND NO CENTS ($1,601,950.00)** (the "Maximum Contract Amount"). The City is not obligated to execute an Agreement or any amendments for any further services, including any services performed by Consultant beyond that specifically described in **Exhibit A**. Any services performed beyond those in **Exhibit A** are performed at Consultant's risk and without authorization under the Agreement.**"**

2. All references in the original Agreement to **Exhibit A** now refer to **Exhibit A** and **Exhibit A-1. Exhibit A-1** is attached and incorporated by reference herein**.**

3. All references in the original Agreement to **Exhibit B** now refer to **Exhibit B** and **Exhibit B-1. Exhibit B-1** is attached and incorporated by reference herein.

4. As herein amended, the Agreement is affirmed and ratified in each and every particular.

5. This Second Amendatory Agreement will not be effective or binding on the City until it has been fully executed by all required signatories of the City and County of Denver, and if required by Charter, approved by the City Council.

**[THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK.]**

**Contract Control Number:** CASR-202265552-02/ 202160618-02
**Contractor Name:** Touchstone IQ LLC

IN WITNESS WHEREOF, the parties have set their hands and affixed their seals at Denver, Colorado as of:

**SEAL**

**CITY AND COUNTY OF DENVER:**

**ATTEST:**

By: ______________________________

______________________________

**APPROVED AS TO FORM:**

Attorney for the City and County of Denver

By: ______________________________

**REGISTERED AND COUNTERSIGNED:**

By: ______________________________

By: ______________________________

**Contract Control Number:** CASR-202265552-02 / 202160618-02
**Contractor Name:** Touchstone IQ LLC

DocuSigned by:

By: ______________________________

26877737ABCD4D4...

Name: Jonathan Dierking
(please print)

Title: CEO
(please print)

ATTEST: [if required]

By: ______________________________

Name: ______________________________
(please print)

Title: ______________________________
(please print)

# Exhibit A-1

# Scope of Work

## TASK 1: ENERGIZE DENVER RESOURCE HUB

### Sub Task 1: Energize Denver Resource Hub – Help Center Management: Benchmarking and Building Performance Requirements

The Help Center represents the City in all communications around the benchmarking and building performance requirements ordinance and is the main point of contact for Building Owners and property managers required to benchmark their buildings. The purpose of the Help Center is to be a one-stop-shop for Building Owners to be able to successfully benchmark their buildings and allow the City to achieve 90% or higher compliance each year. The Help Center's role is also to provide general support to Building Owners that are covered by the performance requirements.

***Administration***

The Help Center team will continue to execute all help center functions utilizing the Touchstone IQ for Governments™ cloud-based Software-as-a-Service (SaaS) solution. The Help Center will be staffed with trained sustainability / benchmarking consultants from 9:00am – 5:00pm, Monday through Friday.

The Help Center will be regularly staffed by two sustainability consultants. Additional representatives will be added during peak periods, as needed.

All phone calls and emails received through the Help Center will be answered directly or responded to within 24-48 hours. Communications received at the end of the day on Friday or over the weekend will be responded to on Monday, at the latest.

Our Help Center staff will utilize screen sharing technology to easily identify submission issues and correct building owner problems in real-time. The team will continue to utilize our online scheduling system to setup one-on-one meeting with building owners. Our staff will also coordinate with local Utilities to facilitate auto utility data uploads, where possible. Help Center staff will serve as a Liaison between Building Owners and Xcel energy's benchmarking team and will be responsible for maintaining a healthy relationship with Xcel's benchmarking team.

All building owner communications will be tracked through the Touchstone Benchmarking platform for both emails and phone calls.

Help Center staff will continue to help set up the benchmarking program in the months leading up to the open date in March and help with closing the program in late summer. This includes prepping/updating resource materials, testing systems, uploading new assessor information, reaching out to service providers, and manually looking up condo information etc.

***Submission Management***

Help Center staff will receive, track, and manage all building owner compliance submissions. Submission approval, denial, and requests for additional information will be tracked by Help Center staff within the Touchstone software. Help Center staff will respond within 24-48 hours to all building owner exemption requests.

Submissions that do not pass the software quality control checks will automatically receive email notifications with information on the building's submissions issue and directions on how to resolve. A ticket is also automatically generated and assigned to a designated help center staff member. Help center staff will follow up with building owners whose submissions remain in the "Pending Resubmittal" status for over 2-weeks (2 – week response time can be adjusted by the City).

Compliance statuses will be provided publicly through the both the Touchstone Benchmarking map as well as the online building ID / status lookup tool.

***Data Management***

Help Center employees are responsible for maintaining the accuracy of the data within Touchstone. Help Center staff will continually update the data tracking system to reflect new building and/or owner data. As needed, Help Center staff will work with the City to assign new Denver Building IDs (DBID) for compliance tracking purposes. Twice a year, help center staff will compile data from the assessor department to identify newly constructed buildings and updated building owner contact information. Only new buildings and buildings with changes in ownership will be updated.
The assessor data will also have new buildings, new profiles with assigned DBIDs will need to be created for all new buildings. The Help Center will complete additional steps to identify new owners of condominiums by looking up individual condominiums on the Secretary of State website to manually retrieve ownership information.

The City has an initial covered buildings list that identifies all buildings that are required to comply with the benchmarking ordinance. Help Center staff will continue to update and refine this list and identify Building Owners associated with each building. Some parcels have multiple buildings on them and depending on how the buildings are metered and if they are connected or not, those multiple buildings will need to be added to the covered buildings list, associated with that parcel for compliance tracking purposes, and assigned their own DBID. The Help Center will help expand and improve upon the covered buildings list while helping owners understand if and when they need to comply.

***Performance Requirements***

Help Center staff will also be available via phone and email to provide general support for all buildings covered by the building performance policy. Staff may provide the following services:

- Sending compliance notifications to building owners informing them of the new policy, targets, deadlines etc.
- Assisting Building Owners in understanding their targets, deadlines, and options under the policy.
- Evaluating compliance statuses of buildings in relation to the Building Performance Policy
- Assisting in developing an alternate compliance path for building owners
- Reviewing alternate compliance path requests
- Managing and maintaining a buildings database

***Compliance Outreach***

Help Center staff will perform Outreach activities to help educate building owners on compliance requirements. This will include email blasts and direct phone calls. We will support direct mailings through the development of content and building address lists. Help center staff will be responsible for pulling mailing lists for the City to be used by a mailer to send paper notices to buildings and checking and ensuring the accuracy of each list that is pulled. Help Center staff are responsible for making necessary edits to email compliance notices, sending drafts for review to the City, sending test emails for review to the City, and sending out approved notices. It is expected that the City will cover all costs associated with direct mail printing and postage. Direct outreach activities will include the following tasks, at a minimum.

- Send monthly email compliance reminders at the start of the benchmarking season and move to bi-weekly email compliance reminders starting in May until the dataset closes.
- Send two formal compliance reminder notices each year
    - mail (mailer production and distribution costs to be covered by the City)
- Send one formal violation reminder notice each year for non-compliant building owners
    - Email and mail (mailer production and distribution costs to be covered by the City)
- If deemed necessary, after the compliance deadline help center staff will call non-compliant building owners.
    - If deemed necessary, a 2nd round of non-compliance calls will be made to building owners who have yet to submit 2 months after the submittal deadline.

The Consultant will target achieving a minimum compliance rate of 90%.

***Building Scorecards***
Post the close of the reporting data request, help center staff will manage the design and distribution of the annual building owner scorecard. This will include working with city staff on defining the scorecard metrics, (including the agreed-upon BPP metrics incorporated in 2022), building owner action items and recommendations.

Staff will utilize the Touchstone Benchmarking built-in scorecard development tool to update and customize the scorecard design. Scorecards will be distributed directly from the Touchstone Benchmarking platform through personalized emails as pdf attachments.

## Sub Task 2: Energize Denver Resource Hub – Material and Content Development for Benchmarking and Building Performance Policy

The Consultant will continue to develop materials and content for the Hub focused on both benchmarking and building performance requirements. The information will provide both generalized and customized BPP support to Denver community stakeholders. Benchmarking services provided with the current benchmarking Help Center will continue and expand to include BPP support.

***Training and Resources - Benchmarking***
The Consultant will provide presentation-style and interactive web-based and/or in-person trainings and help sessions. Staff will deliver one training per month for the three months prior to benchmarking submission deadlines, if deemed necessary by the City. We will look to coordinate, when possible, with representatives from Energy Star.

The Consultant will also continue to maintain and update resources for the benchmarking program including the on-demand video training series customized for the City’s reporting program, how-to videos, updated FAQs, and checklists, etc. Help Center staff will also maintain the Benchmarking Help Center Manual and associated communications templates. This includes updating the Manual to be in line with Consultant operations.

Help Center staff will also review the Resource Hub and suggest edits and improvements throughout the season. The Help Center is responsible for maintaining the list of approved service providers.

***Training and Resources – Building Performance Policy***
The Consultant will provide an online building performance requirements calculator that enables Building Owners to evaluate various compliance strategies and scenarios. The calculator will show Building Owners their target EUIs and allow them to input estimated EUI reductions based on actions they take (such as efficiency upgrades or electrification) plus any further reductions based on renewable energy production. The tool will forecast potential financial penalties for the Building Owner if they don’t meet their targets. The calculator will include a step-by-step functionality along with instructions and a user video or guide.

The project team may provide additional trainings, programmatic resources and materials aimed at educating and engaging stakeholders about the building performance requirements. These materials may include but are not limited to:

- Webinars and workshops geared to energy managers that provide tips and tools on how to comply with a building's performance requirements.
- An on-demand video series that explains the rules of the building performance policy and how it works, processes to follow to ensure compliance or to apply for an alternate compliance option, and potential penalties for failing to meet EUI targets.
- Policy compliance checklists and FAQs: Providing simple, easy-to-use resources describing BPP compliance scenarios and pathways, and compliance with other policies as determined by the City of Denver.
- Developing, hosting, and continually updating a data visualization platform
    - This may include providing building status details through the Touchstone Building lookup tool such as compliance status and details on performance path options.
    - This may also include providing the Building Owner module to a select group of Under Resourced buildings providing full benchmarking service, virtual energy assessment and a dashboard management tool for tracking progress.
        - This platform includes the ability to provide direct information around available resources to support energy efficiency implementation (incentives, financing, etc.)
- Providing a performance path tool guiding building owners on path options to meet their BPP requirements and internal climate action goals.
- Creating technical guidance PDFs for upgrades / measures. These primers will provide guidance related to retrofitting major building systems (envelope, ventilation, heating/cooling, domestic hot water, plugs and process loads), implementing strategies to decrease energy-related operating costs and providing estimations of potential savings, and assessing high-performance building technology solutions.
- Case Studies: Publishing at least one case study for each priority building typology that validates BPS policy objectives and high-performance building solutions.
- Providing guidance to help building owners navigate existing financial tools and opportunities.

***Communications Plan Execution***

The Consultant will continue to work with the City to execute the communications plan and schedule to reach all buildings covered by the BPP. The Consultant will conduct targeted email campaigns to Building Owners based on factors such as the percentage a building is off from a target. The Consultant will also conduct phone outreach as needed to inform building owners about the performance requirements.

***Program Design Ongoing Updates***

The Consultant will manage and maintain a program design document that defines program details, requirements, implementation plans, and the scope of general support services and levels of support to be offered to all buildings that are covered by the BPP. The Consultant will define program management plans and program schedules as well as manage and maintain a program manual and continue to develop and document processes for providing services as the program is built out.

## Sub Task 3: Energize Denver Resource Hub - Under Resourced Buildings Services

The Consultant will design programming and develop materials for the implementation of Under-Resourced Buildings (URBs) services. These services will include targeted program outreach, use of Touchstone IQ for Buildings, and advanced technical support for buildings identified as Under-Resourced.

***Under-Resourced Building (URB) Definition***

A building will initially be identified as under-resourced based on its neighborhood, equity index score, and service population, among other factors. For buildings outside of high-need areas, additional screening will be used to identify additional buildings that are in need.

While initially identified URBs will be targeted, their ultimate classification will be dependent on their web-based sign-up application. Each building that is believed to be under-resourced will need to apply for this specific classification and be approved to receive the additional services outlined in this Service Plan.

# 1 SERVICE LINES

***Service Line 1 - Outreach***

***Goals & Objectives***

The goals and objectives of this service line will be to contact each initially identified URB, direct them to the web-based URB Eligibility Application, provide information about the services available, and instruct how to initiate the services within Service Line 2 – URBs Support.

***Scope***

URBs will be contacted through targeted outreach at the individual building level as well as through any local associations, non-profits and support organizations that support URBs in various capacities throughout the city. The outreach will give details on the services available specifically for the URBs. Marketing and Outreach activities are detailed within the program communication plan, but at a high level will include the following communication methods for contacting buildings:

***Communication Method 1.1 - Email Campaigns***
Mass communication email campaigns will be sent to all contacts associated with URBs. The campaigns will be created in the Energize Denver account of Touchstone IQ for Governments using the Email Templates and Mass Communication functionality. An email template will be created directing the contact to the web-based URB Eligibility Application. The Touchstone IQ Mass Communications functionality will be used to create email campaigns targeting contacts associated with URBs.

***Communication Method 1.2 - Phone Calls***
Direct phone calls will be made to contacts associated with URBs who have not submitted an URB Eligibility Application. Staff will describe the additional services offered to URBs. Staff will either direct the contact to the URB Eligibility Application or send a follow-up email with a link to the application site.

***Communication Method 1.3 - Physical Mail***
For any remaining buildings that have not submitted an URB Eligibility Application or with contacts were not reached via a phone call, a physical mail campaign will be created to send information to each address associated with the buildings in the Energize Denver account. The information will include a description of the services being offered to URBs and will direct the reader to the URB page of the Energize Denver Hub website.

Each method will drive the URB contact to a web-based URB Eligibility Application which will be used to collect contact information and details about the URB to determine eligibility. When submitted, the application form will automatically be synced in the Energize Denver account of the Touchstone IQ for Governments. This will also create a notification and reminder for an assigned account user to review the application. The factors used to evaluate if a building is under-resourced include:

- Neighborhood
- Equity index score (if available)
- Building's service population
- Narrative

If the application is denied due to the building not being considered under-resourced, the contact will be directed to the standard help center services and resources that are available to all buildings. If the application is approved, the contact will be assigned a single support staff member and contacted to provide the services described under Service Line 2 - URB Support.

***Timeline***

Outreach to URBs will align with standard benchmarking and Building Performance Requirements outreach, commencing in Q1 2023 and continuing throughout the year. The timeline will begin again on the same schedule in subsequent years.

***Service Line 2 – URBs Support with Touchstone IQ for Buildings***

***Goals & Objectives***

The goals and objectives of this service line will be to have 100% benchmarking compliance for URBs and to provide URBs with the knowledge and resources needed to meet their performance targets.

***Scope***

The services offered within this line will be used to assist the building owner with the benchmarking process, determine the level of support needed to bring their building into compliance with the Building Performance Requirements, and initiate services under Service Line 3 - Advanced Technical Support. The services provided will include the following tasks:

***Task 2.1 - Touchstone IQ for Buildings Account Creation***

The assigned staff will create an account for the building owner in Touchstone IQ for Buildings. Information provided in the URB Eligibility Application will be used to create the account. The building owner will be notified with their login information and asked to schedule the Building Owner Consultation Call.

***Task 2.2 - Building Owner Consultation Call***

Prior to the call, staff will look up the building in the Energize Denver account in Touchstone IQ for Governments to determine if the building is in Benchmarking compliance. If the building has not been submitted, staff will proceed to Task 2a. If the building is in compliance or pending revisions, staff will proceed to Task 2b.

***Task 2.2a - Full-Service Benchmarking Support***

Staff will initiate the Building Owner Consultation Call by collecting the necessary information about the building to set it up in the Touchstone IQ for Buildings. This will include specific details about the physical building and operation. Staff will take extra care to ensure that square footage and building type data are entered accurately. Staff will also initiate the utility data collection process through any auto-upload service provided by the utility, or through manual data upload. Depending on the complexity of the utility data upload process, additional follow-up calls may be necessary. After the utility data has been uploaded, staff will schedule a call to summarize the benchmarking data and submit for Benchmarking compliance.

***Task 2.2b - Touchstone IQ for Buildings & ESPM Sync***

Staff will initiate the Building Owner Consultation Call by collecting the building owner's ENERGY STAR® Portfolio Manager® (ESPM) login information. Staff will sync the existing building data from ESPM into the building owner's account in Touchstone IQ for Buildings. If the building was shown with a Benchmarking compliance status of pending revisions, staff will work with the building owner to resolve the issue(s) and submit an updated report from Touchstone IQ for Buildings. If the building was shown with a Benchmarking compliance status of in compliance, staff will proceed to Task 2.3.

***Task 2.3 - Benchmarking Data & Building Performance Requirements Review***

Staff will review the data entered into Touchstone IQ for Buildings with the building owner. This review will include a review of the targets needed to be met for compliance with the Building Performance Requirements. Each target will be evaluated to determine how far off the building is currently from meeting the next target. During this evaluation, the Alternate Compliance Options (ACOs) will be introduced and considered. For each ACO, the required documentation will be explained to the building owner with a description of the level of complexity needed to compile the documentation to apply. If an ACO is determined to be necessary, staff will assist the building owner with applying for the preferred ACO and collecting the required documentation.

***Task 2.4 - Virtual Energy Assessment Questionnaire***

Staff will schedule a follow-up call to take the building owner through the Virtual Energy Audit Questionnaire. The Questionnaire is a set of up to 43 questions about the equipment and operation of the building. The questions are intended to be high-level, but it is recommended that the building owner be somewhat familiar with this information. Completing the Questionnaire will provide the building owner with a set of recommendations to improve the energy performance of their building based on the responses given. Upon completion of the Questionnaire, staff will proceed to Task 4.

***Task 2.5 - Virtual Energy Assessment Review & Building Performance Requirements Support***

Staff will review the results of the Virtual Energy Assessment. The results include a set of building-specific recommendations for how to improve the energy performance of the building based on the responses given during the Questionnaire. Each recommendation includes a description for the improvement, a range of estimated energy and cost savings, a range of estimated implementation costs, and a range of estimated financial simple payback timeframes. Each recommendation will be reviewed with the building owner to determine the feasibility of each recommendation. If it is determined that a recommendation is feasible, additional information will be requested in order to revise the estimated energy savings, cost savings, and implementation costs to more accurate values.

The selected recommendations from the Virtual Energy Assessment will then be analyzed to determine if each will significantly impact the buildings performance with respect to meeting the Building Performance Requirements. The analysis will include converting the revised estimated energy savings from the recommendation to the estimated annual energy use intensity (EUI) reduction. This EUI reduction will then be applied to the most recently reported weather normalized site EUI metric to determine the proposed EUI. The proposed EUI will then be compared against the interim and final targets for the Building Performance Requirements. Each recommendation will be analyzed in this manner in order to create a list of the selected recommendations can be implemented to meet the requirements. The lowest cost recommendations will be prioritized to ensure the most significant impact is made on the building performance at the lowest cost.

After the list of recommendations for implementation has been finalized, staff will use the list to create the Building Performance Requirement goals for the building in Touchstone IQ for Buildings. Each recommendation will be created as a project under the goals and will be prioritized based on ease of implementation and how quickly it can be implemented. The due date for each project will be assigned accordingly.

After the goals and projects have been created for the building in Touchstone IQ for Buildings, staff will ask the building owner if further assistance will be needed. If the building owner will not need further assistance, staff will be available for future correspondence related to the recommendations. If further assistance is needed, staff will proceed to Service Line 3 - Advanced Technical Support.

***Service Line 3 – Advanced Technical Support***

***Goals & Objectives***

The goals and objectives of advanced technical support will be to leverage and build relationships with a subset of identified URBs, develop in-depth building performance plans with energy-saving projects that they should implement in order to meet their interim and final targets, and provide support to them in selecting a vendor and implementing the building upgrades.

***Scope***

The Consultant will partner with Group14 Engineering to provide additional technical support for URBs. Group14 will leverage relationships they have built with entities such as the Denver Housing Authority and Energy Outreach Colorado to conduct plan reviews and on-site energy assessments. Using in-depth data collection, data quality assurance testing and engineering analysis, Group14 will develop longer term portfolio carbon reduction plans for each URB consisting of cost-effective energy efficiency projects and estimated energy savings. Analysis will include the evaluation of the potential for electrification of some or all of the appropriate building systems. The estimated energy savings for each project will be used to determine the resulting EUI reduction and impact toward meeting the Building Performance Requirements. The projects will be prioritized based on the lowest cost to meet the interim and final targets. The project plans will be reviewed with building owners to evaluate the feasibility of the implementation timeline and estimated cost.

Staff will draft scopes of work for each project, including the steps necessary to complete the implementation and the project schedule. The scopes of work will form the Building Performance Plan which will include a description of each recommended project, the estimated energy savings, estimated impact on Building Performance Requirements, and the target project schedule. Additional information will be provided regarding financial resources available to assist with the implementation cost of each project (rebates, grants, utility incentives, etc.). Building owners will then be able to use the plans to seek bids from vendors to perform the implementation work. Staff can support building owners in reviewing vendor bids.

## 2 SERVICE BREAKDOWN

| Service Line | Number of Buildings | Hours per Building | Number of Hours | Budget | Notes |
|---|---|---|---|---|---|
| 1 - Outreach | 292 | 0.5 | 131 | $13,140 | Outreach at $100 per hour |
| 2 - URBs Support with Touchstone IQ for Buildings | 300 | N/A | N/A | $45,000 | Building Owner Module annual SaaS licensed at $150 per building |
| | 262 | 6 | 1,572 | $157,200 | URBs Support at $100 per hour |
| 3 - Advanced Technical Support | 138 | ~8 | 1,113 | $167,000 | Advanced Technical Support at $150 per hour |

# TASK 2: TOUCHSTONE SUPPORT SYSTEMS

## Software System Design Overview

The Touchstone IQ for Governments™ cloud-based Software-as-a-Service (SaaS) solution automatically integrates with Portfolio Manager providing real-time tracking of building submission data. The system also facilitates communication tracking with building owners, provides marketing tools, and reporting, among other functionalities.

The Touchstone IQ for Governments™ software includes the following system functionalities.

- Tracking all past and current building data including, but not limited to:
  - Address, sq-ft, building ID, parcel number, GIS coordinates, etc.
- Tracking additional building data in custom database fields
- Tracking all past and current building contact info including, but not limited to:
  - Building owner, management company, Portfolio Manager consultant, condo association, designated representative, etc.
- Auto-integration with Portfolio Manager reporting

  - Automatic nightly download of new building report submissions
  - Year-over-year tracking of all Portfolio Manager report data
- Auto-integration with online waiver or exemption and extension request forms
- Auto-integration with an online Claim My Building form
- Automatically scan imported benchmark submissions for 40+ errors beyond Portfolio Manager's checks;
  - Examples - EUI outside normal range, abnormal score, non-matching sq-ft, unrealistic # of worker, unusual operating hours, missing utility data, etc.
- Creates customizable errors flags for help center staff review
  - Automated email response to building owners based on submission status or error flags
- Online city accessed customizable dashboard to monitor:
  - Percent approved, in-progress, denied, exempt, error flags, etc.
- API integration with City department data, where available (i.e. violation/fines, permitting, finance)
- Customizable reports for all data with a large set of pre-developed reports
- Email and Phone communication tracking
- Direct email generation for customer help center management and marketing/outreach
- Record modification tracking by user (i.e. track all changes to a building record)
- Automated building owner scorecards

## Requirements Traceability Matrix

The attached Requirements Traceability Matrix (RTM) outlines in detail the needs of the City and the Consultant's response to meeting those needs, the functionality detailed within the RTM is included as part of this scope of work.

## Data Management

### *Data Export*

Touchstone IQ for Governments™ will provide system wide Excel export capability, enabling all users with admin granted capability to easily export any or all benchmarking data. The data is also available from the system admin to export data into SQL database formats.

### *Covered Buildings List Maintenance*

Touchstone IQ for Governments™ will provide both mass upload of an Excel based covered buildings list and manual entry of individual building data. The unlimited, relational database will store all building and contact information, link all data to the

Denver building ID, and provide for expansion of the program over time, standard building data fields include but are not limited to:

- Building address
- Owner contact information including address
- Building type
- Gross square footage
- Latitude and longitude
- X and Y coordinates

Custom building data fields will be added to store additional data.

Pre-built API integrations will provide fast and easy connections with legacy City department data and systems, where available (i.e. violation/fines, permitting, finance). Integration with the City's finance department mirroring the current Salesforce integration design are included within implementation costs.

While Touchstone includes pre-built API integration capabilities, customization to interact with none API capable City legacy systems (i.e. permitting dept.) may incur additional integration costs.

***Collection of Building Performance Data***

Touchstone IQ for Governments™ will provide the ability to track building performance standard requirements. It is anticipated data will be collected through a building owner online submittal form allowing for an unlimited amount and type of documentation tracking. This can include documentation such as energy audit reports, energy product purchases, RECs, etc. that are filed directly to building owner records based on the unique building ID.

## Dashboards

Through the Touchstone IQ for Governments customizable dashboard, Help Center and City staff can track building reporting overall progress metrics, dive into the details of specific buildings and easily track communications with building owners.

The dashboard tracks building reporting in real-time and enables users to quickly understand status using a variety of measures including but not limited to:

- Overall benchmarking compliance rate
- Overall building performance standards compliance rates
- Average Energy Star Score overall or by building type
- Average EUI
- Emission metrics
- Energy use
- Monthly and daily call and email statistics
- Exemption request numbers and statuses

## Reporting

Touchstone IQ for Governments™ includes a reporting tool that enables fast, accurate reporting on all aspects of the collected data and features. The system comes with standard reports as well as the ability to create and save custom reports. Report examples include:

- Compliance reports
- Building address & contacts
- Standard building energy & emissions report
- Exemption / extension reports
- Mailing list reports
- Ability to create custom reports with charts and graphics

All reports and data metrics can be exported into Excel or csv.

### *Grouping Individual Reports into a Portfolio*

Touchstone IQ for Governments™ will group buildings into a portfolio using a variety of different criteria. Groups will be created using fully customizable tracking picklist fields. Typical groups include, but are not limited to:

- Use type
- Government type (city, federal, school, postal, etc.)
- Geographic region

The platform also features a parent-child building relationship structure that enables the individual tracking of multiple buildings on a parcel. This enables the reporting of multiple buildings to a single parent building ID.

## CRM Capabilities

Touchstone IQ for Governments™ enables functionality such as self-service, standardized email response templates, automatic notifications, and consistent owner outreach. CRM functionality includes but is not limited to:

### *Customer Self-Service*

The platform provides multiple pre-built and custom forms used for data collection as well as the distribution of data. Forms utilized for building data collection include but are not limited to:

- Exemption request online form
- Performance standard data collection forms (i.e. energy audit, results, third party verification forms, et)
- Confidential data request online form
- URB support request online form

### *Tracking Customer Contact Information*

Touchstone IQ for Governments™ provides the ability for help desk agents to add or update building and contact information. The system can track multiple addresses for each building including property, owner, property manager, tax address, etc. The system can also track multiple contact types and create custom contact tracking fields.

Contact information is also updated automatically directly from Portfolio Manager submissions. Building owners also have the ability to update their contact information utilizing the online claim my building web form.

***Tracking Customer Interactions***

Touchstone IQ for Governments™ provides complete customer communication tracking capabilities. This includes tracking building owner inbound / outbound emails and phone interactions.

Inbound emails to the main program email account are displayed within the communications email dashboard. Customer service staff can respond to emails directly from the communication dashboard assigning inbound and corresponding outbound emails to the appropriate building record. Staff can also assign inbound emails to specific customer services staff allowing each staff member to have a set of emails they are personally assigned to manage.

Tracking of outbound calls can also be performed by customer service staff. Outbound call records are assigned to a building. Phone call tracking information includes call type, call contact, duration and notes.

Customer services staff can also include notes on both a buildings as well as contacts. Notes records include free form text, attachments and subject tracking.

A history tracking of all communications and edits made to building records

***Customer Service Tickets***

Touchstone IQ for Governments™ provides a customer service ticket process that automatically creates a service ticket, enables manual assignment of each ticket to an agent, provides best practice processes for ticket management, and automatically closes tickets upon completion of the process. Automatic ticket creation includes but is not limited to:

- General building owner inquiries
    - Phone
    - Email
- Exemption requests
- URB support requests
- Confidential data requests
- Performance standard data collection requests
- QA/QC flagged ESPM report submissions

***Targeted Owner Communications***

Touchstone IQ for Governments™ provides 30+ standard email templates and the ability to create an unlimited number of custom email templates. All email templates can easily be designed using a built-in email editor that allows the insertion of any field from the database.

Emails with building specific information can be sent to an individual owner, a targeted group of building contacts, or all building contacts depending on the communication type. Email templates and online forms are help desk best practices that improve efficiency, data accuracy, customer satisfaction, and compliance.

- Standard and custom email templates sent directly from the platform
- Automatically generated compliance and status email notifications to building owners
- Track phone interactions with building owners and directly send, receive, and track emails received from building owners

***Mass Owner Communications and Marketing***

Touchstone IQ for Governments™ includes a mass email communication and marketing campaign tool. This tool includes a built-in email template designer and mass email filter / pick list function

- Mass outbound communications
    - Ability to generate mass and targeted emails for marketing, outreach, and educational purposes
    - Ability to customize who receives the email based on a host of filter types such as
        - Compliance status, contact type, building type, size, government type, PM use type, extension status, etc.
- Track email open, closed, clicked, bounced rates
- Auto-generate and mass email building owner scorecards

## Insightful Building Scorecards

Touchstone IQ for Governments™ automatically generates scorecards with building specific information and delivers them to individual building owners, improving customer satisfaction and driving energy efficiency adoption.

These customized scorecards are automatically sent via email as a pdf. attachment to owners upon closing of the annual benchmarking data set.

The scorecard designs are easily built utilizing the built-in scorecard designer tool. This tool allows staff to build custom scorecards utilizing a large set of design template, charts, graphics, metrics and branding styles.

The scorecard lay-out and the information included is determined by city staff in collaboration with the Consultant's implementation team and fully branded for the City. Scorecard data inputs include but are not limited to:

- Energy Star Score
- EUI
    - How their building Energy Star Score and EUI compares to peers by
        - Building type
        - Size
        - Neighborhood, etc.
- Savings potential (high level cost and payback information)
- Energy efficiency program support materials (rebates, incentive programs, PACE financing, etc.)

Different scorecards can easily be developed for presenting information that is relevant to buildings of different size, type, and score utilizing the built-in score card designer tool.

## Real-Time Public Mapping

The Consultant will continue to support delivery of a customized web-based interactive map presenting individual building performance metrics. The interactive map design allows users to view building compliance statistics, Energy Star rating, EUI, as well as compare buildings by size, type, location, and numerous other data points. This data is compiled year-over-year to provide historical comparison ability.

The map integrates directly with the Touchstone IQ for Governments™ solution and updates automatically as new building reports are submitted. The map provides enhanced visuals, comparison capabilities, and reporting.

## Maintenance and Technical Support

The annual license fee includes ongoing maintenance of the platform, functionality improvements and upgrades, and technical support. All code is tested on staging platforms prior to release, impact is assessed, and release date is determined. Feature and enhancement code updates are released on Sunday evenings. Bug fixes are applied immediately as needed with little to no disruption. Release notes are provided to all customers prior to the rollout of any new updates or bug fixes.

## Workflow Management

Workflows are set up and managed within Touchstone IQ for Governments™ to allow for user customization on a number of process flows within the system. Workflows are managed through five key areas:

1) Submission Process Management
2) Quality Control Flags
3) Exemption, Extension, Claim My Building Processing

4) Ticketing Management
5) Email Communication

The Consultant will provide design and workflow management documentation as part of the software solution implementation and data migration. This will include a system diagram, process flow charts, and data flow diagrams.

***Submission Process Management***
Submission processing is a user editable setup feature allowing for easy designation of which PM report to download nightly, and the process flow for automated compliance status changes (i.e. In-Compliance, Pending Resubmittal, Missing Building ID, Not Submitted).

***Quality Control Flags***
The QC flag process flow is also 100% editable by the user with the ability to edit, turn on, turn off, or create new QC flags. Users can create specific work flows by QC checks to initiate the automatic send of custom email templates and change building status.

***Exemption Processing***
This process utilizes an online form for real-time data collection with automated status changes, creation of tickets for user review, and closing of tickets upon approval/denial. Workflows for sending tickets to specific users when these processes are initiated is also available.

***Ticketing Management***
The ticket management system allows users to adjust workflows for numerous regular processes such as who received notices of new tickets and who receives specific tickets for various automated processes (ie missing building ID, exemption to review, QC flag tripped).

***Email Communication***
Email communications are also user defined. This includes editing existing and creating new email communication templates and designating each for various manual and automated processes. This includes designating email templates for automated processes such as, in-compliance, pending re-submittal, invalid ID, QC flags, exemption approved/denied, and scheduling mass email communications, among others.

## System Integrations
Touchstone IQ for Governments™ includes the ability to integrate with outside software applications. This includes user configurable direct integrations and custom integration capabilities as detailed below.

<u>User Configurable Integrations</u>
1) ENERGY STAR data request (automated nightly download)

2) Formsite online forms (real-time)
3) Touchstone online map (real-time)
4) City email account (real-time)

Custom Integrations

1) Accounting systems (data transfer scheduled as needed)
2) Permitting systems (data transfer scheduled as needed)
3) Ad hoc city databases (data transfer scheduled as needed)

Custom integration options include direct API or flat file transfer through SFTP or similar cloud based storage sites.

# Quality Assurance

The purpose of this section is to establish the goals, processes, and responsibilities required to implement effective quality assurance functions for the Energize Denver Benchmarking Help Center, Supporting Systems & Building Resource Hub project (Energize Denver).

This section provides the framework necessary to ensure a consistent approach to program data and software quality assurance throughout the project life cycle. It defines the approach that will be used by the software quality personnel to monitor and assess software development processes and products to provide objective insight into the maturity and quality of the software. This will also include general program data quality assurance for the program management team.

This covers quality assurance activities throughout the migration of the existing Salesforce system to Touchstone CS module, HUB design, implementation and ongoing management of the Energize Denver Program.

## REFERENCE DOCUMENTS

The following documents were used or referenced in the development of this plan:

- IEEE STD 730-2002, IEEE Standard for Software Quality Assurance Plans
- Energize Denver Statement of Work (SOW)
- Energize Denver Service Level Agreement Template

## QUALITY GOALS AND EXPECTATIONS

Touchtone IQ Consulting and Touchstone staff are responsible for management and maintenance of all systems, the Help Center, and the Resource Hub. Anytime adjustments are made to these resources, the City will be notified ahead of time. The City will be kept up to date with happenings in the Help Center and issues with the system. Anytime an issue arises the City will be notified of the problem as well as the ETA for resolving the issue.

- The City will see all changes made to public facing systems (Energize Denver Map, Building Owner Portal, Resource Hub website etc.) in a test environment before changes are pushed to the production environment.
- The Consultant will send all changes for public facing systems to the City for approval before implementation.
- The Consultant will fix system errors in a 24-48-hour window.
- The City will be provided reports of Uptime vs Downtown of systems and websites each month.

- The Consultant will ensure accurate data is obtained from Building Owners and that accurate information is always displayed publicly (i.e. scorecards and Energize Denver Map).

# PROGRAM DATA QUALITY CONTROL

The following details the Consultant's plan to ensure accurate program data quality. This plan includes both built-in automated quality control functionalities as well as program quality control steps executed by program management staff throughout the life of the program.

## Benchmarking Report Quality Control Activities

***Automated Alerts and Flags***

Touchstone IQ for Governments™ has an extensive set of fully customizable Alerts & Flags (45+ flags) that are used to ensure accurate data is being reported from building owners and accepted by the city. Touchstone IQ for Governments™ automatically scans imported benchmark submissions for 45+ quality control errors beyond Portfolio Manager's checks and automatically sends email notifications in real-time to building owners with correction guidance, increasing data accuracy and compliance. This functionality completely removes the help center's manual review and correspondence time associated with quality control checking activities. The QC data checks include, but are not limited to:

- EUI outside normal range
- abnormal score
- Non-matching sq-ft
- Unrealistic # of workers
- Unusual operating hours
- No or missing utility data

The threshold values identified by each alert and flag can be set by the City of Denver and adjusted at any point. Each alert and flag have a corresponding email template that is automatically generated and sent when a benchmarking report syncs into the system and trips the specified alert or flag. The automated emails allow for real time feedback and transparency with building owners, quickly alerting them to the issue(s) and providing instructions on how to resolve the problem. Flags can also be bypassed on an individual building basis so that they don't trip an incorrect flag in following years (i.e. all electric buildings tripping "No Gas" flag).

QC checks can utilize a variety of logic including but not limited to:

- Confirming valid data in specified fields
- Confirming timing data
- Confirming values fall within boundaries
- Comparing values between time periods
- Comparing values from different fields

Each alert can also initiate a customer service ticket, which can be automatically or manually assigned to a help center staff for regular follow up and check in for building data accuracy.

The QC flag process flow is 100% editable by the user with the ability to edit, turn on, turn off, or create new QC flags. Users can create specific work flows by QC checks to initiate the automatic send of custom email templates and change building status.

***Pending Revisions Ongoing Support***

Building that have submitted to the City's data request and trip one of the systems data quality flags will be automatically moved into the Pending Revisions status. These building's will receive an automated email detailing their issue and corrective action, but will also receive follow-up from help center staff if the building has not resubmitted in a timely manner. Help center staff will perform additional email and phone outreach to "Pending Revision" status buildings every two weeks to provide additional compliance support and ensure a high level of data accuracy.

## Building Data and Contact Information Update and Quality Control Activities

***Automated Contact and Building Data Information Update Activities***

Touchstone IQ for Governments™ automates the updating of building owner contact information through multiples activities this includes

1) Contact update from Portfolio Manager
    a. Touchstone IQ for Governments™ automatically adds and/or updates existing contact information as building owners submit to reports to the Portfolio Manager Data Request
    b. This includes building addresses, owner contact, submitter contract, third party verifier contact, building characteristics, and other building contacts.
    c. This process takes place every 24 hours.
2) Contact update through "Claim My Building" portal
    a. Building owners can update their contact information through the online "Claim My Building" portal
        i. Update requests are viewed and verified by help center staff prior to approval
3) Contact update through exemption, extension, claim my building submissions, etc
    a. Touchstone CS automatically creates a contact from forms submitted if no duplicate is present. This ensures that all contacts are added to Touchstone CS and associated with a property.

***Semi-Automated Contact and Building Data Information Update Activities***

1) Regular (quarterly or more often as needed) owner information update from Assessor data

a. The Touchstone CS building and contact uploader tool allows for easy update of building and contact information from standard assessor spreadsheet reports. The information will be compared to the existing data in the system and updated automatically through Touchstone CS spreadsheet upload and data matching tool.
b. Touchstone CS matches against existing data and only updates when new assessor information is present.
c. This entails adding new owner information and addresses, marking old owner addresses as do not mail or deleted, and updating building characteristics, etc.

***Manual Contact and Building Data Information Update Activities***

1) Touchstone IQ for Governments™ has a built-in contact generation tool that initiates anytime an email is sent that is associated with a building. This ensure we collect any new contact that would be related to a building during all help center email activities.
2) Help Desk staff will confirm all building use details and building contacts when assisting building owners/contacts via phone or email, or when manually reviewing a submission.

***Automatic Contact and Building Data Information Quality Control Activities***

1) In order for a correspondence (call or email) to be logged in Touchstone IQ for Governments™, it must be associated with a new or existing contact.
    a. This ensures all email and phone communications result in the creation of a contact.

***Semi-Automated Contact and Building Data Quality Control Activities***

1) All replies and bounce backs from mass communications sent to groups of contacts from Touchstone IQ for Governments™ are tracked in the system. The Consultant will use this information to update, add, and remove contacts to ensure that only the most recent and up-to-date contacts are being communicated with.
    a. Touchstone's built-in Communications tool provides data on open rates, click rates, bounce backs, emails flagged as spam, and emails sent from Touchstone that have been blocked. This provides greater insights into the quality of the contact information.

## Additional Program Manual QA Checks and Reporting

1) The Consultant will perform reoccurring monthly manual data quality control checks in the following key areas. This will be performed using spot check reports and manual spot check reviews of data from both sources.
    a. Database and UBID status accuracy
    b. Portfolio Manager integration accuracy
    c. Map data integration accuracy

2) Reports will be provided monthly to Denver staff detailing any data inconsistencies or functionality problems
3) Building address, contacts, ownership and general building errors will be manually checked and updated through an annual data cleaning process.
    a. This will be performed prior to the launch of each new program year.
4) Program Management staff will also perform call center staff oversight QA check.
    a. This will include shadowing phone calls and spot-checking building records and how individual call center staff are tracking interactions.

### QA/QC Failure Identification and Reconciliation

The Consultant will perform monthly manual QA/QC checks on the items listed above to confirm the quality control processes are being followed and accurately executed. This will include reviewing sample sets of help center staff work, automated QC workflows and manual QC workflow.

In the event a QA/QC process fails, the management will inform City staff and provide a corrective action solution and recommended process improvement to ensure the issue does not occur again.

## SOFTWARE MONITORING & UPDATES

The Consultant will provide the City access to the system status website where the status of each system will be displayed, and real-time uptime data will be provided. City users registered on the website can choose to receive email notifications of all system issues and updates, along with fix details and timing. The Consultant will configure the notification system to send a monthly status report to the City detailing the system status report.

All software updates are thoroughly tested within the Consultant's staging site prior to public launch. This includes both the internal city/state facing systems as well as public facing tools such as maps, building ID lookups, forms, etc. As part of the Touchstone IQ for Governments™ development pipeline and software update program, customers receive notices of all planned software updates. This includes details on what new functionalities are included within the update, bug fixes, time of update and planned service outages. All updates are schedule over the weekend and typically have no user outage impact. Any requested approved updates by the City will be implemented within the planned update schedule or within interim updates if deemed critical to meeting program scope items.

## SOFTWARE TESTING & REVIEWS

This section identifies the number and type of tests and engineering peer reviews that will be performed when updating software code, creating new enhancements and general software product implementations. It describes the artifact types to be reviewed as well as the format of the reviews that will be conducted. Software reviews are performed during the following keys actions.

1) Migration of data or setup of new client system
2) Update releases to existing software code
    a. Bug / issue fixes
    b. New software features or enhancements
    c. General maintenance
    d. Client requested new functionalities or updates

Testing shall include both developmental testing as well as acceptance level testing. For each type, the scope of testing is defined as well as the responsible parties. The objective of the activities in this section is to validate the application meets requirements and ensures errors or incorrect data is identified and corrected.

## Unit Testing

Objective

Unit testing is intended to exercise and validate the smallest testable element (units) of the modified software, and involves testing the internal structure such as logic and data flow, and the unit's function and observable behaviors. The goal is to ensure the unit (component) implemented by the developer behaves as designed, and through knowledge of the internal structure of the code, that the developer has validated all decision paths through the code.

Benefits

Unit Testing establishes that the selected code operates as designed.

Responsibility

- Developers are responsible for executing unit tests against their developed components
- Unit tests must meet unit testing standards to be developed for the project
- Designers may specify additional unit test requirements for the developers to meet
- Developers will certify that the unit testing was performed according to the standards, guidelines and additional requirements identified

Activities

- Define unit testing to be performed
- Implement the code and conduct unit tests
- Correct defects found
- Certify completion of unit testing

## Build and Deployment Staging Site Testing

Objective

The objective of build and deployment testing is to verify the build work functions as designed within a staging environment prior to release to production. Issues identified during this process indicate additional detail being needed in the instructions, updates to code to address bugs / issues, or a need to assess the complexity of the product configuration.

### Benefits

Quickly establishes issues related to an update or enhancement without affecting production environment.

### Responsibility

- The Consultant will deliver source code through their demo environment at the completion of each construction iteration
- Technical and internal execution staff review functionality to ensure it meets desired scope with no issues
- Technical Staff write a brief build and deployment test report documenting any difficulties encountered in the build/deployment procedures.

### Activities

- Build and deploy the application in the staging environment
- Execute tests to validate load & performance criteria identified in supplementary specifications.
- Incorporate findings in the Test Evaluation Report.
- Record build or installation defects found.

## Business Functional Testing (BFT)

### Objective

Ensure the delivered application release meets all the functional requirements as defined in the requirements specification documents within the staging environment

### Benefits

This is the final testing cycle performed by the Consultant and customer staff (when applicable) prior to releasing the code to the production environment.

### Responsibility

- Consultant-dedicated business functional tester resources will execute the tests for each release.
- Customer-identified functional tester executes tests for each release (when applicable)
- Testers log defects identified during BFT.
- Developers analyze and resolve logged defects.
- The program manager manages execution of testing and documents results in the test evaluation summary report.

### Activities

- Execute the defined tests.
- Record and work with developers to resolve identified defects
- Recomplete testing steps upon update of correction activities
- Document approval of update or adjustment required prior to release

## Production Environment Release

Objective

Release of fully tested build to the production environment with no or minimal impact to customer.

Benefits

This will ensure the final application is of high quality, will not produce any surprises, and will have minimal or no impact to customer experience and product use.

Responsibility

- Consultant to deliver release notes and details on impact of update to customer
- Update details (enhancement, bug fix, etc.)
- i.e. update time / date
- Any projected service outage during update
- Update user manual
- Consultant to perform final acceptance testing post production release to ensure not discrepancy between staging and production environment.

Activities

- Provide release notes to customer
- Release build during designed time
- Validate the application meets the established acceptance criteria
- Issue the Acceptance Test report

# PROBLEM REPORTING AND CORRECTIVE ACTION

This section defines the problem reporting process and corrective action procedure to be used by the customer when issues have been identified. Touchstone CS includes a built-in customer interaction ticketing systems designed to both answer software functionality questions as well as to report and track software issues.

## Reporting and Corrective Action Steps

Issues related to software functionality, requested enhancements or general bugs can be reported through two paths.

- Path 1: Client ticketing system: This allows for tracking of any software issues, requested updates / modifications and resolution tracking.
  - Customer reports issue or request through the Touchstone CS ticketing system. Tickets are classified by priority level and type. Priority levels include:
    - Low, Medium, High, Emergency/Urgent
  - Tickets are routed to the following designated consultant reviewer depending on the level of priority
    - Customer Program Manager, Help Center Admin, Director of Software Development, etc.

  - The designated contact representative provides feedback to the submitter within the defined amount of time detailed within the Service Level Agreement
  - Tickets, corrective actions, and status are tracked within the customer accessible ticketing system until resolved
- Path 2:
  - Customer reports issue or request directly to designated program manager. Program manager creates ticket within Touchstone CS system. Tickets are classified by priority level and type. Priority levels include:
    - Low, Medium, High, Emergency/Urgent
  - Tickets are routed to the following designated consultant reviewer depending on the level of priority
    - Customer Program Manager, Help Center Admin, Director of Software Development, etc.
  - The designated contact representative provides feedback to the submitter within the defined amount of time detailed within the Service Level Agreement
  - Tickets, corrective actions and status are tracked within the customer accessible ticketing system until resolved

## Service Level Agreement Details

The following details the various service levels and response times for correcting software issues or bugs. This does not include software enhancement requests, which will follow an enhancement scoping and implementation process.

| | | | |
|---|---|---|---|
| Low | MST Business hours | 1 business day | 3 business days |
| Medium | MST Business hours (best effort during off hours) | 4 hours during business hours | 1 business day |
| High | 24*365 | 1 hour, 24x365 | 4 hours, 24x365 |
| Emergency/Urgent | 24*365 | 15 minutes or less, 24x365 | As soon as possible (not to exceed 4 hours), 24x365 |

**Response Hours** refers to the time of day that the Consultant will provide a response to the problem. Business Hours refers to the period of 8AM to 5PM (Mountain Standard Time) Monday through Friday.

**Time to Initial Contact** refers to the amount of elapsed time after a problem has been logged with Touchstone CS to before contact is made with the City to review and obtain further details of the issue or request.

**Target Resolution Time** refers to objective for the maximum elapsed time after the problem is logged for the Consultant to provide some sort of problem resolution. Problem resolution can be a response indicating the steps being taken to remediate the problem with an estimated time frame.

Note: A system defect is defined as an issue (commonly known as a "bug") with the Touchstone CS system requires a change to the underlying programming code and a new version of the solution to be deployed.

Issues that are not related to a system defect are issues that can be resolved through system configuration changes that do not require a change to the underlying programming code. System configuration changes can generally be made in very short timeframes and generally require no system downtime. When a system defect is identified and corrected, the new deployment activity falls into one of the three general groupings:

- Scheduled Release – Normal Cycle
- Scheduled Patch Release
  Emergency Patch Release (unscheduled software update to fix a newly identified software bug)

The Consultant will provide status updates on a reported issue based on a mutually agreed upon interval until such time the problem is resolved. Communication frequency (in terms of updates provided from the Consultant to CCD during an incident) shall be determined on a case-by-case basis. The City and County of Denver and the Consultant will mutually agree upon frequency of update and the Consultant shall adhere to such an agreement.

Service Levels will be determined in accordance with the following guidelines:

**Emergency**
- System down during solution using agency/agencies operating hours

**High**
- Program errors without workarounds
- Incorrect calculation errors impacting records
- Performance issues of severe nature impacting day to day business processes
- Security breaches and other security issues
- Any impact to revenue generating system components/integrations

**Medium**
- System errors that have workarounds
- Performance issues not impacting day to day business processes
- Usability issues

**Low**
- Report formatting
- Aesthetic issues
- Recommendations for enhancements on system changes

The Consultant will make every effort to provide a problem resolution within the stated Service Resolution time goal.

## Contingencies and Non-Compliance Penalties

### System Functionality Contingencies

The Consultant is committed to providing the following functionalities that are currently not available within the current Touchtone SaaS. These functionalities will be provided within the current scope of work and budget.

1) Email inbox integration
2) Enhanced custom report builder

Both of these functions are included within the current development pipeline and will be available to demo Oct. 1st. In the event these functionalities are not available by Oct 1st and/or they do not meet the needs of the City as listed in the RTM, the City reserves the right to continue to utilize the current Salesforce design. In the event the additional functionalities are not available in Touchstone CS by Oct. 1st, the City will go out to RFP for the Task III: Supporting Systems portion of this project.

### Non-Compliance Penalties

The Consultant offers the following quality assurance non-compliance penalties should the software not meet the service levels detailed within the quality assurance plan.

1) The Consultant will rectify any quality assurance or performance related issue as detailed within the Quality Assurance Plan within the designated time frame at no additional cost to the city.
2) In the event the Consultant does not meet the defined service levels or enables reoccurring quality issues, the SaaS fee for the affected time period will be waived.
    a. Waived fees will be prorated based on number of days of non-compliance (The days the system is not available or incorrectly functioning).
    b. The waived fee will be calculated based on the percent of days per year of non-compliance multiplied by the annual Touchstone Benchmarking City and State SaaS licensing fee (currently $30,580 per year).

# Project Team

The following details the Consultant's proposal staff organization and key members that will lead and support the delivery of the program.

### Lead and Support Staff

| Organization | Team Member | Title | Role |
|---|---|---|---|
| Touchtone IQ | Jon Dierking | CEO | Executive Sponsor |
| | Jamie Westhoven | Program Manager II | Program Manager / Engagement Coordinator |
| | Matt Klahn | Director of Operations | Program Director |
| | Kim Burke | Director, Energy & Sustainability Programs | Program Director |
| | Kelsey Thomas | Energy & Sustainability Project Manager I | Help Center Support |
| | Kasha Malling | Energy & Sustainability Consultant II | Help Center Support |
| | Noah Nunnelly | Energy & Sustainability Consultant I | Help Center Support |
| | Andrew Carlson | Director of Web and Database Development | Software Implementation Lead |
| | Scott Perlitch | Sr. Web & Database Development | Software Implementation |
| | Josh Graham | UI/UX & Front End Developer | Web Developer |
| | Robbie Antenesse | Front End Developer | Web Developer |
| | Rob Harris | Web & Database Developer | Web Developer |
| | | | |
| IMT | Zachary Hart | Associate Director of Building Performance Policy | Policy Development & Implementation |
| | Margaret Lo | Director of Business Engagement | Business Engagement & Outreach |
| | Ben Silverman | Senior Associate | Policy Creation & Technical Support |
| | Ella Wetlesen | Program Associate, Business Engagement | Material Development |
| | Theresa Backhus | Director of Building Innovation Hub | Hub Administration & Operation |
| | Audi Banny | Associate Director of Private Sector Engagement | Green Leasing & Material Development |
| | Alexandra Laney | Senior Communications Manager | Communications |
| | Lotte Schlegel | Executive Director | Policy Development & Implementation |

| | | | |
|---|---|---|---|
| | Mike Towler | Manager of Finance & Strategy | General Administration |
| | Kathryn Weeks | Managing Director of Communications & Development | Communications |
| | | | |
| BE-Ex | Richard Yancy | Executive Director | Hub Administration & Operation |
| | Helen Chananie | Manager of Projects | Material & Educational Development |
| | Katie Schwamb | Manager of Programs | Material & Educational Development |
| | | | |
| Group14 | Celeste Cizik | Principal & Existing Buildings Team Leader | Principal in Charge & Quality Control |
| | Laura Dyas | Building Performance Engineer | Project Manager |
| | Taylor Roberts | Building Performance Engineer | Energy Engineer / Codes & Modeling |
| | Sade Oduyume | Building Performance Engineer | Energy Engineer |
| | Michael Levinson | Principal & Affordable Housing Team Leader | Affordable Housing & Non-Profit Principal |
| | Nicole Ilderton | Building Performance Engineer | Affordable Housing & Non-Profit Consultant |

# Project Management

During onboarding there will be at a minimum a weekly check in with the City to communicate progress and next steps. Frequency of check ins will be adjusted to meet programming and project needs.

The Consultant will dedicate a program manager that will communicate directly with the City and be the main point of contact for the City. All City interactions will be directly with the program manager with information conveyed to the individual task leads (i.e. benchmarking, HUB, Software solution, under-resourced buildings program). Weekly check-ins will include an update on program status and will include progress reports detailing completed tasks and scheduled items for the following week and months.

Regularly scheduled check in meetings will be established for the individual sub-program tasks as well (i.e. benchmarking, HUB, Software solution). The Consultant lead managers will meet with the assigned Denver staff member to review project progress and actions for these targeted sub-programs. Frequency of check ins will be adjusted to meet programming and project needs. Help Center employees and other team members will be brought into the meetings as needed.

The Consultant will establish a flow of communications with the City to ensure that the City is informed when there is a problem and the plan to resolve the issue with an estimated timeline of completion.

The Consultant will develop a Project Plan prior to work start that describes the approach, techniques, timelines, and technologies that will be utilized.

# Exhibit B-1 – Budget

## Pricing

The Consultant has submitted the following pricing based on the requested tasks, scope of work and provided budget. The Consultant is committed to being flexible on budget adjustments to meet the goals of the City.

| **Item/Description** | **2023 Budget** |
|---|---|
| **Task 1:** Energize Denver Resource Hub | |
| **Sub Task 1:** Help Center Management: Benchmarking and Building Performance Requirements | $ 528,370 |
| **Sub Task 2:** Material and Content Development for Benchmarking and Building Performance Policy | $ 175,000 |
| **Sub Task 3:** Under-Resourced Building Services | $ 383,000 |
| **Task 2**: Touchstone Support Systems | $ 30,580 |
| **Total** | **$ 1,116,950.00** |