

# SOUTHERN CALIFORNIA PUBLIC POWER AUTHORITY

## Request for Proposals for Rebate Processing Services

### QUESTIONS

1. What type of fee schedule should be submitted, i.e. hourly labor rates, fees for each area of interest? Yes, any and all fixed fees and variable expenses for Program development including but not limited to hardware or software purchase or development, labor rates by service provider or employee, incidental expenses, travel or other related costs.
2. Is the intent of this RFP to compile a list of qualified vendors who will receive task orders from participating municipalities? Yes
3. Please list the number of utility rebate programs and current volume of each program that each participating utility manages. That information is not readily available and will not be provided to any potential Respondents
4. The retention clause seems to imply that retaining the previous contractor's or the city employees if they administered the work is preferred. How would this retention clause impact a new contractor? That is not the intention of the retention clause. The RFP is intended to allow for a selection of a new contractor for associated services.
5. For each of the 11 cities as well as the irrigation district, please provide the following; The information requested below is not readily available and will not be provided to any potential Respondents
  - Number of current rebate programs in place today
  - Number of total applications in each of the programs (per City)
  - Number of Approved applications in the program (per city)
  - Type of system in place today (per city)
  - Number of current records in system(per city, expressed in gigabytes)
  - Number of archived records in system (per city, expressed in gigabytes)
  - Total dollar amount budgeted, total dollar amount disbursed to date(Per city, per rebate program within the city)
6. Please clarify that there is currently a system in place that you will be requesting the awarded contractor to use. No, this is not the case. Current processing is typically done by Utility Member staff "by hand".
7. Please clarify the number of phone numbers in use today to reach a call center agent. If more than one, is this the desired state required for this RFP? The quantity of phone numbers under any proposed process will be dependent on the Respondent and associated proposal. There is no pre-conceived or pre-set number of phone lines that is preferred.
8. Please clarify the number of calls to all numbers (if there is currently more than one number in use) across all 12 agencies related to rebates today. Additionally, please provide the number of minutes for those calls. That information is not readily available and will not be provided to any potential Respondents

9. Please provide the total number of current call centers as well as the number of call center agents for all centers related currently to this project. That information is not readily available and will not be provided to any potential Respondents
10. Are there any active rebate programs that involve loans as a form of the distribution? If so, please describe how this process will be performed moving forward. There are not any loans provided at the current time, but this is a potential opportunity that should be addressed if your firm is capable of accommodating and administering such loan programs.
11. Please describe how customers are informed of rebates in each of the programs. Moving forward, who will be responsible for this communication? Please provide the number of correspondences sent in 2013 per rebate program, per city. Rebate information is made available from Members in various media including bill stickers, radio and print ad and social media. Future communication responsibilities should be addressed in any Responses to the RFP. The number of correspondences in 2013 is not available.