



RFP 2026-02

1. INTRODUCTION

On behalf of the Town of Chestertown (“Town”), Green Generation Solutions, LLC (“GreenGen”) is seeking qualified firms to provide **Subscriber Coordination and Program Management Services** for:

- Chestertown I: A 1.0-MW AC Community Solar Program
- Chestertown II: A 1.2-MW AC Aggregated Net Energy Metering (ANEM) Program

For the 1.0-MW AC Community Solar Program, the selected firm will provide the Town with end-to-end subscriber acquisition, onboarding, billing, customer service, program management and compliance reporting services in accordance with all applicable State, Town, and Utility requirements.

For the 1.2-MW AC ANEM Program, the selected firm will provide the Town with ANEM account management, reporting services, and coordination between the Town and the Utility.

2. SCOPE OF SERVICES

Services shall be in accordance with the Statement of Work (SOW) in Attachment A. These include but are not limited to:

- Subscriber acquisition and enrollment
- Customer service and account management
- Billing and collections
- Utility coordination and allocation management
- Compliance reporting

This RFP is **performance-based**. Firms shall define their proposed technical approach, timelines, and service levels for providing each of the service elements identified in the SOW.



3. PROJECT OVERVIEW

Project	Capacity (kW AC)	Program Type	Key Requirements
Chestertown Solar I	1,000	Community Solar	≥40% LMI Subscription
Chestertown Solar II	1,200	ANEM	Optimization

4. PROPOSAL REQUIREMENTS

Proposals shall be concise, grammatically correct and error-free, and must clearly illustrate the firm's approach to all items listed in the **attached SOW**. Proposals should include but are not limited to the following information:

A. Company Overview

- Firm background and experience
- Relevant project experience (Maryland preferred)

B. Technical Approach

- Subscriber acquisition strategy
- LMI enrollment strategy
- ANEM management approach
- Utility coordination approach

C. Performance Approach

- Proposed timeline to achieve full subscription
- Subscriber replacement (churn) strategy
- Customer service approach and response times
- Portal capabilities and uptime expectations

D. Pricing Proposal

The pricing proposal shall be submitted as a separate (PDF) file from the narrative, using the format provided in Attachment B. Deviations from the format shown in Attachment B may be considered as non-responsive and rejected. Clear and separate pricing/terms must be provided for each of the following:

- Initial acquisition
- Subscriber churn services



- Customer management services (Chestertown I)
- ANEM management services (Chestertown II)
- Any additional fees
- Payment schedule

E. References

Respondent must provide a minimum of two (2) relevant client references for projects of similar scope and magnitude.

F. Other Information

Other information may not be used as a part of the proposal scoring process; however, respondents are encouraged to describe their capabilities and experience supporting the marketing, sale, aggregation, brokerage, or other disposition of Solar Renewable Energy Credits ("SRECs") generated by municipal or public-sector solar projects. The response should briefly identify any relevant experience with Maryland-certified SRECs, relationships with SREC brokers or aggregators, experience advising project owners on fixed-price versus market-based SREC sales strategies, and any other support the firm can provide the Town in evaluation and execution of an optimal SREC disposition strategy.

5. PROCUREMENT SCHEDULE

Milestone	Date
RFP Issued	June 2, 2026
Pre-Proposal Conference	June 8, 2026
Questions Due	June 11, 2026
Responses to Questions	June 18, 2026
Proposals Due	July 1, 2026
Evaluation & Selection Period	~ 15 days
Negotiation & Award	Expected by July 21, 2026



6. SUBMISSION INSTRUCTIONS

- Submit proposals electronically (in PDF format) to **both** of the following addresses: publicsector@greengen.com and townmanager@chestertown.com
- Subject line must read: CONFIDENTIAL SUBMISSION - RFP 2026-02
- Include all required sections and attachments
- Clearly label any assumptions
- Final proposals must be received by 5:00 PM Eastern Time on July 1, 2026
- Late submissions may not be considered

7. EVALUATION, SELECTION, AND CONTRACT TERMS

Proposals will be evaluated using the criteria and relative weights set forth in the Evaluation Matrix below. While proposal quality is not specified in the Evaluation Matrix, it is expected that proposals will be well-written, organized, complete and error-free. The Town reserves the right to reduce scores for proposals that do not comply with these requirements.

In accordance with Chestertown Ordinance 08-2024, the evaluation criteria will include the lowest or best price, quality of the proposal, expected quality of the services to be provided, delivery schedule, and responsibility of all bidders considered. The evaluation process may also include interviews or requests for clarification, reference checks, and other due diligence as deemed appropriate by the Town. **Final selection will be based on the proposal determined to provide the best overall value to the Town.**

The Town of Chestertown reserves the right, at any time, to modify, waive or otherwise vary the terms and conditions of this Request for Proposals including, but not limited to, the deadline for submission and submission requirements. The Town further reserves the right to reject any or all submittals, to cancel or withdraw this RFP at any time, and to negotiate with any party prior to or after submittal of proposals.

The Town's preferred initial contract term is five (5) years. Respondents may propose alternative term lengths; however, any proposed alternative must clearly demonstrate a financial and/or operational benefit to the Town. The Town reserves the right to select the contract term that provides the best overall value.



8. PROPOSAL EVALUATION MATRIX

Evaluation Criteria (100 Points Total)

Category	Criteria
Experience & Qualifications (15%)	Relevant experience with community solar & ANEM programs Demonstrated success in subscriber management Licensed to perform work in MD with demonstrated ability to obtain Subscription Coordinator Number from Maryland PSC
Technical Approach (25%)	Quality and clarity of subscriber acquisition strategy LMI enrollment and retention strategy (critical) ANEM management and optimization approach
Performance Approach (25%)	Subscriber acquisition approach and ramp-up timeline Churn management & replacement strategy Customer service & responsiveness
Technology & Reporting (15%)	Portal functionality, transparency, usability Reporting and compliance capabilities
Pricing (20%)	Pricing clarity and cost competitiveness



9. PRE-PROPOSAL CONFERENCE

A pre-proposal conference with Chestertown officials will be held virtually on June 8, 2026 at 10:30 AM Eastern Daylight Time. To register for the meeting, click here:

<https://events.teams.microsoft.com/event/b6600127-d2a3-4e64-a46b-ed522db95708@8a468f05-2442-47ed-a9d4-2e566f462165>

10. QUESTIONS

All questions regarding this solicitation should be addressed to: publicsector@greengen.com no later than **June 11, 2026**. GreenGen will provide consolidated responses to all questions received no later than June 18, 2026.



ATTACHMENT A: STATEMENT OF WORK (SOW)

1. Purpose and Overview

This SOW defines the services, deliverables and responsibilities for Subscriber Coordination and Program Management Services for the Town of Chestertown (“the Town”) Community Solar Program and Aggregated Net Energy Metering (ANEM) Program (collectively, the “Programs”). The selected firm (“Contractor”) shall provide end-to-end subscriber acquisition, onboarding, billing support, customer service, program management and compliance reporting services in accordance with applicable State, Town, and Utility requirements.

2. Definitions

Contractor: Selected firm.

Subscriber: A customer enrolled in the Community Solar Program.

LMI Subscriber: A low- or moderate-income customer as defined by Maryland program rules.

Program Rules: Applicable laws, regulations, and utility requirements.

Utility: The electric utility serving the project (i.e., Delmarva Power & Light).

3. Roles and Responsibilities

Contractor: Responsible for all subscriber acquisition, subscriber and ANEM account management, billing, reporting, and coordination with the Town and the utility.

Town: Provides project data and approvals.

Utility: Provides bill crediting. (Contractor is responsible for verifying bill credits and optimizing financial performance of ANEM and Community Solar accounts.)

4. Scope of Services

The Contractor shall provide comprehensive services, including but not limited to the following:

For the 1.0-MW AC Community Solar Program

- Platform setup and operational readiness (timeline to be proposed by Contractor)
- Subscriber acquisition and enrollment (timeline to be proposed by Contractor)



- Customer service and account management
- Direct billing and collections
- Utility coordination and allocation management
- Reporting to the Town and for State/Utility compliance purposes

For the 1.2-MW AC ANEM Program

- Account allocation management and coordination with the Utility
- Reporting to the Town and Utility

5. Performance-Based Requirements

Contractor shall propose performance targets and service levels for each of the following:

- Acquisition strategy and ramp-up timelines to achieve 100% subscription
- Customer service response times
- Subscriber replacement timelines
- Portal development timeline, portal capabilities, and portal uptime

6. Deliverables

- Customer portal with real-time data access
- Monthly performance reporting
- Subscriber enrollment documentation
- Compliance reporting

7. Data Security

Contractor shall comply with all data security and privacy requirements and notify Client of any breaches within 24 hours.

8. Pricing Structure

For Chestertown I, Contractor shall provide detailed pricing specific to each element below, per subscriber type:

- Initial Acquisition
- Customer Management
- Customer Churn/Replacement



For Chestertown II:

- ANEM Management

All proposed pricing must be clearly identified and itemized. Any proposed price escalation, including the basis for the escalation and the applicable escalation schedule, must be clearly described. Pricing submitted shall remain valid for the initial five (5) year contract term unless otherwise specifically identified in the proposal.

Any costs, fees, charges or expenses not expressly included in the submitted Pricing Proposal shall be deemed included in the proposed pricing and shall not be billed to the Town or reimbursed by the Town.

9. Permits and Licenses

Contractor shall possess and maintain all required licenses, registrations and permits required to perform the functions of a Community Solar Subscriber Coordinator within the State of Maryland. Contractor shall also have the ability to obtain a Subscription Coordinator Number from the Maryland Public Service Commission.

Contractor shall obtain, and maintain, any and all Program Documents and/or governmental approvals necessary or required for Contractor to perform all aspects of this SOW.

10. Contract Term and Transition

The Town's preferred initial contract term is five (5) years. The Town may negotiate one or more renewal terms with the selected Contractor under mutually agreed-upon conditions. Contractor may propose alternative contract term lengths if its proposal clearly illustrates associated cost savings, pricing advantages or other/operational benefits to the Town. The Town reserves the right to select the contract term that provides the best overall value.

Either party may terminate the resulting agreement upon ninety (90) days' written notice to the other party. In the event of termination, the Contractor shall provide reasonable transition assistance, including the transfer of records, data, account information and other materials necessary to ensure continuity of services.

Any written contract developed in response to this RFP will be between the selected firm and the Town and will be subject to Town Council approval in accordance with Town Ordinance 08-2024. A draft contract template will be provided as an amendment to this RFP prior to the deadline for proposal submission.



11. Project Data

Project Name	Capacity (kW AC)	Program Type	Target Subscription
<i>Chestertown Solar I</i>	1000	Community Solar	40% LMI 100% Residential (Chestertown/Kent County preferred)
<i>Chestertown Solar II</i>	1200	ANEM	N/A



ATTACHMENT B: PRICING PROPOSAL FORMAT

The required Pricing Proposal format is provided as a separate Excel attachment. Respondents shall complete the Pricing Proposal and submit it in PDF format as part of their proposal package.