	Initial	ORACLE AMERICA INC	SAP SuccessFactors
Name			
Totals			
1 Eversource			
1 1 Eversource is New England's largest energy delivery company, safely and reliably delivering energy to approximately 3 7 million electric and natural gas customers in Connecticut, Massachusetts and New Hampshire **Connecticut:** Our electric service territory includes 149 towns and covers 4,400 square miles Our natural gas service territory includes 73 towns and covers 2,187 square miles **Massachusetts:** Our electric service territory includes 140 towns and covers 3,192 square miles Our natural gas service territory includes 51 towns and covers 1,067 square miles **New Hampshire:** Our service territory includes 211 towns and 5,628 square miles			
2 Supplier Code of Business Conduct			
2 1 Please indicate that your company has read and accepts Eversource's Supplier Code of Conduct without exceptions by answering "yes" to this question		■	■
Please download all attachments, see Reference Documents References			
2 2 Code of Conduct Questions			
2 2 1 Does your company have any conflicts of interest to disclose as it relates to this request?			■
2 2 2 Please explain in detail any conflicts of interest as it relates to this request.			
3 Authorized Person Confirmation			
3 1 By selecting Yes you represent and warrant that you are authorized by your company to make promises and commitments for and on behalf of your company		■	■
4 Instruction			
4 1 Contacting Help Desk / Product Support			
Please use the following information to contact the Ariba Help desk for technical and product support			
1 Log into the site 2 Click "Help" & "Support" on the top right corner 3 Click "Contact Ariba Customer Support via Webform" in the Ariba Customer Support section			
Supplier Training Suppliers can access the Ariba Sourcing training guides by clicking the Help link in the upper right corner of the screen The three training guides take less than one hour to complete References			
4 2 Help			
4 3 How to respond to the RFP			
1 Once you access the project, please review the event details You can click on "All content" in order to see all the sections together			
2 Review and accept the Agreement and/or Prerequisite(s) at the project level			
3 Enter your response and click on Submit entire response Please note that unless you click on the "Submit" button, your response will not be received by Eversource			
4 4 Event Information			
4 4 1 You are requested to provide a proposal for the services and/or goods described in this request			
Submissions Your proposal must be received no later than the response date and time requested or your proposal will be disqualified Any proposals not submitted on-line, unless authorized by the contact above, will cause your proposal to be disqualified Proposals will not be opened prior to the response date requested Receipt confirmation of your proposal is displayed on-line in the Console All other confirmations are your responsibility and should not rely on an individual response from the contact above You are not allowed to submit revised or improved proposals after the response date unless specifically requested to do so by the contact above			
Commercial Qualification Your proposal may be required to pass a commercial qualification which if not met will disqualify your proposal Any disqualified proposals will be retained by Eversource Energy Service company ("Eversource")			
Questions If there are any questions related to this request for proposal, submit them on-line via the Messages tab You are advised that all questions submitted and answers provided related to this request for proposal may be provided to other participants			
Terms and Conditions Your proposal must be in accordance with the "General Terms and Conditions" or "Terms and Conditions" presented in this request, any exceptions must be stated in your response, including the specific exception taken and your proposed alternative language Prior to commencing any work you propose, you must provide written evidence of insurance and indemnity Eversource for any goods and/or services to be provided This must be consistent with the "General Terms and Conditions" or "Terms and Conditions" presented in this request			
Diversity Eversource values a diverse business climate including nondiscrimination in employment and fully supports the government's policies of ensuring that Small,Small Disadvantaged, Women Owned Small Business, Veteran owned Small Business, Service Disabled Veteran Owned Small Business, HUBZone Certified Small Business, Minority Owned Business Enterprise, Woman Owned Business Enterprise, Veteran Owned Business Enterprise and Disadvantaged Business Enterprise have every opportunity to			
5 Introduction to Event			
5 1 Eversource Energy is requesting proposals for the services or product described herein Please review all Content and download all attachments prior to submitting your bid Please conduct any and all communication through the event message board Do not contact anyone other than Eversource Procurement directly during the event Can your company support the scope of work described here?		■	■
6 General Questions			
6 1 Confirm that your company's proposal will be valid for a period of at least sixty (90) days from the close of the request.			■
6 2 Does your company understand the quantity or amount of services and/or products presented are only estimates are not guaranteed?			■
6 3 Does your company understand that buyer, subsequent to your proposal, reserves he right to determine final contract prices via an online commerce process?			■
6 4 Diversity Questions			
6 4 1 Does your company qualify as a Diverse Business?			■
The following categories may be counted towards this question Minority Business Enterprise (MBE) Woman Owned Business Enterprise (WBE) Disadvantaged Business Enterprise (DBE) Small Disadvantaged Business Woman Owned Small Business Veteran Owned Small Business Service Disabled Veteran Owned Small Business HUBZone Certified Small Business Disability Owned Business Enterprise (DOBE)			
Any additional categories may be discussed for inclusion 6 4 2 If not Diverse as answered above, please advise, what is the best "Percentage of Total Contract Value" your company can commit to subcontracting from Diverse Vendors and reporting on a monthly or quarterly basis?			■
Additional information of diversity requirements can be found in the Special Terms and Conditions attached to this question These terms and conditions are in addition to the general terms and conditions of this RFP The directed spend subcontracting form for reporting is also attached			
Please download all attachments see Reference Documents References			
6 4 3 Please Identify Name & Contact Information (email) for the individual who will be responsible for reporting to our Corporate Supplier Diversity team under performance of this contract			■
6 5 FAR Small Business Questions This question is applicable only if the work is to be performed under the US Government General Services Administration (GSA) Area Wide Agreement or site-specific work on a federal facility Please note A contract cannot be awarded without this information, if applicable			
6 5 1 Please acknowledge that performance under Eversource contracts that are under the GSA Area Wide Agreement or site-specific work on a federal facility are subject to FAR 52 219-8 Utilization of Small Business Concerns FAR 52 219-9 Small Business Subcontracting Plan			■
Please answer "Yes" to assure compliance with the above FAR requirements Copies of these requirements are attached for convenience			
Please download all attachments, see Reference Documents References			

REDACTED

	Initial	ORACLE AMERICA INC	SAP SuccessFactors
6 5 2 If applicable, please attach your Small Business Subcontracting Plan that complies with the requirements of Federal Acquisition Regulation (FAR) Clause 52 219			
6 5 3 If applicable, please identify Name and Contact information (email) for your Small Business Liaison Officer who will be responsible for reporting to the GSA under performance of this contract			[redacted]
6 6 Federal Requirements Questions			
6 6 1 Has your company been or is currently debarred from contracting with the Unites States Government?			[redacted]
6 6 2 Please provide details on why your company was/is debarred from contracting with the United States Government.			
7 Sustainability Questions			
7 1 Dear Valued Eversource Supplier,			
At Eversource, we have set an aggressive goal - to be the best energy company in the nation by 2020 This year, we released our Commitment to Environmental Sustainability (attached), a statement that underscores our environmental priorities and highlights our role as a key catalyst for clean energy This statement is an important component of our vision for how we conduct our business today and for future generations As part of this RFP, as well as in future RFPs, we have incorporated questions to explore our Suppliers' commitment to Environmental Sustainability env-commitment-2017 pdf			
7 2 Question 1			
7 2 1 Does your company offer customers environmental improvement opportunities? If yes, please provide details and how your initiatives may benefit this specific project			[redacted]
Examples:			
•Take-back programs •Packaging improvements •Green transportation alternatives •Recyclable material options			
7 3 Question 2			
7 3 1 Has your company been cited for non-compliance of an environmental and/or labor issue in the last 5 years? If yes, please provide details and any corrective actions planned/taken			[redacted]
Examples:			
Include any penalties from federal, state, or local agencies			
7 4 Question 3			
7 4 1 Has your company received any sustainability awards and/or recognition? If yes, please provide details			[redacted]
Examples:			
Local/Regional/National Sustainability Awards			
7 5 Question 4			
7 5 1 Does your company have any community engagement programs? If yes, please provide details			[redacted]
Examples:			
•Employee volunteering •Corporate giving			
7 6 Question 5			[redacted]
7 6 1 Does your company have any workforce development programs? If yes, please provide details			[redacted]
Examples:			
•Career development programs •Internships •School partnerships •Apprenticeships			
7 7 Question 6			
7 7 1 Are you compliant with the Diversity & Inclusion language in the Supplier Code of Business Conduct 2017 (pg 5) as shown below If yes, please provide how your business actively works to develop & retain a diverse workforce, and how you are also committed to diversity in respect to your own suppliers			[redacted]
Diversity and Inclusion *Eversource seeks to create an inclusive environment where diverse ideas are communicated openly, directly and honestly; every individual is a respected and valued contributor; and differences are welcomed, understood and drawn upon to support all aspects of its business. Eversource expects all suppliers to actively work to develop and retain a diverse workforce and be committed to diversity with respect to their own suppliers.* References			
7 8 Question 7			
7 8 1 Do you publicly report greenhouse gas emissions? If yes, please provide link to source			[redacted]
Examples:			
Current greenhouse gas goal or target			
7 9 Question 8			
7 9 1 Do you have a current statement or policy related to sustainability and/or reducing environmental impact? If yes, please provide link to source			[redacted]
Examples:			
•Environmental Policy •Code of Conduct			
7 10 Question 9			
7 10 1 Do you publicly report voluntary goals to reduce energy consumption, emissions, waste or water in your operations? If yes, please provide link to source			[redacted]
Examples:			
Embedding energy and water efficiency			
7 11 Would you be interested or willing to join a supplier affiliate program to become part of the Electric Utility Industry Sustainable Supply Chain Alliance?			[redacted]
Link - http://eusscа.org/			
8 RFP Informational Documents			
8 1 Please read the attached documents to understand the scope of this RFP Please attach your technical proposal in a ZIP file here, which shall include the following			[redacted]
Executive Summary and References			
Business Requirements			
Technical Questions			
Enterprise Capability Questions			
Software Pricing			
Contract Documents			
DO NOT INCLUDE ANY PRICING RELATED DOCUMENTS OR VALUES IN YOUR RESPONSE TO THIS SECTION			
**If Bidder has exceptions to the Eversource Technical Specifications/Requirements included in this Sourcing Event, please include in this response If none are attached here, Eversource will conclude that your proposal meets all required specifications References			
9 Pricing Documents			
9 1 Please review the attached Pricing template and attach your commercial proposal here References			Attachment D - CIS Software Pricing Table_SAP final.xlsx

SAP

Strategic Pricing Proposal

SAP strives to always take the long view regarding the relationships we enter with Utilities like Eversource. And we have made the effort to do that here with our pricing proposal. In short, SAP is offering pricing to Eversource for CMA which is consistent with the discounting levels we would typically apply for a much larger scale purchase, without requiring commitment to that purchase up front. While our accounting practices don't allow us to explicitly provide the phased pricing model requested, we hope this approach demonstrates that we are serious about building a long-term partnership with Eversource and look forward to the opportunity to discuss this further.

Flexible Licensing and Deployment Options

SAP offer Utilities the choice of how to best license and deploy our SAP S/4HANA CIS solutions based on their business requirements and strategies. With a single SAP S/4HANA codebase spanning multiple deployment and commercial options, our customers can choose from the following fully supported standard offerings:

1) Perpetual Licensing for SAP S/4HANA

2) Cloud Subscription for SAP S/4HANA: the SAP S/4HANA Cloud, Extended Edition provides software licensing, support, infrastructure and management services in a single subscription model. As a private cloud, this affords the benefits of Software as a Service while giving the utility complete control and flexibility over the environment (e.g. to manage upgrade cycles, regulatory requirements, etc).

3) SAP Managed Services for the operation of Perpetual Licenses (HANA Enterprise Cloud): infrastructure provisioning and baseline application management delivered by SAP in an SAP data center or in a top industry cloud hyperscaler platform such as Google Cloud Platform, Microsoft Azure, and AWS. Additional SAP managed services available on an optional basis. See Appendix D for detailed slides for HANA Enterprise Cloud

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Perpetual License Software (On Prem), with SAP Service Cloud for Call Center Users									
SAP's software discounting model is volume based. Commited to a long-term view, SAP will provide Eversource the same Perpetual license discount for 330K customers (CMA - Option 1) as we would for an up front purchase for 1.83M customers (CMA, CL&P & Yankee Gas - Option 2). As metioned elsewhere, our accounting principles do not allow for us to provide tiered pricing of these solutions. As such, Option 3 is included to demonstrate the high level of discounting we would provide should Eversource opt to secure Perpetual licensing to cover all of your operating companies up front. We understand the CapEx/OpEx considerations utilities face as well as the challenges of rate recovery. These three options therefore should be considered to represent the basis for further dialogue we are very much willing to have in order to provide Eversource a commerical model that works best for your organization.									
Software	Licensing Metric*	In blocks of	License Level	Total Licensed Metric	Option 1 - CMA - 330K Customers 84% Discount		Option 2 - CMA, CL&P & Yankee Gas 1.830M Customers 84% Discount (note: this option is included as a comparative pricing scenario only; total license metric scaled from CMA requirement but not shown here)	Option 3 - All of Eversource 4.03M Customers 88% Discount (note: this option is included as a comparative pricing scenario only; total license metric scaled from CMA requirement but not shown here)	Comments
SAP Infrastructure Software									
SAP Process Orchestration	Cores	1	2	2	[redacted]		[redacted]	[redacted]	
SAP Data Services Standard Edition	Cores	1	8	8	[redacted]		[redacted]	[redacted]	
SAP S/4HANA Software									
SAP S/4 Ent. Mgmt. Professional use	Users	1	8	8	[redacted]		[redacted]	[redacted]	This is the minimum user purchase required for the S/4 HANA core. Users are not required to run the CIS functions, so the minimum quantity here is sufficient. Additionally, this minimum would also secure the requirement for other open Eversource RFPs (e.g. Consolidations).
SAP S/4HANA, Developer access	Users	1	5	5	[redacted]		[redacted]	[redacted]	
SAP S/4HANA meter data management and operations energy	Points of delivery	1,000	330	330,000	[redacted]		[redacted]	[redacted]	These are the CIS SKUs which provide usage rights for these capabilities in S/4 HANA. Named users are not required.
SAP S/4HANA market process management for utilities	Points of delivery	1,000	330	330,000	[redacted]		[redacted]	[redacted]	
SAP S/4HANA bill-to-cash energy	Contracts	1,000	330	330,000	[redacted]		[redacted]	[redacted]	
HANA Runtime Software									
SAP HANA, runtime edition for applications & SAP BW (15%)	HSAV				[redacted]		[redacted]	[redacted]	S/4 HANA runs on the SAP HANA database. The HANA runtime edition is included as a 15% uplift on the net licensing purchase. As SAP licenses Perpetual software based on Production usage, this covers all tiers of an an environment (e.g Dev/Test/QA/Training/Prod). The same model holds true for any SAP perpetual license.
				Total Software	[redacted]		[redacted]	[redacted]	
Annual Maintenance for Perpetual Licenses				Maintenance	[redacted]		[redacted]	[redacted]	SAP Enterprise support is offered at 22% of net license fees per annum.
SAP Analytics Cloud - Subscription Pricing									
SAP Analytics Cloud BI, (cloud)	Users	1	100	100	[redacted]		[redacted]	[redacted]	To support required ad-hoc business analytics/reporting
SAP Service Cloud for Call Center Users - Subscription Pricing					88 Users		250 Users	513 Users	
SAP Service Cloud - Enterprise Edition	Users	1	88	88	[redacted]		[redacted]	[redacted]	
SAP CP Integration Suite - Standard Edition (1 tier) **	Tenant	1	1	1	[redacted]		[redacted]	[redacted]	**Will evaluate sizing for CP integration suite based on project need
SAP Sales/Service Cloud - Test Tenant	Tenant	1	1	1	[redacted]		[redacted]	[redacted]	
				ACV	[redacted]		[redacted]	[redacted]	

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RFP - Eversource CIS Software Solution for CMA Customers

RFP Attachment D -- Software Pricing

Instruction: These table formats are not fixed and do not contain formulas. Respondents may make adjustments if helpful in clarifying pricing.

Pricing A: CMA Only							
CIS Component	License or Subscription?	Unit of measure	In Blocks of	Number of Units	Extended Price	Frequency of Billing (One time / Annual / Monthly)	Total 5 Year Fees $
Perpetual License Software (On Premise) with SAP Service Cloud Subscription (Call Center Users)							
SAP S/4HANA meter data management and operations energy	License	Points of delivery	1000	330	[redacted]	One time	[redacted]
SAP S/4HANA market process management for utilities	License	Points of delivery	1000	330	[redacted]	One time	[redacted]
SAP S/4HANA bill-to-cash energy	License	Contracts	1000	330	[redacted]	One time	[redacted]
SAP Process Orchestration	License	Cores	1	2	[redacted]	One time	[redacted]
SAP Data Services Standard Edition	License	Cores	1	8	[redacted]	One time	[redacted]
SAP S/4HANA, Developer access	License	Users	1	5	[redacted]	One time	[redacted]
S/4 Ent. Mgmt. Professional use	License	Users	1	8	[redacted]	One time	[redacted]
SAP HANA, runtime edition for applications & SAP BW - New/Subsequent	License	HSAV			[redacted]	One time	[redacted]
Maintenance for Perpetual Licenses (22%)					[redacted]	Annual	[redacted]
SAP Analytics Cloud BI, (cloud)	Subscription	Users	1	100	[redacted]	Annual	[redacted]
SAP Service Cloud - Enterprise Edition	Subscription	Users	1	88	[redacted]	Annual	[redacted]
SAP CP Integration Suite - Standard Edition (1 tier)	Subscription	Tenant	1	1	[redacted]	Annual	[redacted]
SAP Sales/Service Cloud - Test Tenant	Subscription	Tenant	1	1	[redacted]	Annual	[redacted]
Cloud Subscription for S/4 HANA (SAAS) - Private Cloud - In SAP facility or Azure, Google, AWS facility - CMA 330K Customers							
SAP S/4HANA Cloud for energy utilities, 3 tiers - Private Cloud	Subscription	Users	1	330	[redacted]	Annual	[redacted]
SAP Data Services - Standard Edition	Subscription	Cores	1	8	[redacted]	Annual	[redacted]
SAP Analytics Cloud BI, (cloud)	Subscription	Users	1	100	[redacted]	Annual	[redacted]
SAP Service Cloud - Enterprise Edition	Subscription	Users	1	88	[redacted]	Annual	[redacted]
SAP CP Integration Suite - Standard Edition (1 tier) **	Subscription	Tenant	1	1	[redacted]	Annual	[redacted]
SAP Sales/Service Cloud - Test Tenant	Subscription	Tenant	1	1	[redacted]	Annual	[redacted]
**Will evaluate sizing for CP integration suite based on project need							
SAP HANA Enterprise Cloud On Azure- Managed Private Cloud Hosting Service - SAP provides infrastructure for Perpetual Licenses (On Premise Licenses) - CMA 330K Customers - Please see appendix D for more detail							
SAP HANA Enterprise Cloud on Azure	Subscription				[redacted]	Monthly	[redacted]

Calculated for 3 yrs because this will only run for duration of project

Scope – 512GB S/4 :

1)3 tier(DEV-256GB,QAS-512GB,PRD-512GB) S/4 – 512GB with DR and ISU addons
2) 3 tier(DEV,QAS,PRD) Process Orchestration on ASE – 4 cores – with DR
3)2 tier(non PRD,PRD) – Solution Manager on HANA – 256GB with ADS add on – NO DR
4)2 tier(non PRD,PRD) – Cloud connector with long distance DR
5)Primary and secondary 200M Azure express route connection with VPN backup
6)Load balancers and web dispatchers as appropriate
7)Primary DC - East US – Virginia
8)Secondary DC – West US2 -Washington

Hosting fees for Data Services project system should be evaluated separately based on shorter duration required

Bid Evaluation Matrix

RFP# 2525682200

Description: **CIS Software Selection**

Instructions: complete white areas of form only (If necessary modify the shaded regions to suit the procurement otherwise do not change the shaded areas)

Technical Evaluation By:
Barbara Moreira
Ken Millerd
Kurt Be ken
Leslie Moon
Becky Dorant
Dennis Moore
David Pacifici

Rating Scale:
10 = Exceeds Expectations
9 - 7 = Meets Expectations
6 - 4 = Below Expectations
3 -1 = Far Below Expectations
0 = Does Not Meet Expectations

Enter scores here

Enter notes here

Part I Non-Price Evaluation				SAP			Oracle (WITHDRAWN FROM RFP)		
Weight	Category	Definition	Section	Rating	Weighted Score	Notes	Rating	Weighted Score	Notes
20%	Product Features and Functionality	Rate the proposed product(s), features and/or functionality and how well they address the hardware, software, and business requirements stated in the RFP.	Attachment A	[redacted]	[redacted]			[redacted]	
20%	Technical Design Features	Rate the proposed product's underlying technology design strengths.	Attachment B	[redacted]	[redacted]			[redacted]	
20%	Product Flexibility and Scalability	Rate the proposed solution's flexibility to extend to other Eversource companies and customers.	Attachment C, Appendix B, Appendix C	[redacted]	[redacted]				
10%	Vendor Support and Maintenance	Rate the product maintenance (e.g. frequency and magnitude of updates) and support model following implementation.	Appendix A	[redacted]	[redacted]				
30%	Long-term Fit	Rate the degree to which Bidder is a good strategic fit with Eversource	All proposal docs	[redacted]	[redacted]			[redacted]	
								[redacted]	
100%	Total Points				[redacted]			[redacted]	

Bid Evaluation Matrix

Part II Price Evaluation				SAP			Oracle (WITHDRAWN FROM RFP)		
100%	Fixed Price			0.0	0.0		0.0	0.0	
				0.0	0.0		0.0	0.0	
	Total Points			0.0			0.0		
100%	Total Score			0.0			0.0		

Part III Composite Evaluation				SAP	Oracle (WITHDRAWN FROM RFP)
50%	Part II Score			0.0	0.0
50%	Part II Score			0.0	0.0
	Composite Score or 10 x (Part 1 Score x .5 + Part II Score x .5)			0.0	0.0
	Scoring Notes				

Part II-a Price Evaluation: Adjustments				SAP	Oracle (WITHDRAWN FROM RFP)
	Base Price				
Adjustments					
1					
2					
3					
4					
5					
6					
	Total Adjustments			$0.00	$0.00
	Adjusted Fixed Price			$0.00	$0.00

REDACTED

Id: MSG95874827

From: ORACLE AMERICA INC (Henry Cutter)

Sent: 08/07/2020 11:42 AM

To: [redacted]

Subject: Doc2525682200 - CIS Software Solution for CMA Customers RFP

Labels: (no value) select

Viewed By: Eversource Energy Service Co. [redacted]

I hope this message finds you well. As we continue our efforts to become a strategic partner to Eversource, we feel it serves everyone best if we discontinue our pursuit of the Columbia Gas Massachusetts CIS opportunity. While we know our solution offerings more than meets the needs of CMA and Eversource we haven't had time to build the necessary relationships to demonstrate that vision. After a careful analysis of the opportunity we have made the decision to withdraw our bid from the CMA CIS RFP process. We are thankful for the opportunity to be involved in this important acquisition and look forward to participating in future proposals.

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June 9, 2026

Eversource Energy Service Co.
107 Selden St
BERLIN, CT, 06037-1616

SAP Proposal Summary

Eversource Connecticut Advanced Metering Infrastructure (AMI) Initiative

On behalf of SAP, we are pleased to participate in Eversource's Connecticut Advanced Metering Infrastructure (AMI) initiative and are excited by the prospect of expanding our companies' existing partnership. SAP understands the strategic importance of this initiative for Eversource and is committed to supporting the long-term success of your organization.

Eversource has filed with the Connecticut Public Utilities Regulatory Authority (PURA) seeking approval for the Connecticut AMI initiative. This proposal is intended to support Eversource's planning, evaluation, and regulatory activities associated with that initiative.

Included is a proposal outlining the SAP software components and entitlements identified to support Eversource's Connecticut Advanced Metering Infrastructure (AMI) initiative. The pricing reflected in this proposal is valid through March 30, 2027, and is intended to establish a pricing ceiling for the software scope included herein. Upon regulatory approval, the parties will work in good faith to validate the proposed solution scope and confirm alignment with Eversource's program requirements. Subject to the scope, sizing, and deployment assumptions remaining materially unchanged, pricing for the proposed SAP solution will not exceed the amounts reflected in this proposal.

Background

- Eversource and SAP entered into an SAP Cloud Services Agreement and an Order Form issued under such agreement (Case ID 3062028259), dated June 30, 2022, for the purchase of an SAP Customer Information System related to the Commonwealth of Massachusetts AMI Program.
- Eversource has filed with the State of Connecticut's Public Utilities Regulatory Authority ("PURA") seeking approval for Advanced Metering Infrastructure within the State of Connecticut.
- Provided PURA grants such approval, Eversource and SAP anticipate amending the existing agreement to support the Connecticut AMI Program.

As currently contemplated, the amendment would include, but not necessarily be limited to, the following:

1. Quantities – The proposed SAP Customer Information System assumes 2.2 million points of delivery across Eversource's Connecticut electric service territory. This forms the basis of SAP's pricing proposal. SAP and Eversource acknowledge that certain product names, SKU numbers, packaging constructs, licensing metrics, or solution components may evolve over time as SAP updates its solution portfolio and price list offerings. Accordingly, the final bill of materials may be adjusted to align with SAP's then-current offerings, provided such adjustments do not materially alter the intended solution capabilities, sizing assumptions, or commercial outcome reflected in this proposal.

2. Pricing - SAP agrees to extend the pricing reflected in this proposal through the earlier of (a) June 15, 2027, or (b) ninety (90) days following final regulatory approval of the Connecticut AMI initiative.

Based on the proposed solution scope, the Annual Contract Value is $7,853,350. This pricing includes High Availability and Disaster Recovery capabilities designed to support the resiliency, availability, and

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operational requirements of a modern Customer Information System supporting Eversource's Connecticut AMI program.

SAP intends for the pricing contained in this proposal to provide Eversource with commercial certainty for planning, budgeting, and regulatory purposes. Accordingly, subject to the overall program scope, sizing assumptions, deployment architecture, and required solution capabilities remaining materially unchanged, pricing for the proposed SAP solution will not exceed the amount reflected in this proposal.

The parties acknowledge that individual solution components may require updates to reflect SAP's then-current product offerings, SKU structures, licensing metrics, packaging constructs, or solution naming conventions. Any such adjustments will be made in a manner intended to preserve the commercial intent of this proposal and will not result in an increase to the net pricing reflected herein, provided the underlying program requirements remain materially unchanged.

3. Future Commercial Documentation - Upon regulatory approval, Eversource and SAP will work in good faith to finalize the solution scope and execute any required amendments or commercial documentation necessary to support the Connecticut AMI Program.

This proposal is intended to support Eversource's planning, budgeting, and regulatory activities and reflects SAP's current understanding of the program requirements. Any future transaction remains subject to the execution of mutually acceptable commercial documentation between the parties.

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Docusign Envelope ID: 45BC81E0-4073-81C1-8396-21FB6002A49D

Order Form
for SAP On Premise Software and Support

Between

SAP Industries, Inc.
3999 West Chester Pike
Newtown Square, PA 19073
USA
("SAP")

And

Eversource Energy Service Co.
107 Selden St
BERLIN, CT, 06037-1616
US
("Customer" or "Licensee")

Customer ID: 1404281
Case ID: 3063634345

1. EFFECTIVE DATE

This Order Form as issued by SAP is a binding offer by SAP. It only becomes effective upon SAP's receipt of this Order Form duly signed by the parties (" **Effective Date** ") on or prior to 12/05/2026.

2. SOFTWARE AND LICENSE FEES

2.1. Customer receives the right to Use the software products in line with the metric and quantities set forth in Schedule 1 ("**Software**") in accordance with the terms and conditions of the Agreement for the Total License Fee set forth in Schedule 1.

2.2. Affiliate Use

If Customer has an Affiliate with a separate software license and/or SAP support agreement with SAP SE, any SAP SE affiliate (including SAP) or any other distributor of SAP software ("**Separate Agreement**"), the Software must not be used to run such Affiliate's business operations and such Affiliate will not receive any SAP Support as set forth in this Order Form even if the Separate Agreement has expired or is terminated.

3. SAP SUPPORT AND SAP SUPPORT FEES

3.1. SAP will provide Customer with SAP Enterprise Support for the Software as set forth in the SAP Support Schedule and Customer must pay the SAP Support Fee which is shown as an annual amount. The Initial Annual Support Fee is set forth in Schedule 1.

3.2. The SAP Support Fee is priced at the Support Percentage multiplied by the Maintenance Base set forth in Schedule 1, whereby "**Support Percentage**" means the Initial Support Percentage set forth in Schedule 1 or any increased support percentage.

3.3. Support Term

3.3.1. SAP Support will start on the first day of the month following the Effective Date and will end on December 31st of the next full calendar year (except if the first day of the month following the Effective Date falls on January 1st, in which case the initial term will run until December 31st of the same calendar year) ("**Initial Term**").

3.3.2. After the Initial Term, SAP Support will automatically renew for subsequent one-year periods (each a "**Renewal Term**") whereby the first year immediately following the Initial Term will be defined as "**1st Renewal Term**".

3.4. Fee Increase

3.4.1. The Initial Annual Support Fee will remain unchanged for the Initial Term and the 1st Renewal Term.

3.4.2. Thereafter, SAP may increase the SAP Support Fee by giving Customer three months' notice prior to the end of each Renewal Term by the percentage increase in the Index, applied on a cumulative year-over-year basis starting from either the Effective Date or, if a fee increase already happened, the Index used in the last fee increase notice, whichever occurred later ("**Fee Increase**").

Index is the CPI index whereby CPI as used herein means “U.S. Consumer Price Index for all Urban Consumers, U.S. City Average - All Items 1982-1984 = 100 Base for a twelve (12) month period prior to such increase as published by the Bureau of Labor Statistics”.

3.4.3. Not raising fees is not a waiver of SAP's right to do so.

4. PAYMENT TERMS AND INVOICING

4.1. All fees are in the currency set forth in Schedule 1 and do not include Taxes. Customer must pay the Total License Fee within 30 days of date of invoice and the SAP Support Fee within 30 days of date of invoice.

4.2. The Total License Fee and the SAP Support Fee will be invoiced upon execution of this Order Form.

4.3. For the first part of the Initial Term, the SAP Support Fee will be invoiced on a pro-rata basis from the first day of the month following the Effective Date. Thereafter, the SAP Support Fee will be invoiced annually in advance.

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4.4. Customer agrees that SAP may provide invoices electronically. Customer must provide a contact person and email address for such purposes.

5. DELIVERY OF SOFTWARE

5.1. Customer confirms that it received the remote access information necessary to electronically download the Software through the SAP Customer Support Website (https://support.sap.com/) and Customer confirms it has access to the SAP Customer Support Website as required to download the software licensed under this Agreement.

SAP will deliver the version of the Software that is current at the time of the Effective Date.

The following token can be used by Customer to select a different or additional User and gain access to SAP support web sites:

User Onboarding Token: 2e743bae-e07f-4797-9182-213aa70823d4

User Onboarding Website: https://account.sap.com/onboard/token/2e743bae-e07f-4797-9182-213aa70823d4

6. EXPORT RESTRICTIONS

Customer may not export, transfer or Use the Software and may not use SAP Support, Documentation and/or other SAP Materials in any country where these may not be used according to the export control and trade sanctions laws of the United States, Canada, the EU, and Germany and/or any other applicable export control and trade sanctions laws. Customer may not permit the export, re-export, transfer or Use of the Software and may not grant the use of SAP Support, Documentation and/or other SAP Materials to any end user with whom transactions are prohibited in accordance with the terms of the Agreement. Further information on SAP's Export Control and Sanctions Compliance can be found at: https://www.sap.com/about/agreements/export-statements.html.

7. ADDITIONAL TERMS

7.1. SAP may include Customer's name and licensed Software in SAP customer lists and earnings communications.

8. REFERENCED DOCUMENTS

This Order Form is governed by and incorporates the following documents in effect as of the Effective Date. All documents are listed in order of precedence. All Order Forms previously executed and in effect under the GTC are integral to this agreement, collectively form a single agreement, and are referred to herein as the "**Agreement**".

No.	Agreement	Location
1.	This Order Form including Schedule 1	
2.	Software Use Rights ("**Use Terms**")	https://www.sap.com/about/agreements/product-use-and-support-terms.html?tag=agreements:product-use-support-terms/on-premise-software/software-use-rights
3.	SAP Support Schedule ("**SAP Support Schedule**")	https://www.sap.com/about/trust-center/agreements/on-premise/product-use-and-support-terms.html?tag=agreements:product-use-support-terms/on-premise-software/support-terms
4.	SAP Software License Agreement ("**GTC**")	General Terms and Conditions/End User License Agreement effective November 20, 2020

Customer has had the opportunity to review the Agreement, including, without limitation, the Use Terms, SAP Support Schedule, and GTC prior to executing this Order Form. SAP recommends that Customer prints copies of these documents for Customer's records.

For the purposes of this Agreement, any references to "Licensee" means "Customer" and vice versa.

All defined terms used in this Order Form have the meaning stated in the Agreement.

Signatures sent by fax, pdf, email, DocuSign or other electronic means for which a process has been provided by SAP will be deemed original signatures.

Accepted By:	Accepted By:
SAP Industries, Inc.	Eversource Energy Service Co.
(SAP)	(Customer)
Name:	Name:
Title:	Title:
Date:	Date:

Docusign Envelope ID: 45BC81E0-4073-81C1-8396-21FB6002A49D

Schedule 1

Pricing Summary and List of Software

Total License Fee	[redacted]
Support Type	SAP Enterprise Support
Initial Support Percentage	[redacted]
Maintenance Base	[redacted]
Initial Annual Support Fee	[redacted]
Initial Support Percentage for BSI	[redacted]

Software								
Product	**TPP**	**SAV**	**HSAV**	**DSC**	**Sales Unit**	**Blocks of (units)**	**Licensed Quantity**	**Net License Fee**
SAP Archiving and Document Access by OpenText for SAP S/4HANA	X		X	X	Users	1	1500	[redacted]
SAP Document Presentment by OpenText for SAP S/4HANA	X		X	X	Transactions	100,000	65	[redacted]
SAP Document Presentment by OpenText, add-on for business correspondence for SAP S/4HANA	X		X	X	Transactions	100,000	65	[redacted]
SAP HANA, runtime edition for applications & SAP BW - New/Subsequent		X		X	HSAV	1	1	[redacted]

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Legend:

TPP "Third Party Product": 'X' indicates the software product is a Third Party Product licensed from SAP

SAV "SAP Application Value": 'X' indicates that the product is part of the SAP application value and thus relevant for runtime databases licensed by SAP.

HSAV "HANA SAP Application Value": 'X' indicates that the product is part of the HANA SAP application value and thus relevant for HANA runtime databases licensed by SAP

DSC “Discountable" Product

The amounts set forth above are net amount. Applicable taxes are not included. This is not a tax invo