CARE/FERA RFP Questions & Responses

Question: Can organizations from Outside USA apply for this (like, from India or Canada)?

Answer: Anyone can submit a proposal for the DCE CARE/FERA Enhanced Enrollment program. DCE will be looking for qualified proposals that address the tasks identified in the RFP, including attendance at local outreach events, visits to local organizations to distribute applications, and the needs of its member cities. Familiarity with the region will be considered favorably in the selection process.

Question: Will winning bidders need to come over there for meetings?

Answer: Some meetings may need to be in-person meetings, others would be okay as a conference call or other conferencing method. DCE will be looking for a local presence for this program.

Question: Can organizations perform the tasks (related to RFP) outside USA (like, from India or Canada)?

Answer: While it is possible for some tasks to be performed remotely (e.g. outside the USA), this program will need an active local presence to be successful.

Question: Can organizations submit the proposals via email?

Answer: All proposals must be submitted via email.

Question: Is there a budget maximum Desert Community Energy is targeting?

Answer: DCE has not set a budget for this RFP. The proposal should identify the budget necessary to complete the tasks identified in the RFP. Negotiation of the contract amount will occur following selection of the consultant.

Question: How many qualified applications do the current two capitation consultants submit monthly or annually?

Answer: While we don't have the exact number of how many applications are submitted monthly or annually, conversations with the two capitation consultants has revealed a very minimal amount are submitted (only a few each year).

Question: When does Desert Community Energy expect to learn about their approval to become a capitation contractor?

Answer: DCE submitted an application to SCE on August 6, 2019. According to SCE, the application process is around 4 weeks to receive an approval. We have asked SCE to provide an answer as soon as possible.

Question: If the recruitment of additional capitation contractors is required, is it expected that those fees are included in the RFP response budget? Or are all capitation fees paid directly by Southern California Edison?

Answer: The capitation fees are paid directly by Southern California Edison to each capitation contractor, based on the number of applications approved by SCE.

Question: Will Southern California Edison determine the capitation fee? If the capitation fee is a range, what is the criteria for the various amounts paid within the range?

Answer: SCE determines the capitation fee up to $20 per approved application. According to SCE, the capitation fee is used to help offset the cost of the time it took to push the application through to approval. You would need to contact SCE directly to determine how they calculate the capitation fee.

Question: How many references for existing and past clients should be provided?

Answer: The references provided should relate to similar programs and can be as little or as many as the bidder wants to include, as long as the entire proposal doesn't exceed 10 pages.

Question: The cost proposal is directed to be identified as Exhibit B. However, there is no mention of an Exhibit A. Is this a typographical error?

Answer: Yes, it is a typographical error. There is no Exhibit A.

Question: Is there a template for the cost proposal? If not, would you prefer a cost proposal in Excel or Word format?

Answer: DCE does not have a template for the cost proposal. An Excel format would be preferable, but Word format will be accepted. The cost proposal should include all of the information described in the RFP.

Question: Given the 10-page response limit, what level of detail should the company organizational chart contain? The entire organization, the local office, or the proposed organizational structure for the Enhanced Enrollment Program only?

Answer: The company organizational chart should include the proposed structure for the Enhanced Enrollment Program. The chart should identify the individuals who will be working on the program.

Question: Should the organizational chart include both names and titles of personnel?

Answer: Yes, please include names, titles, and job functions pertaining to this program.

Question: Does the CARE/FERA online application have a place to provide source code? If no, will all qualified online applications submitted during the program year count toward the annual goals stated in the RFP?

Answer: It is DCE's intent to obtain a source code to track the progress of the program. If DCE cannot become a capitation contractor and obtain a source code, it will be necessary to set up a tracking system for all other capitation contractors involved in this program's efforts.

Question: Does Southern California Edison currently provide program materials in English and Spanish? If no, do we need to include program material creation, translation and printing in the budget?

Answer: SCE provides program materials in both English and Spanish. The proposal should identify recommended program materials and include the cost of those items in the budget. DCE will determine the need for any program materials, in collaboration with the utilities and the organization with the winning proposal.