

San DiegoCommunity Power
RFP 20-001 For DATA MANAGEMENT SERVICES AND CUSTOMER CALL CENTER
Questions and Answers

Sr. No	Date Submitted	Document Reference	Question	Response
1	3/16/2020	RFP Process	Is SDCP is open to an offshore/near shore/hybrid delivery model or is the contractor expected to provide only on-shore delivery options?	If a proposal achieves the tasks outlined in the RFP, it will be considered. We encourage all proposers to review various documents and Board agenda items to gain a broad understanding of the background and intent of SDCP. Additionally, review of and research on operational CCAs will provide insight into actual operations. As we are a startup and do not yet serve customers, we cannot answer questions about current customer operations.
2	3/16/2020	RFP Process	It is our understanding that SDCP is seeking a BPaaS model wherein the contractor is required to provide both platform and service personnel to support customer data management and customer services. Please can you validate our understanding? Would SDCP be open to a Managed Services model wherein the contractor continues to use the existing platforms and provide service personnel to support these functions? Please confirm.	If a proposal achieves the tasks outlined in the RFP, it will be considered.
3	3/16/2020	RFP Process	Is the scope of work currently being managed in-house, if yes, please mention from where.	Interim staff and consultants are collectively managing all start-up tasks of SDCP.
4	3/16/2020	RFP Process	What are the key challenges faced in the process (People/Process/Technology)	N/A - As a startup, we currently do not have this service in place so do not yet have experience with key challenges. Operational community choice aggregators would have experience with this.
5	3/16/2020	Scope of Work	What is the number of staff delivering the back office and front office functions including - Electronic Data Exchange Services: - Qualified Reporting Entity (QRE) Services: - Customer Call Center: - Billing Administration: - Rate Schedule Maintenance: - Rate Schedule Maintenance: - Settlement Quality Meter Data:	N/A - As a startup, we currently do not have this service in place.
6	3/16/2020	Scope of Work	Please can you share SLAs/KPIs and the current achieved levels for the above mentioned in-scope processes	N/A - As a startup, we currently do not have this service in place; we anticipate these will be established with the selected vendor.
7	3/16/2020	Scope of Work	Are there any in-flight automation projects which would impact the FTE levels.	N/A - As a startup, we currently do not have this service in place.
8	3/16/2020		Is SDCP expecting a detailed business analysis to be conducted once the work commences. Would SDCP allow the vendors to firm up the cost estimates after the detailed requirements are finalized?	Please provide cost information as described throughout the RFP, including Section 3. General Terms and Conditions and Section 6F. Contract Term, Cost Analysis and Budget for Primary Services.
9	3/16/2020	Customer Call Center	Can you provide details of call / query types handled by your contact centre ? 1) Type of calls/queries and monthly volume for each call/query type 2) Contact Channels (telephone calls, email, fax and/or web-portal etc.) used and the % contacts across these channels 3) Average AHT across channels mentioned above 4) What is the volume for automated 'call back' option? 5) What % of the calls need translation services for inbound calls for the following languages: Spanish, Tagalog, Cantonese, Mandarin, and Vietnamese.	N/A - As a startup, we currently do not have this service in place.
10	3/16/2020	Customer Call Center	Can you provide arrival pattern for the call volume, including half-hourly offered pattern and day of the week profiles for all channels? What is the current sample size of calls that gets monitored/audited?	N/A - As a startup, we currently do not have this service in place.
11	3/16/2020	Training	What is the typical training duration for your contact centre and billing administration agents ?	N/A - As a startup, we currently do not have this service in place.
12	3/16/2020	Training	Do you have documentation such as – Standard Operating Procedures, Process Flow Maps, Training Manuals etc for the inscope processes?	N/A - As a startup, we currently do not have this service in place.
13	3/16/2020	Technology/Systems/Applications	Please mention details of the current CIS platform, customer contact systems (IVR, Email) that are currently being used by SDCP and what is the extent of automation of these functions?	N/A - As a startup, we currently do not have this service in place.
14	3/16/2020	Technology/Systems/Applications	Please clarify if there are any specific systems/platforms that have been provided by the current incumbent provider and will need to be replaced by the new contractor	N/A - As a startup, we currently do not have this service in place.
15	3/16/2020	Technology/Systems/Applications	Do you have Case Management/Workflow software implemented? If yes then please provide details	N/A - As a startup, we currently do not have this service in place.
16	3/16/2020	Technology/Systems/Applications	Do you need the contractor to provide print and dispatch services as well for invoices and/or promotional material to customers? Please share monthly volumes	N/A - As a startup, we currently do not have this service in place.

17	3/16/2020	Technology/Systems/ Applications	Please confirm that SDCP does not own or have ready software applications for: > Energy billing > Customer portal for use of Call Center > Data Warehouse Analytics <u>In other words, as part of this RFP, does the scope include building these systems?</u>	N/A - As a startup, we currently do not have this service in place.
18	3/16/2020	Technology/Systems/ Applications	Is SDCP agreeable to use package applications such as SAP. How will the licensing fees be accounted? Additionally, does SDCP have preference to using a particular application package system?	If a proposal achieves the tasks outlined in the RFP, it will be considered. This includes proposals for software; related costs should be included in the proposal.
19	3/16/2020	Technology/Systems/ Applications	Does SDCP have any preference to using AWS vs Azure vs GCP (vs any other Cloud Platform) for hosting applications and Data bases. Does SDCP prefer only on-premises infrastructure?	If a proposal achieves the tasks outlined in the RFP, it will be considered. This includes proposals for software.
20	3/16/2020	Technology/Systems/ Applications	Is there any existing data warehouse implementations? What kind of data warehouse is SDCP open to? Hadoop-based or traditional RDBMS-based data warehouse?	No.
21	3/16/2020	Technology/Systems/ Applications	What is the size of data currently? How much is it expected to grow in the next 3 years?	N/A - As a startup, we currently do not have this service in place.
22	3/16/2020	Technology/Systems/ Applications	What is the frequency of data transfer expected to be? Would it be realtime? If not, what is the expected frequency?	Please review the Electronic Data Interchange Information made available by San Diego Gas & Electric and the reporting requirements described in the RFP.
23	3/16/2020	Technology/Systems/ Applications	Is SDCP open to products and accelerators suggested by the vendors for building the data warehouse or is there any preference from SDCP? Is SDCP currently using any products for data engineering purpose?	If a proposal achieves the tasks outlined in the RFP, it will be considered. This includes proposals for software/products. No we do not currently have any products for data engineering.
24	3/16/2020	Technology/Systems/ Applications	What is the data security requirements from SDCP? Does it need to account for security regulations such as CCPA?	Customer data privacy will be of utmost importance. Please see Section A(c) of the RFP for a description of data privacy.
25	3/16/2020	Technology/Systems/ Applications	Does SDCP want to establish data management practice? Does SDCP want to consider tools or framework to establish data catalog and data lineage?	If a proposal achieves the tasks outlined in the RFP, it will be considered. This includes proposals for data management.
26	3/16/2020	Technology/Systems/ Applications	Does SDCP have any tool preference for data visualization platform associated with the data warehouse and analytics?	No.
27	3/16/2020	Technology/Systems/ Applications	Could you please provide us with a business process diagram as regards interaction with SDG&E?	Not available.
28	3/16/2020	Technology/Systems/ Applications	Could you please provide us with a high-level architecture/ data flow diagram showing the anticipated data exchange between SDG&E and SDCP, and also showing a high level decision process in each entity? (possibly a swim-line diagram as well).	Not available.
29	3/16/2020	Technology/Systems/ Applications	Is acquiring new customers a part of the strategy? And if so, is the plan to do this in-house or work with a partner?	Acquiring new customers will be of interest to SDCP; this will likely be done in partnership with consultants on board.
30	3/16/2020	Technology/Systems/ Applications	Is there an existing data analytics team internally? If not, is there an appetite to use data-driven insights and create a 360 degree view of customers?	There is not a team in place; if a proposal achieves the tasks outlined in the RFP, it will be considered.
31	3/16/2020		Can SDCP provide how many meters that you anticipate offering?	We expect approximately 930,000 customer accounts once fully operational but do not yet know the total number of meters.