**APPENDIX 6 –**

**INFORMATION TECHNOLOGY, DATA COLLECTION, AND MANAGEMENT**

The Grantee shall collect and electronically compile data needed to monitor, assess, and evaluate its performance, to report on its activities, and to improve the design and delivery of Solar for All Subscriber Management services. The Grantee shall develop and maintain an MIS. Data shall be kept in a relational database format by the Grantee and be organized in such a way that a third party could easily access and utilize necessary information for performance assessment tasks. Information in this system shall include, but not be limited to, tracking data on subscribers, program services, general program operation, and financial and management data. The MIS shall have the ability to produce ad hoc reports for periodic information requests from DOEE.

The types of computer equipment, storage peripherals, communication devices, network equipment, software, printers, and any other products necessary for providing Subscriber Management services shall be chosen by the Grantee. The computer equipment and IT services must have the capabilities necessary to perform the tasks set forth in the Application and in accordance with the requirements of the RFA. All data and information contained in systems developed by the Grantee must be transferrable to DOEE for further analysis, maintenance, or archiving purposes.

**Managing Subscriber Data and Sensitive Information**

The Grantee shall not sell or otherwise disclose any subscriber or billing information to any third party without express written authorization from the subscriber. The Grantee shall be liable for damages to the participant for any unauthorized use of subscriber information or data, including the electric utility company’s data on the participant. Specific information and data include, but is not limited to, the subscriber’s name, utility account number, electricity consumption, and contact information (service address, billing address, and telephone number). The Grantee shall develop and maintain protocols that provide appropriate privacy and data security protections in the collection, processing, storage, and retrieval of information that is subscriber-specific. The protections in the collection, processing, storage, and retrieval of information that is participant-specific.