



SOUTHERN CALIFORNIA PUBLIC POWER AUTHORITY

Request for Proposals for Home Service Line Warranty Programs

Issuance Date: March 14, 2016

Response Deadline: April 14, 2016

I. Introduction

The Southern California Public Power Authority (SCPPA), on behalf of its Member Utilities (Members), is hereby soliciting competitive proposals from qualified firms to develop and implement a comprehensive Service Line Home Warranty Program for residential customers of participating Members, as described below in Section III.

SCPPA is interested in discovering all Respondent's capabilities related to specified Areas of Interest and associated pricing to enable informed decisions and potentially proceed to more specific negotiations on contract development with one or more qualified Respondents to this Request for Proposals (RFP).

Responses to this RFP are due on or before **4:00pm on April 14, 2016**, as described below in Sections III and V.

II. Background

SCPPA is a joint powers authority and a public entity organized under the California Joint Exercise of Power Act found in Chapter 5 of Division 7 of Title 1 of the Government Code of the State of California, and through the SCPPA Joint Powers Agreement, for the purposes of planning, financing, developing, acquiring, constructing, operating and maintaining projects for the generation or transmission of electric energy. SCPPA also facilitates joint service contracts, at the request of its members, to aggregate like project efforts among its Members for the purposes of developing energy efficiency, demand response and resource procurement Programs or Projects to improve operating efficiencies and reduce costs.

Membership of SCPPA consists of eleven cities and one irrigation district, which supply electric energy within Southern California, including the municipal utilities of the cities of Anaheim, Azusa, Banning, Burbank, Cerritos, Colton, Glendale, Los Angeles, Pasadena, Riverside, and Vernon, and the Imperial Irrigation District. SCPPA is governed by its Board of Directors, which consists of representatives from each of its Members. The management of SCPPA is under the direction of an Executive Director who is appointed by the Board.

Any service contract subsequently entered into by SCPPA pursuant to this RFP would be utilized directly by the interested Members to serve their respective utility customers' needs. The service and work products would be ordered and approved directly by SCPPA and/or the applicable Members and the billing would be administered through SCPPA.

III. Areas of Interest

Certain SCPPA Members, including the Los Angeles Department of Water and Power, (1.6 million customers and over 2 million meters) have expressed potential interest in providing their customers with an option to acquire home service line warranties from the successful Respondent(s) to this RFP. Such warranties will provide participating customers with insurance in covering the cost of repair(s) and replacement(s) of electric and water service infrastructure that is the homeowner's responsibility. Customer participation in the home service line warranty program, hereinafter referred to as "HSLWP" or "Program", will be optional, based solely on the customers' discretion. Such programs are intended to help customers manage and increase the efficiency of their home's operation, reduce customers' exposure to costly internal repairs and improve the overall operation/reliability of the respective utility systems.

SCPPA is interested in receiving proposals from qualified firms that are capable of developing and implementing a Program that may provide warranty coverage of the electrical infrastructure that is the responsibility of the homeowner (i.e., on the "customer-side of the meter") including, but not limited to:

- Interior and Exterior Electric infrastructure, cabling and equipment
- Heating and Cooling Equipment
- Home Appliances
- Energy Efficiency
- Demand Response

Warranty coverage of the water infrastructure that is the responsibility of the homeowner (i.e., on the "customer-side of the meter") including, but not limited to:

- Water Line(s)
- Interior Plumbing and Drainage systems & equipment
- Water Heaters

Further, SCPPA is most interested in working with firms who possess sufficient utility experience, market knowledge, and the sub-contractor acquisition and monitoring infrastructure to provide a high-quality emergency repair service to support the HSLWP. To that end, at its sole discretion, SCPPA may provide additional weighting in the evaluation of firms who can demonstrate that they have performed work within the past three years at one (or more) utility (utilities) that:

- provide(s) at least two of the following commodities: electricity, gas, and/or water;
- have annual revenue greater than \$2 billion; and
- have a varied residential customer base that is at least 20% Hispanic (and Respondent can demonstrate that they support bi- or multi-lingual services).

Beyond the outline of the intended or desired Program structure immediately above, SCPPA is interested in working with a firm (or firms) who can clearly demonstrate that they possess some or all of the following experience, characteristics and capabilities listed below. These attributes are not listed in any specific order but represent at least a partial list of the qualifications that SCPPA will use in its evaluation and assessment of all Response to this RFP.

The Respondent should:

- Have at least five years working experience with governmental entities, such as, and preferably, municipal utilities, providing an HSLWP for water and/or electrical infrastructure in the United States. Such experience should also have been within the last three years.

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- Demonstrate their experience with providing timely solutions for customers of utilities of similar (customer base and service territory) size and with at least two (2) commodities being served (e.g. electric and water).
- Offer a “turn-key solution” once customer is referred by the Participating Member, including communication to explain the program as well as offering flexibility in billing (i.e., direct billing of customers or billing through the respective Participating Members’ utility billing service. If the services will be billed on the Participating Members’ bill, the successful Respondent will have the ability to interface with Participating Members’ billing system. An example of this would be LADWP’s, Customer Care & Billing system, which is an Oracle product.
- Provide a variety of payment options for the homeowner including credit card, check, auto-debit, etc.
- Outline the rigorous procedures in place to address billing exceptions directly with the customer.
- Have a robust domestic customer care support infrastructure from a calling center including:
 - Continuous claims handling with a live agent, preferably 24 hours/day, 365 days/year
 - Guarantee referral of all calls to sub-contractor(s) within a specific amount of time, including:
 - A qualified contractor on the customer site within X hours (or less) for emergency situations (Respondent must specify)
 - A qualified contractor responding to customer to make an appointment with the customer within Y hours or less for a non-emergency repair (Respondent must specify)
 - Appropriate training and quality control of representative performance
 - 80% of calls answered within 30 seconds.
- Have a thorough vetting process of any sub-contractor including background checks, appropriate credentials or certifications of the employees doing the work, appropriate bond coverage of employees, and appropriate worker compensation coverage for employees and sub-contracted employees.
- Be able to provide training for Member call center staff on the program offerings and processes. Training should include sample scripts, documentation, and other materials to aid the training and execution of the program outreach through the call center.
- Have a program that assists disadvantaged homeowners faced with an electric and/or water service emergency and don’t have a service plan or the funding to cover an emergency repair.
- Have a robust quality assurance process including surveying the customers after a repair for satisfaction levels; established customer service goals and tracking.
- Have a specific process to address customer complaints; company-specified satisfaction levels should be attained monthly and if not, a remediation plan executed to address the inadequate satisfaction levels.
- Provide monthly reports to Participating Members on customer satisfaction levels, customer complaints and resolutions, number of participants, denial rates and reasons, and number of services contracted.
- Minimize Program cost exposure for Participating Members and their customers, including a revenue-sharing option for leads generated by Participating Members.

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- Specify service level expectations for customers for emergency and non-emergency situations including initial response to a telephone call or other applicable form of outreach by the customer and on-site arrival times. All responses should indicate the company's service level criteria and Respondents ability to meet and maintain these response standards.
- Provide a clear process/procedure to address service level expectation failures and customer complaints, including the tracking and remediation of all failures and complaints. Reports on this process should be made available to Participating Members.
- Have a clearly communicated and documented grievance process that is fully monitored. The process should include the ability for Participating Members to refer customers to the successful Respondent, if a customer complaint comes into the utility. Reports on this process should be made available to Participating Members.
- Provide a clear process/procedure to address claims as well as a process for claim denial. All transactions should be tracked for reporting purposes.
- Be PCI certified and must safeguard customer data. Company should provide proof of PCI certification.
- Demonstrate Program marketing support experience, capabilities and success.

Timeline / Schedule*

SCPPA Home Service Line Warranty Program RFP Selection Process	
Schedule of Requirements	Target Date(s)
Issue RFP	March 14, 2016
Responses Due	April 14, 2016
Review of Responses	April 2016
Interviews (if necessary)	April 2016
Selection of Respondent(s)	April-May 2016

*Timeline/Schedule is subject to change.

IV. Proposal Submission Required Elements

1. Transmittal Letter Content:

- a. A brief statement of the Respondent's understanding of the work to be done and commitment to perform the work as scheduled, including:
 - i) statement of work specifications; and
 - ii) reference to any proposed contractual terms and conditions required by the Respondent; and
 - iii) a summary of exceptions taken to the RFP requirements; and
 - iv) any and all expectations from SCPPA including, but not limited to: requirements definitions, strategy refinement, and staffing requirements to support the proposed project or program implementation.

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- b. An officer authorized to bind must sign the proposal on behalf of the Respondent and must include the following declarations on the transmittal letter:

“This proposal is genuine, and not sham or collusive, nor made in the interest or in behalf of any person not herein named; the Respondent has not directly or indirectly induced or solicited any other Respondent to put in a sham bid, or any other person, firm or corporation to refrain from submitting a proposal; and the Respondent has not in any manner sought by collusion to secure for themselves an advantage over any other Respondent.”
2. **Respondent Information:** Provide legal name of Company or Individual, physical street address, the name(s) and title(s) of the individual(s) authorized to represent the Respondent, including telephone number(s) and email address(es).
3. **Proposal:** Proposals must include a description of the proposed project or program, how it meets (or does not meet) each of the objectives of this RFP, and a detailed description addressing all of the Areas of Interest. Such submittals shall be no more than 10, double-sided, pages in length. Respondents may also include additional information or offerings for services, products, tasks, task elements and/or functions that may not be part of or included in the RFP, but are deemed by the Respondent to be pertinent and potentially valuable to SCPPA or its Members. Any additional information provided to supplement the Respondent’s Proposal, as defined directly above, shall be clearly marked as “Supplemental Information”. SCPPA will have full discretionary authority to consider, accept and/or reject without cause such supplemental information that is not directly requested, included in or made part of the RFP.
4. **Fees:** Pricing in all Proposals should be made based on good faith estimates of the requirements defined in this RFP. Please include all necessary details of specific examples or estimates of the fees, labor rates and service charges or revenue-sharing protocols. Describe how the fees, rates, charges or revenue will be determined. Respondents shall also be prepared to provide a breakdown of the applicable overheads and fringe benefit costs that are part of any labor rates and other direct costs associated with the services to be performed.
5. **Experience:** Respondent shall clearly identify project participants and management team, including:
 - a. Describe your firm's experience as may be applicable to this RFP, your organizational structure, management qualifications, and other contract related qualifications, including number of years firm has been in business.
 - b. Specify key employees and describe their qualifications, experience and duties related to this RFP, including the office location(s) where work will be performed, in addition to the physical street address referenced above.
 - c. Provide a commitment statement for the retention and use of key employees as proposed, their availability to initiate and sustain the proposal, as well as planned supplemental employees if key personnel are not available to assure project delivery.
 - d. State whether Respondent will use subcontractors to perform services pursuant to the contract. Should the use of subcontractors be offered, the Respondent shall provide the same assurances of competence for the subcontractor, plus the demonstrated ability to manage and supervise the

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subcontracted work. Subcontractors shall not be allowed to further subcontract with others for work. The provisions of any contract resulting from this RFP shall apply to all subcontractors in the same manner as to the Respondent.

- e. Respondent shall indicate any and all pending litigation that could affect the viability of Respondent's proposal, continuance of existing contracts, operation or financial stability.

6. References:

- a. Describe whether the Respondent has, within the last five (5) years, rendered any service to SCPPA or to any of SCPPA's Members, either as a contractor or subcontractor, either under the current Respondent's name or any other name or organization. If so, please provide details (status as prime or subcontractor, brief description of the contract, contract start and end date, the contract administrator name, and total actual contract expenditures).
- b. If the Respondent has not rendered any service within the last five (5) years to SCPPA or to any of SCPPA's Members, then please provide references over that period with the details described above including the counterparty for which services were provided.
- c. Identify existing related or relevant projects or programs which Respondent developed and/or operates that would demonstrate Respondent's capabilities in this area.
- d. Describe relevant program development and implementation experience, approach, and provide a list of references for similar projects completed.

V. Proposal Submission Delivery Requirements

There will not be an initial Respondent's pre-bid conference associated with this RFP. Clarification questions may be addressed to bcope@scppa.org.

The deadline to submit questions on this RFP will be 4:00PM (PDT) on April 4, 2016. All questions should be submitted electronically via e-mail to: bcope@scppa.org, referencing HSLWP RFP QUESTIONS in the subject line. Answers to all questions will be provided to inquisitor via e-mail within 5 business days from the date received. Answers to questions that SCPPA, at its sole determination and discretion, deems to be substantive or that would place the inquisitor at a distinct and unfair advantage to other potential Respondents will be posted on SCPPA's website at <http://www.scppa.org/pages/misc/RFPs.html> within 7 business days from the date received, but no later than April 8, 2016. It is the responsibility of potential Respondents to review this website for any and all postings.

One (1) hard copy of your response, including a transmittal letter of an authentic offer with wet-ink signature, and any supporting documentation should be delivered no later than 4:00 pm PST on Monday, April 14, 2016 to:

Southern California Public Power Authority
Home Service Line Warranty RFP
Attention: Bryan Cope
1160 Nicole Court
Glendora, California 91740

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One (1) electronic copy of your proposal should also be delivered to the address above, preferably on a CD or USB flash drive, or alternatively e-mailed to bcope@scppa.org no later than the time and date referenced above.

No contact should be made with the Board of Directors, committees or working group representatives, or SCPPA Members concerning this RFP.

All information received by SCPPA in response to this RFP is subject to the California Public Records Act and may be subject to the California Brown Act and all submissions may be subject to review in the event of an audit.

VI. Terms and Conditions

1. SCPPA reserves the right to cancel this RFP at any time, reject any and all proposals and to waive irregularities.
2. SCPPA shall determine at its sole discretion the value of any and/or all proposals including price and non-price attributes.
3. Proposals may be sub-divided or combined with other proposals, at SCPPA's sole discretion.
4. SCPPA shall perform an initial screening evaluation to identify and eliminate any proposals that are, for example, not responsive to the RFP, do not meet the minimum requirements set forth in the RFP, are not economically competitive with other proposals, or are submitted by Respondents that lack appropriate creditworthiness, sufficient financial resources, or qualifications to provide dependable and reliable services for this RFP.
5. SCPPA reserves the right to submit follow up questions or inquiries to request clarification of information submitted and to request additional information from any one or more of the Respondents.
6. SCPPA reserves the right, without qualification and in its sole discretion, to accept or reject any or all proposals for any reason without explanation to the Respondent, or to make any award to that Respondent, who, in the opinion of SCPPA, will provide the most value to SCPPA and its Members.
7. SCPPA may decline to enter into any potential engagement agreement or contract with any Respondent, terminate negotiations with any Respondent, or to abandon the request for proposal process in its entirety.
8. SCPPA reserves the right to make an award, at its sole discretion, irrespective of price or technical ability, if SCPPA determines that to do so would result in the greatest value to SCPPA and its Members.
9. Those Respondents who submit proposals agree to do so without legal recourse against SCPPA, its Members, their directors, officers, employees and agents for rejection of their proposal(s) or for failure to execute or act on their proposal for any reason.
10. SCPPA shall not be liable to any Respondent or party in law or equity for any reason whatsoever for any acts or omissions arising out of or in connection with this RFP.

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11. SCPPA shall not be liable for any costs incurred by any Respondents in preparing any information for submission in connection with this RFP process or any and all costs resulting from responding to this RFP. Any and all such costs whatsoever shall remain the sole responsibility of the Respondent.
12. SCPPA may require certain performance assurances from Respondents prior to entering into negotiations for work that may result from this RFP. Such assurances may potentially include a requirement that Respondents provide some form of performance security.
13. Prior to contract award, the successful Respondent shall supply a detailed breakdown of the applicable overheads and fringe benefit costs that are part of the labor rates and other direct costs associated with the services to be performed.
14. SCPPA Members, either collectively or individually may contact Respondents to discuss or enter into negotiations regarding a proposal. SCPPA is not responsible or liable for individual Members interactions with the Respondent which are not entirely conducted through SCPPA or at SCPPA's option or election to engage the Respondent as defined within the RFP.
15. Submission of a Proposal constitutes acknowledgement that the Respondent has read and agrees to be bound by the terms and specifications of this RFP and any addenda subsequently issued by SCPPA.
16. Information in this RFP is accurate to the best of SCPPA's and its Members' knowledge but is not guaranteed to be correct. Respondents are expected to complete all of their due diligence activities prior to entering into any final contract negotiations with SCPPA.
17. SCPPA reserves the right to reject any Proposal for any reason without cause. SCPPA reserves the right to enter into relationships with more than one Respondent, can choose not to proceed with any Respondent with respect to one or more categories of services, and can choose to suspend this RFP or to issue a new RFP that would supersede and replace this RFP.

VII. Additional Requirements for Proposal

1. **Consideration of Responses:** Submitted proposals should be prepared simply and economically, without the inclusion of unnecessary promotional materials. Proposals should be submitted on recycled paper that has a minimum of thirty percent (30%) post-consumer recycled content and duplex copied (double-sided pages) where possible.
2. **Insurance, Licensing, or other Certification:** If selected, the Respondent will be required to maintain sufficient insurance, licenses, or other required certifications for the type of work being performed. SCPPA or its Members may require specific insurance coverage to be established and maintained during the course of work and as a condition of award or continuation of contract.
3. **Non-Discrimination/Equal Employment Practices/Affirmative Action Plan:** If selected, the Respondent and each of its known subcontractors may be required to complete and file an acceptable Affirmative Action Plan. The Affirmative Action Plan may be set forth in the form required as a business practice by the Department of Water and Power of the City of Los Angeles which is SCPPA's largest Member.

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4. **Living Wage Ordinance:** If selected, the Respondent may be required to comply with the applicable provisions of the City of Los Angeles Living Wage Ordinance and the City of Los Angeles Service Contract Workers Retention Ordinance. The Living Wage Ordinance provisions are found in Section 10.36 of the Los Angeles City Administrative Code; and the Service Contract Workers Retention Ordinance are found in Section 10.37 of the Los Angeles Administrative Code (SCWRO/LW0).
5. **Prevailing Wage Rates:** If selected, the Respondent will be required to conform to prevailing wage rates applicable to the location(s) where any work is being performed. Workers shall be paid not less than prevailing wages pursuant to determinations of the Director of Industrial Relations as applicable in accordance with the California Labor Code. To access the most current information on effective determination rates, Respondent shall contact:

Department of Industrial Relations
Division of Labor Statistics and Research
PO Box 420603, San Francisco, CA 94142-0603
Division Office Telephone: (415) 703-4780
Prevailing Wage Unit Telephone: (415) 703-4774
Web: <http://www.dir.ca.gov/dlsr/DPreWageDetermination.htm>
6. **Child Support Policy:** If selected, Respondent may be required to comply with the City of Los Angeles Ordinance No. 172401, which requires all contractors and subcontractors performing work to comply with all reporting requirements and wage earning assignments and wage earning assignments relative to court ordered child support.
7. **Supplier Diversity:** Respondents shall take reasonable steps to ensure that all available business enterprises, including Small Business Enterprises (SBEs), Disadvantaged Business Enterprises (DBEs), Women-Owned Business Enterprises (WBEs), Minority-Owned Business Enterprises (MBEs), Disabled Veteran Business Enterprises (DVBES), and other Business Enterprises (OBEs), have an equal opportunity to compete for and participate in the work being requested by this RFP. Efforts to obtain participation of these business enterprises may reasonably be expected to produce a twenty-five percent (25%) participation goal for SBEs. For the purpose of this RFP, SCPPA's Supplier Diversity program is modeled after that of the Los Angeles Department of Water and Power. Further information concerning the Supplier Diversity Program may be obtained from the Supply Chain Services Division of the Los Angeles Department of Water and Power.
8. **SCPPA-Furnished Property:** SCPPA or a Member's utility drawings, specifications, and other media furnished for the Respondent's use shall not be furnished to others without written authorization from SCPPA or the applicable Member(s).
9. **Contractor-Furnished Property:** Upon completion of all work under any agreement developed as a result of this RFP, ownership and title to reports, documents, drawings, specifications, estimates, and any other document produced as a result of the agreement shall automatically be vested to SCPPA and no further agreement will be necessary for the transfer of ownership to SCPPA. SCPPA has the sole right to distribute, reproduce, publish, license, or grant permission to use all or a portion of the deliverable documentation, work product or presentations as it determines in its sole discretion.