

Clean Energy Alliance

JOINT POWERS AUTHORITY

**REQUEST FOR PROPOSALS
SOLICITATION # 2020-003**

**COMMUNITY CHOICE AGGREGATION
DATA MANAGER AND CUSTOMER CONTACT CENTER**

Date of Issuance: January 22, 2020

SUBMITTALS DUE:

**5 P.M. (PST)
Monday, February 10, 2020**

**CONTACT: BARBARA BOSWELL
INTERIM CHIEF EXECUTIVE OFFICER
CEO@TheCleanEnergyAlliance.org**

***THE CLEAN ENERGY ALLIANCE ENCOURAGES THE PARTICIPATION OF MINORITY- AND WOMEN-OWNED
BUSINESSES***

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I. INTRODUCTION & BACKGROUND

The Clean Energy Alliance (CEA) is seeking responses to this Request for Proposal (RFP) from qualified firms to provide data manager and call center services to support CEA's customer enrollment, billing and call center activities.

About CEA

In October 2019, the cities of Carlsbad, Del Mar and Solana Beach formed CEA, a non-profit public entity that will operate a Community Choice Energy (CCE) program within their city limits, in the San Diego Gas & Electric (SDG&E) service territory. CEA's purpose is to be an energy services provider, which benefits the community through the delivery of cleaner and more locally produced electricity, demand reduction, economic investment, and competitive rates for residents, businesses, and municipal facilities in the service territory.

The CEA Board of Directors approved its CCA Implementation Plan and Statement of Intent in December 2019, which was subsequently submitted to the California Public Utilities Commission (CPUC) for certification, as part of the process to launch a CCA program, serving approximately 60,000 service accounts, in May 2021. A copy of the CEA Implementation Plan is available at: <https://www.thecleanenergyalliance.org/implementation-plan>.

Solana Beach currently operates the Solana Energy Alliance (SEA), the only CCA that is currently serving customers in SDG&E territory. Solana Beach intends to transition its customers from SEA to CEA during CEA's mass enrollment. Once its customers are fully transferred to CEA, Solana Beach will no longer operate SEA. Solana Beach has submitted an amended Implementation Plan, concurrent with the CEA Implementation Plan, that reflects its customers transitioning to CEA.

By law, as a Joint Powers Authority (JPA), CEA is a separate legal entity from its member agencies and its budget is completely separate from the general funds of these local governments. Board meetings are open to the public. In addition, CEA will be funded through program revenues.

The service territory of CEA may expand in the future to include additional agencies.

II. SCOPE OF REQUIRED SERVICES

Respondents to this RFP should bid on all components of the RFP. CEA welcomes bids from both single service providers and teams of providers. A total bid price for all noted services below is requested.

CEA seeks proposals for data manager and call center services to support CEA's customer enrollment, billing, and call center activities. SDG&E has a scheduled billing system replacement to (Envision) with a scheduled implementation of Q1 2021. It is expected that proposers work cooperatively with SDG&E for testing transactions with SDG&E's new system and to address problems that surface as a result of testing.

A list of the requested services follows.

- a. Electronic Data Exchange Services:
 - i. Process CEA Service Requests (CCASRs) from/to SDG&E which specify the changes to a customer's choice of services such as enrollment in CEA programs, customer-initiated returns to bundled utility service or customer-initiated returns to direct access service (814 Electronic Data Interchange Files).
 - ii. Obtain all customer usage data from SDG&E's Metered Data Management Agent (MDMA) server to allow for timely billing (according to SDG&E requirements) of each customer (867 Electronic Data Interchange Files).
 - iii. Maintain and communicate the amount to be billed by SDG&E for services provided by CEA (810 Electronic Data Interchange Files).
 - iv. Receive and maintain all data related to payment transactions toward CEA charges from SDG&E after payment is received by SDG&E from customers (820 Electronic Data Interchange Files).
 - v. Process CCASRs with SDG&E when customer status changes.
 - vi. Work with CEA and SDG&E to develop a testing schedule to ensure system readiness for an anticipated May 2021 launch.
 - vii. Perform testing with SDG&E of all transaction types pursuant to the testing schedule.
 - viii. Work with CEA and SDG&E in clearing errors and problems identified through the testing process.
- b. Qualified Reporting Entity (QRE) Services:
 - i. Consistent with terms and conditions included in the QRE Services Agreement(s) between CEA and Contractor, serve as QRE for up to thirty (30) locally situated, small-scale renewable generators or other distributed energy resources supplying electric energy to CEA through a feed-in tariff (FIT) or other mechanism.
 - ii. Submit a monthly generation extract file to Western Renewable Energy Generation Information System (WREGIS) on CEA's behalf, which will conform to the characteristics and data requirements set forth in the WREGIS Interface Control Document for Qualified Reporting Entities.
 - iii. Contractor shall receive applicable electric meter data from SDG&E for CEA distributed energy resource projects, consistent with SDG&E's applicable meter servicing agreement, and shall provide such data to CEA for purposes of performance tracking and invoice creation.
- c. Customer Information System:
 - i. Maintain an accurate database of all eligible accounts who are located in the CEA service area and identify each account's enrollment status (opt out, program enrollment), rate tariff election(s), payment history, collection status, on-site generating capacity, if applicable, and any correspondence with customer as well as other information that may become necessary to effectively administer CEA as mutually agreed to by parties from time to time.
 - ii. Allow CEA to have functional access to the online database to add customer interactions and other account notes.

- iii. Allow CEA to view customer email or written letter correspondence within online database.
 - iv. Maintain and provide as-needed historical usage data on all customers for a time period equal to the lesser of either (a) the start of customer service to present or (b) five years.
 - v. Maintain viewing access, available to appropriate CEA staff, to view SDG&E bills for CEA customers, including supporting the intuitive parsing and labeling of SDG&E provided files. Maintain accessible archive of billing records for all CEA customers from the start of CEA Service or a period of no less than five years.
 - vi. Maintain and communicate as needed record of customers who have been offered service with CEA but have elected to opt out, either before or after starting service with CEA.
 - vii. Maintain and communicate as needed records of Net Energy Metering credits and generation data for customers to be posted on bill and settled as per CEA's Net Energy Metering policy.
 - viii. When requested by CEA, place program charges on the relevant customer account, referenced by its unique identifier.
 - ix. Identify customers participating in various CEA programs in database.
 - x. Include various program payment information in all relevant reports.
 - xi. Perform quarterly CEA program reviews to assess appropriate customer charge level.
 - xii. Maintain all customer data according to CEA's customer privacy policy and the requirements of relevant California Public Utilities Commission Decisions including D.12-08-045, including a daily backup process.
 - xiii. Maintain a Data Management Provider Security Breach Policy.
- d. Customer Call Center:
- i. Provide professional Interactive Voice Response (IVR) recordings for CEA customer call center.
 - 1. In the event outside services are required to translate prompts or scripts into languages specified by CEA, any charges incurred by Contractor as a result of these will be passed by Contractor onto CEA at cost.
 - ii. Provide option for IVR self-service and track how many customers start and complete self-service options without live-agent assistance.
 - iii. Staff a call center during non-enrollment periods between the hours of 8 AM and 5 PM PPT Monday through Friday, excluding CEA, SDG&E, and Contractor holidays.
 - iv. Staff a call center during enrollment periods between the hours of 8 AM and 7 PM PPT Monday through Friday, excluding CEA, SDG&E, and Contractor holidays.
 - v. Provide sufficient call center staffing to meet the requirements set forth herein.
 - vi. Provide sufficient number of Data Manager Experts available to manage escalated calls between the hours of 8 AM and 5 PM PPT Monday through Friday, excluding CEA, SDG&E, and Contractor holidays ("Regular Business Hours").
 - vii. Ensure that a minimum of 95% of all calls will be answered within 45 seconds.
 - viii. 100% of voicemail messages answered within one (1) Business Day and provide

- report to CEA upon request that substantiates this requirement has been met.
- ix. 100% of emails receive an immediate automated acknowledgement and provide report upon request to CEA that substantiates this requirement has been met.
 - x. 95% of emails receive a customized response within one (1) Business Day and provide report to CEA upon request that substantiates this requirement has been met.
 - xi. 100% of emails receive a customized response within three (3) Business Days and provide report to CEA upon request that substantiates this requirement has been met.
 - xii. Achieve a no greater than 5% abandon rate for all calls.
 - xiii. Provide callers with the estimated hold time, if applicable. Provide an automated 'call back' option for callers who will be put on hold for an estimated five minutes or longer.
 - xiv. Record all inbound calls and make recordings available to CEA staff upon request. Maintain an archive of such recorded calls for a minimum period of 24 months.
 - xv. Track call center contact quality with criteria including:
 - 1. Use of appropriate greetings and other call center scripts
 - 2. Courtesy and professionalism
 - 3. Capturing key customer data
 - 4. Providing customers with correct and relevant information
 - 5. First-contact resolution
 - 6. Accuracy in data entry and call coding
 - 7. Grammar and spelling in written communications (email and chat)
 - xvi. Evaluate customer satisfaction through voluntary customersurveys that ask general questions about call quality, call resolution, and how satisfied the customer was with the service received.
 - xvii. Respond to customer emails.
 - xviii. Receive calls from CEA customers referred to Contractor by SDG&E and receive calls from CEA customers choosing to contact Contractor directly without referral from SDG&E.
 - xix. Provide the call center number on SDG&E invoice allowing CEA customers to contact the call center. Collect and/or confirm current email, mailing address and phone number of customers and add to or update database during inbound call.
 - xx. Collect permission (via voice recording, email request, or electronic form submittal) from customers to send electronic correspondence instead of printed mail.
 - xxi. Respond to telephone inquiries from CEA customers using a script developed and updated quarterly by CEA. For questions not addressed within the script, refer inquiries either back to SDG&E or to CEA.
 - xxii. Respond to customer inquiries received through telephone calls, email, fax and/or web-portal within the times and guidelines in Exhibit A, Section 2.D.
 - xxiii. Upon request, coordinate with CEA, SDG&E and other SDG&E territory CCAs if applicable, to participate in contact center reviews up to twice per calendar year.
 - xxiv. Ensure monthly statistics reports are provided in a timely and consistent manner

- as mutually agreed upon by Parties.
- xxv. Provide recurring statistics reports focused on Call Center activities in a timely and consistent manner as mutually agreed upon by Parties.
 - xxvi. Use commercially reasonable efforts to make Spanish speaking call center staff available to customers during Regular Business Hours.
 - xxvii. Provide translation services for inbound calls for the following languages: Spanish, Cantonese, Mandarin, Tagalog.
 - xxviii. Create and maintain forms for the CEA website so that customers may change their account status to enroll or opt out of various CEA programs.
 - xxix. Participate in periodic meetings with CEA to review operations on a schedule mutually agreed upon by Parties.
- e. Billing Administration:
- i. Apply SDG&E account usage for all CEA customers against applicable Rate Schedules to allow for customer billing.
 - ii. Review application of CEA Rate Schedules to SDG&E accounts to ensure that the proper rates are applied to the accounts.
 - iii. Timely submit billing information for each customer to SDG&E to meet SDG&E's billing window.
 - iv. Use commercially reasonable efforts to remedy billing errors for any customer in a timely manner, no more than two billing cycles.
 - v. Assist with annual settlement process for Net Energy Metering customers by identifying eligible customers, providing accrued charges and credits, and providing mailing list to CEA designated printer.
 - vi. Provide customer mailing list to CEA designated printer for new move-in customer notices and opt out confirmation letters routinely within 7 days of enrollment or opt out.
 - vii. Provide customer mailing list to CEA designated printer for customers with overdue payments and return customers to SDG&E bundled service in accordance with CEA's late payment and collections policies.
 - viii. Send certain CEA program charges for non-CEA customers, when supported by SDG&E, based on information provided to Contractor by CEA.
 - ix. Send certain CEA program charges as a separate line item to SDG&E for placement on monthly bill during term of repayment.
 - x. Maintain a table of Rate Schedules, offered by CEA to its customers, within Contractor's billing system.
- f. Reporting:

i. Consultant shall provide the following reports

Report	Frequency	Delivery Method
Aging	Weekly, Monthly	SFTP
Call Center Stats	Weekly, Monthly	Email
Cash Receipts	Weekly, Monthly	SFTP
City Invoice Summary Reports	Monthly	SFTP
Days To Invoice	Weekly, Monthly	SFTP
Program Opt Up with Address	Weekly, Monthly	SFTP
Utility User Tax (UUT) where applicable	Monthly	Email
Invoice Summary Report	Weekly, Monthly	SFTP
Invoice Summary Report – Mid Month	Monthly	SFTP
Monthly Transaction Summary	Monthly	Email
Opt Out with Rate Class	Weekly, Monthly	SFTP
Retroactive Returns	Monthly	Email
Sent to Collections	Monthly	Email
Snapshot	Weekly	SFTP
Snapshot with Addresses	Weekly	SFTP
Unbilled Usage	Monthly	SFTP
Full Volume Usage by Rate Class	Monthly	SFTP

g. Settlement Quality Meter Data:

- i. Contractor shall provide CEA or CEA's designated Scheduling Coordinator (SC) with Settlement Quality Meter Data (SQMD) as required from SC's by the California Independent System Operator (CAISO).
- ii. Upon CEA's request, Contractor shall submit the SQMD directly to the CAISO on behalf of CEA or CEA's designated SC.
- iii. Contractor will use, when available, AMI usage data as provided by SDG&E through its Share My Data platform in its SQMD aggregation methodology.

III. TERM OF AGREEMENT

The anticipated duration of the agreement is thirty-six (36) months with the option to extend an additional twenty-four (24) months. The term of agreement shall begin upon execution of agreement (target March 1, 2020).

IV. QUESTIONS

Questions are to be submitted to Barbara Boswell, Interim CEO, via email to: CEO@TheCleanEnergyAlliance.org, by 5:00pm, January 28, 2020. Responses will be provided via email by January 31, 2020. Proposers wishing to receive copies of questions and responses must submit the request by January 28, 2020 to CEO@TheCleanEnergyAlliance.org.

V. PROPOSAL REQUIREMENTS

Proposals should be well-organized and demonstrate the qualifications, experience and approach necessary to provide the required scope of services. All proposals must provide a comprehensive description of the Proposer's qualifications and capabilities applicable to the scope of required services.

If selected, the bidder's proposal will be incorporated into a final agreement between CEA and the selected contractor.

Submittals shall include the following items in the order listed:

Cover Letter – The cover letter (maximum two pages) should provide a short synopsis of the proposer's approach to completing the tasks and delivering the required scope of services as well as describe how the delivery of services will be provided. Cover letter to include:

- RFP number and title
- Name and address of proposing firms and/or individuals
- Identification of lead proposer, if team approach is proposed
- Name of primary contact person
- Contact information (phone and email address) of primary contact person

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Scope of Work - Please refer to the Scope of Work section for detailed requirements. Bidders are encouraged to propose enhancements or procedural or technical innovations to the Scope of Required Services that do not materially deviate from the objectives or content of services included in this RFP.

Bidder(s) shall:

- Provide a narrative, which addresses the Scope of Required Services, and shows understanding of the needs and requirements of CEA.
- Describe the approach to completing the tasks specified in the Scope of Required Services. The work plan shall be of such detail to demonstrate the bidder's ability to accomplish the project objectives.
- Outline activities that would be undertaken in completing the tasks and specify who would perform them and what the associated costs would be.
- Furnish a project schedule for completing the tasks in terms of elapsed weeks from the project commencement date.
- Identify any special issues, problems or risks that are likely to be encountered in this project and how the bidder(s) would propose to address them.

General qualifications, key personnel & sub-consultants – Submit a general description of your firm's qualifications to complete the Scope of Required Services, along with the qualifications and specific roles of any sub-consultants to be employed on this project. Summary of qualifications should speak to relevant experience with providing the scope of required services. Include the names and qualifications of the key individuals who will be responsible for delivering these services, their respective roles, and the organizational structure of the team. If the firm has multiple offices, the office of record for each team member shall be listed, as well as the primary office location where the work is to be performed.

Experience – Provide summaries of three completed (or currently on-going) service contracts that are similar in scope to the type of services required by CEA. The summaries should include client name, contact information, scope of service, team members, date completed and total (or annual) cost of services. Please specify any experience in the San Diego region including experience working on behalf of public agencies with San Diego Gas and Electric (SDG&E).

Approach – Describe your firm's proposed approach to the scope of required service. Identify the methods to be used in the completion of and/or carrying out the scope of required services. Proposers can include other services deemed relevant to the successful implementation of a CCA program.

Company overview – Provide the following for the company (or companies if team approach is proposed):

- Official registered name, address, main telephone number.
- Primary contact name, title, address (if different from above), direct telephone number.
- Brief history, including year established, relevant financial information, and relevant CCA implementation and operational experience.
- The proposer must provide the following: (1) financial statements from the prior two years of operations; (2) credit rating from two of the following: Standard & Poors, Moody's, or Fitch Investor Services from the most recent rating agency report.

Schedule – Include a detailed schedule for providing the required services, listing milestones and estimated completion dates for each of the tasks. Provide a statement of time commitment by the firm

to this scope, justifying the firm's ability to complete the scope of required services and support a May 2021 CCA launch.

Proposed budget and cost of services.— Include an estimated budget and fee itemization by year and task including travel expenses. Include all costs that may be relevant to the scope of required services. List any assistance with start-up activities your organization can provide and flexible invoicing terms that can minimize initial start-up capital requirements.

VI. SELECTION

Submittals will be reviewed and ranked by a selection committee composed of the Interim CEO and member agency staff. During the evaluation process, the selection committee and CEA reserve the right to request additional information or clarification from firms responding to this RFP. All submittals deemed responsive will be evaluated using the following criteria (listed in no particular order of importance or value of rating):

- Best value
- Relevant experience and qualifications of the firm (including experience working in the San Diego region and specifically with SDG&E)
- Proposed services and methodology
- Schedule
- Overall response to the RFP

As indicated above, contract award will not be based solely on cost, but on a combination of factors deemed to be in the best interest of CEA, the firm's current ability to provide the highest quality of service that meets the requirements and objectives of this RFP, the needs of CEA, and provide the best value to CEA.

Upon ranking of the submittals based on a review of the selection criteria, the selection committee will present a recommendation to the CEA Board of Directors. Upon selection by the Board, staff will begin negotiations with the selected firm as to the final scope of work, schedule and price. If staff is unable to reach an acceptable agreement with the selected firm, staff will terminate negotiations, and initiate negotiations with the next highest-ranked firm.

This RFP does not commit CEA to award a contract for any costs incurred in the preparation of the submittal. CEA reserves the right to accept or reject any or all submittals, or any part of a submittal received as a result of this request, to waive minor defects or technicalities, to award multiple contracts, or to solicit new submittals for the same scope of work or a modified scope of work, or to extend, expand, or cancel in part, or its entirety, this RFP if it is in the best interest of CEA to do so. CEA will not reimburse any of the proposers for their costs to prepare and submit a proposal.

VII. RFP SCHEDULE

CEA anticipates the process for selecting a firm, and awarding the contract will be according to the following tentative schedule:

Issue RFP	January 22, 2020
Deadline for written questions to be submitted (email)...	January 28, 2020
Responses to written questions (email).....	January 31, 2020
Submittal due date	February 10, 2020
Evaluate Proposals (oral interviews if needed)	February 10 – 14, 2020
Results to Board for Selection	February 20, 2020

VIII. SUBMITTAL & REVIEW

Firms must submit required materials no later than 5:00 PM on February 10, 2020, via email to CEO@TheCleanEnergyAlliance.org. Please title the email in the subject field as “CEA CCA Technical Consultant”. Submittals received after the specified time will not be considered and will be returned to the responding firm.

For additional information, please contact Barbara Boswell, Interim Chief Executive Officer, Clean Energy Alliance by email at CEO@TheCleanEnergyAlliance.org.

IX. GENERAL COVENANTS

Rights of CEA

This RFP does not commit CEA to award, nor does it commit CEA to pay any cost incurred in the submission of the proposal, or in making necessary studies or designs for the preparation thereof, nor procure or contract for services or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract award.

CEA reserves the right to reject any and all proposals, to waive any minor irregularities in a proposal, to request clarifications or additional information from an institution, and to reject any agreement deemed by CEA to be in its best interest with one or more institutions.

Claims against CEA

Neither your organization nor any of your representatives shall have any claims whatsoever against CEA, or any of its respective officials, agents, or employees arising out of or relating to this RFP or these RFP procedures, except as set forth in the terms of a definitive agreement between CEA and your organization.

Form of Proposals

Electronic proposals only will be accepted.

Amended Proposal

Proposers may submit amended proposals before the Deadline to Submit Proposals. Such amended proposals must be complete replacements for previously submitted proposals and must be clearly identified in a written format. CEA will not merge, collate, or assemble proposal materials.

Withdrawal of Proposal

Proposers may withdraw their proposals at any time prior to the Deadline to Submit Proposals. The proposers must submit a written withdrawal request signed by the proposer's duly authorized representative addressed to and submitted to the Contact.

Late Responses

To be considered, proposals must be received via email by February 10, 2020, 5:00 PM PST.

No Public Proposal Opening

There will be no public opening for this RFP.

Public Records Act (CPRA)

Please note that any information provided as part of a submittal in response to the RFP may be subject to the Public Records Act (PRA). If the proposer feels that any part of its submission is proprietary information, please identify by section, paragraph, and page the information the proposer believes is proprietary. In the event of a PRA, this information may be reviewed by CEA's attorneys for applicability. No guarantee can be provided that any part of the proposer's information will be kept confidential.

Confidentiality

All data and information obtained from or on behalf of CEA by the proposer and its agents in this RFP process, including reports, recommendations, specifications, and data, shall be treated by the proposer and its agents as confidential. The proposer and its agents shall not disclose or communicate this information to a third party or use it in advertising, publicity, propaganda, or in another job or jobs, unless written consent is obtained from CEA. Generally, each proposal and all documentation, including financial information, submitted by a proposer to CEA is confidential until a contract is awarded, when such documents become public record under State and local law, unless exempted under PRA.

X. EQUAL OPPORTUNITY

CEA requires all proposers to comply with equal opportunity policies. CEA's contracts are open to all persons without regard to race, religion, color, national origin, sex, age, marital status, handicap, or political affiliation.

Thank you for your interest, and we look forward to reviewing your submittal.