



SOUTHERN CALIFORNIA PUBLIC POWER AUTHORITY

Request for Proposals on Rebate Program Automation

Issuance Date: July 24, 2018

Response Deadline: August 23, 2018

I. Introduction

The Southern California Public Power Authority (SCPPA), on behalf of its Member Utilities, is hereby soliciting competitive proposals for qualified individuals or firms to provide necessary services and products to automate the rebate filing, tracking and/or payment processes for Members and their customers, as described below.

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 (PDT), August 23, 2018**, as described below.

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.

SCPPA Members offer their customers a wide array of energy and water efficiency rebate incentive programs in an effort to encourage residential and commercial customers to achieve energy and water savings. Because of the growing participation in many of these rebate Programs, some Members' existing resources, practices and protocols for processing the rebate applications and tracking these applications through payment are suffering and potentially inadequate to meet the needs of customers and the utility.

SCPPA REBATE PROGRAM AUTOMATION RFP – July 24, 2018

Based on this potential need for external support and assistance in revising and improving the existing rebate processes for Members, SCPPA is requesting proposals to provide services and products that will improve the rebate processing procedures and protocols for Members and their customers. Some of these potential services and products are outlined below in Section III.

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 have expressed interest in improving their existing rebate processing capabilities to meet the needs of their municipalities. While each Member's needs and requirements will vary, the primary areas of interest or focus for such improvements include automation and simplification of the current processing practices, which for some Members have historically been performed manually, or "by-hand". The goal is to automate as much of this process as possible by implementing a new rebate processing software platform. This platform will allow customers to apply online for rebate programs and allow Members to electronically review, approve and track customer rebate applications in order to streamline the process.

Presented below is a list of the primary services and functions that Respondents to this RFP should be sure to discuss and demonstrate the abilities to provide or perform in association with and on behalf of Participating Members. Not all Members will be interested or in need of all of these services. However, it is critical for Respondents to address each of these areas in their proposal. In addition, Respondents are encouraged to include and offer, as added alternatives, any other related services and/or products that are not identified below but could enhance the rebate processing improvements being sought by Members.

1. Review existing rebate process

- Assess rebate processing current practices and protocols of Participating Members
- Advise and recommend any retention of or revision to existing practices of Participating Members

2. Develop a secure software platform that:

A. Will allow Customers to:

- i. Submit rebate applications electronically, on-line and upload any required pictures, plans, receipts, paid invoices or other required documentation pertaining to the project and their request for a rebate;
- ii. Digitally "sign" the application (and thereby agree to the terms and conditions of the rebate program – that may be displayed within the platform) using approved digital signature software;
- iii. Track or follow the progress of the rebate online (e.g. if there is additional documentation needed for final approval; if the approval is awaiting final inspections; when the rebate was approved and sent to accounts payable, etc.);
- iv. Communicate with Member staff via a comment section and/or direct e-mail, as specified by Participating Member.

SCPPA REBATE PROGRAM AUTOMATION RFP – July 24, 2018

B. Will allow Members to:

- i. Identify and “target market” to customers through sales campaigns based on previous rebate program participation;
- ii. Easily set permissions and approval levels for Member staff based on certain criteria such as rebate amount to correspond to staff signing/approval authority levels;
- iii. Have the ability to override a rebate rejection based on special circumstance (i.e. when the customer purchased the product, it qualified for the program but did not at the time of submittal);
- iv. Input and process those applications that are submitted and received via mail or in-person with a paper application.

C. Has the capability of:

- i. Maintaining and presenting on-line Member-specified lists of approved appliances, water saving measures, etc. for customers to choose from. These products will be continually updated by the software provider based on revised program-specific requirements including, but not limited to: Energy Star, Water Sense, Federal, State or City requirements, as defined by Participating Members;
- ii. Performing a check and balance whereby if the customer enters an invalid or unapproved appliance/measure the system will reject that product for rebate and inform the Applicant via an on-screen message;
- iii. Tracking historical data on rebates and maintain a list of rebates customers have previously received, including the ability to flag duplicate rebates to the same customer, account and/or premise for the same measure;
- iv. Be capable of generating rejection letters/automatic emails to be sent to customers that do not meet program guidelines and the reasons why the rebate application was rejected;
- v. Creating customized reports on all relevant data points, including but not limited to: kWh savings, ccf water savings, program participation, program expenditures etc. -- for tracking, reporting and analyzing program data. These reports should be able to be downloaded in electronic format (e.g. .xls, .xlsx, .csv ...) for additional analysis;
- vi. Providing a “search” function for internal and external users;
- vii. Accommodating rebate payment processing through electronic files processed in batches or other similar pre-payment method so that approved applications can be forwarded to Accounts Payable departments for final payment;
- viii. Provide customers an on-line tool to acquire products that meet utility-specific requirements and potentially qualify for Utility Rebates and/or Program Participation;
- ix. Processing Income Qualified program applications and rebates;
- x. Providing dual languages (English and Spanish);
- xi. Ability to have an Application Programming Interface (API) to automatically associate rebate applications with Customer Billing Information;
- xii. Processing paper rebate applications in the event of software delay or system malfunction.

SCPPA REBATE PROGRAM AUTOMATION RFP – July 24, 2018

Timeline / Schedule*

SCPPA RFP for Rebate Program Automation Selection Process	
Schedule of Requirements	Target Date(s)
Issue RFP	July 24 2018
Questions Due	August 9, 2018
Responses Due	August 23, 2018
Review of Responses	September 2018
Interviews (if necessary)	September 2018
Selection of Respondent(s)	September 2018

*Timeline/Schedule is subject to change, at sole discretion of SCPPA.

IV. Proposal Submission Required Elements

There will not be an initial Respondent's 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 August 9, 2018. All questions should be submitted electronically via e-mail to: bcope@scppa.org, referencing REBATE PROGRAM AUTOMATION RFP QUESTIONS and the potential Respondent's name 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 August 16, 2018. It is the responsibility of potential Respondents to review this website for any, and all postings. SCPPA will not announce or inform potential Respondents of any such postings.

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.
- 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

SCPPA REBATE PROGRAM AUTOMATION RFP – July 24, 2018

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 services and/or products, how these meets (or do not meet) each of the objectives of this RFP, and a detailed description addressing all of the Areas of Interest. Respondents may also include additional 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. 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. Describe how the fees, rates or charges 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 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.

SCPPA REBATE PROGRAM AUTOMATION RFP – July 24, 2018

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

One (1) electronic copy of your submittal must be e-mailed no later than 4:00 pm PST on **August 23, 2018**, to: bcope@scppa.org with Subject/Title as: **[Respondent Name] Rebate Processing Automation RFP Submittal**.

One (1) hard copy of your submittal can or may also be delivered to the address below no later than the time and date referenced above, but hard-copy submittal is not required.

Southern California Public Power Authority
Rebate Processing Automation RFP
Attention: Bryan Cope
1160 Nicole Court
Glendora, California 91740

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.

SCPPA REBATE PROGRAM AUTOMATION RFP – July 24, 2018

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.
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.

SCPPA REBATE PROGRAM AUTOMATION RFP – July 24, 2018

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. **Prevailing Wage Rates:** If selected, the Respondent will be required to conform to prevailing wage rates applicable to the location(s) where associated or required 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>
4. **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).
5. **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.