

Orange County Power Authority

Request for Proposals

For

Multiple Services: Power Supply Portfolio Management, Scheduling and Dispatch Services, and Data Management and Customer Call Center Services

Solicitation Number: 21-003

RFP Release Date: May 10, 2021

Response Deadline: May 24, 2021

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Overview

Orange County Power Authority (OCPA) is requesting proposals for three services: (1) power supply portfolio management, (2) schedule and dispatch coordinator, and, (3) data management and customer call center services. Selected vendor(s) will provide these services in support of OCPA's Community Choice Aggregation (CCA) program.

OCPA is currently comprised of the cities of Buena Park, Fullerton, Huntington Beach, and, Irvine. The Business Plan for OCPA is available online at <https://www.ocpower.org>. Orange County is currently served by Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E), (collectively the IOUs). OCPA cities are being serviced by SCE with CCA service beginning in 2022. It is anticipated that OCPA will also serve 3-5 additional cities in 2023, which city may be located entirely within in SDG&E's territory or is split between SCE and SDG&E. Therefore, responses to this RFP should address services in both IOU territories.

On November 20, 2020, Irvine and Fullerton formed the Orange County Power Authority to provide retail electric service to customers within their jurisdictions pursuant to California's CCA statutes. On December 16, 2020, Buena Park and Huntington Beach joined OCPA. OCPA's service area is the geographical areas within each member city. Currently the electric customers within OCPA's service area (except for commercial direct access customers) are served by IOUs. OCPA's implementation objectives are to 1) provide electric generation rates that are lower than the generation rates offered by the IOUs, 2) offer a default product that is compliant with all California state mandates, 3) offer voluntary products that are 50% and/or 100% renewable at competitive rates for comparable IOU products, and 4) include local/regional resources as much as possible.

It is anticipated that OCPA will ramp up to full operation in two phases. This RFP is intended to fulfill the needs of all anticipated OCPA accounts for the 4 cities. Phase 1, starting in April 2022, will initiate the operations of OCPA and include all nonresidential service accounts in OCPA's service area. Phase 2, starting in October 2022, will include all residential accounts in addition to the non-residential accounts not already served. A timeline and summary of the expected characteristics of OCPA is presented below.

Exhibit 1
Estimated Electric Consumption for Anticipated OCPA Accounts

	2022	2023	2024	2025	2026
OCPA Demand (GWh)					
Retail Demand	2,162	3,692	3,715	3,738	3,761
Losses and UFE	121	207	208	209	211
TOTAL DEMAND	2,283	3,899	3,923	3,947	3,972
OCPA Supply (GWh)					
Total Renewable Resources	778	1,440	1,486	1,645	1,881
Total Conventional Resources	1,504	2,459	2,437	2,303	2,091
TOTAL SUPPLY	2,283	3,899	3,923	3,947	3,972

Exhibit 2
OCPA Eligible Service Accounts

Residential	251,379
Small Commercial	28,658
Medium Commercial	5,165
Large Commercial	413
Industrial	169
Street Lighting & Traffic	3,353
Agricultural & Pumping	345
Total	289,438

OCPA anticipates additional member jurisdictions may be added in 2021 and would launch in 2023. New member jurisdictions may be served by SCE, San Diego Gas & Electric (SDG&E) or both.

Submissions, Questions, and Anticipated Schedule

The RFP will be conducted in accordance with the schedule set forth below.

Release RFP	May 10, 2021
Deadline for Question Submittal	May 17, 2021
Responses Posted to Website	May 19, 2021
Proposal Submission Deadline	May 24, 2021

Qualified firms or individuals may submit proposals to provide one or more services requested:

1. Power Supply Portfolio Management and Power Procurement
2. Schedule and Dispatch Coordinator

3. Data Management and Customer Call Center Services

Term of Agreement

Requested services are to be provided during OCPA's implementation and program enrollment period, anticipated to be June 2021 - December 2022. OCPA reserves the right to extend the agreement by an additional 12 to 24 or more months for "Day 2" operational power services expected to commence on or about January 1, 2023. Respondents must respond to the initial '2021-2022' scope of work ending on or about December 31, 2022. We encourage Respondent to provide a proposed scope of work and projected pricing for the additional 12-24 months of Day 2 operating services.

Proposal Information, Organization, and Content

If awarded, the Respondent's proposal to this RFP will be incorporated into a final agreement with OCPA Respondent. All Proposals shall contain, at a minimum, the following information:

1. Cover Letter

The cover letter should be brief (two pages maximum) and provide a short synopsis of the Respondent's approach to completing tasks and delivering project products and services. Describe how the delivery of services will be provided. If a team arrangement is proposed, OCPA will recognize the integrity and validity of Respondent's team provided that:

- The arrangements are clearly identified, and relationships are fully disclosed; **and** a primary (Lead) Respondent is designated who will be responsible for all contract performance.
- The signature of the individual authorized/obligated to commit the Respondent to this project is included.
- In signing proposal, statement that the Respondent agrees that the terms of proposal and the costs as submitted are firm for a period of 120 days from proposal due date, unless otherwise negotiated with OCPA.

The cover letter should also include

- The RFP number and title
- Name and address of proposing firms and/or individuals
- Clearly identify which services the firm(s) and/or individuals are proposing to provide, including all sub-consultants
- Phone and email address of sole or lead Respondent
- Primary contact person

2. Table of Contents

This section should include clear identification of the materials by section and page numbers.

3. Respondent's Capabilities

All Proposals must provide a comprehensive description of the Respondent's qualifications and capabilities applicable to the Scope of Work. Qualifications will vary depending on services selected in Respondent's response. Qualifications may include, but not be limited to, the following:

- Demonstrates direct experience within and understanding of California energy markets, including relevant legislation and regulations applicable to OCPA and its major participants – investor owned utilities, CA Independent System Operator (CAISO), energy service providers and independent power producers, California Public Utilities Commission (CPUC), California Energy Commission (CEC), and other key market entities.
- Demonstrates experience in resource planning and energy procurement.
- Demonstrates experience in California energy compliance reporting.
- Demonstrates experience with CAISO and schedule coordination.
- Demonstrates experience with schedule coordination in the Imperial Irrigation District (IID) balancing authority
- Demonstrates experience in data management for a large number of electric accounts in SCE and SDG&E service territories.
- Demonstrates experience in accurate and timely billing.
- Shows excellent Customer Call Center metrics.
- Possess all licenses and professional credentials relevant to performing RFP services.

4. Scope of Work

Please refer to the Scope of Work section below for detailed requirements. Respondents are encouraged to propose enhancements or procedural or technical innovations to the Scope of Work that do not materially deviate from the objectives or content of services described in this RFP. Typical proposal items could include the following:

- Provide a narrative that addresses the Scope of Work and shows understanding of the needs and requirements of OCPA.
- Describe the approach to completing the tasks specified in the Scope of Work. The work plan shall be of such detail to demonstrate the bidder's ability to accomplish OCPA objectives.
- Outline sequentially the activities that would be undertaken in completing the tasks and specify who would perform them and what the associated costs would be.
- Furnish a project schedule for completing the tasks in terms of elapsed weeks from the project commencement date.

- Identify methods that bidder(s) will use to ensure quality control, as well as budget and schedule control for the project.
- Identify any special issues, problems or risks that are likely to be encountered in this project and how the bidder(s) propose to address them.
- Responses to questions from Appendix A to this RFP.

5. Schedule

Please include a detailed schedule that lists milestones and estimated completion dates for each of the tasks.

6. Proposed Budget and Cost of Services

Please include an estimated budget and fee itemizations by year and task including travel expenses. Include all costs that may be relevant to the services proposed. Fees may be provided separately for each service addressed by vendor's proposal.

7. References

For each service offer, please provide three (3) references, including names and contact information, for which you have performed similar work. References should not include any OCPA member agencies, staff, or Board members.

8. Project Team Staffing

Please include biographies and relevant experience of key staff and management personnel who would be assigned to the project.

9. Company Overview

Please provide the following for your company:

- Official registered name, address, main telephone number, and toll-free number(s).
- Primary key contact name, title, address (if different from above address), direct telephone number(s).
- Brief history, including year established, relevant financial information, and relevant experience with CCAs.

- The proposer or any guarantor must provide the following: (1) Financial statements from the prior two years of operations, (2) or a credit rating from two of the following: Standard & Poor's, Moody's, or Fitch Investor Services from the most recent rating agency report.
- The information above for all proposed sub-consultants.

10. Statement of No Conflict/Anti-Trust

Please provide a statement that describes how Respondent(s) will adhere to anti-trust and collusion laws while providing service to OCPA. Also provide a statement that confirms that Respondent(s) and any sub-consultants responding to this RFP shall avoid organizational conflicts of interest which would restrict full and open competition in this procurement and subsequent procurements. An organizational conflict of interest means that due to other activities, business units, relationships or contracts that bidder(s) would be unable, or potentially unable, to render impartial assistance or advice to OCPA consistent with the requirements of California Government Code section 1090 and the Political Reform Act; or that a Respondent's objectivity in performing the work identified in the Scope of Work is or might otherwise be impaired; or Respondents have an unfair competitive advantage.

Contract award will not be based solely on cost, but on a combination of factors as determined to be in the best interest of OCPA. After evaluating the proposals and any oral interviews, OCPA reserves the right to further negotiate the proposed work and/or method and amount of compensation.

Any award of a contract resulting from this RFP will be based upon the most responsive Proposal whose offer will be the most advantageous to OCPA in terms of cost, functionality, and effectiveness in meeting the goals, objectives, and other factors as described in this RFP, as determined solely by OCPA and its Board of Directors. OCPA reserves the right to:

1. Disqualify any and all Proposals that are not submitted in accordance with the required format described in this RFP
2. Reject any and all Proposals submitted
3. Request additional information
4. Issue Addenda to this RFP
5. Award all, part, or none of the work contemplated in this RFP
6. Remedy errors in the RFP
7. Cancel the entire RFP
8. Issue a subsequent RFP
9. Approve or reject the use of a particular subcontractor/supplier
10. Negotiate with any, all or none of the Respondents. If OCPA is unable to negotiate a final contract

11. Terms and Conditions that are acceptable to OCPA, OCPA reserves the right to award the contract to another Proposer
12. Accept other than the lowest priced Proposal
13. Award a contract without interviews, discussions, or negotiations

Scope of Work

The services being requested by OCPA under this RFP are described below. Respondents should incorporate all of the requested services for each service offering included in the proposal. Respondents may propose on one or more services.

California Independent System Operator (CAISO) Scheduling and Dispatching Coordination

All CAISO interface services, which include the submission to the CAISO of all schedules and meter data reports required to be filed by the Scheduling Coordinator (service provider) for the meters enrolled in the OCPA service territory, and the submission of schedules, bids, and other required information for OCPA's shaped energy, renewable energy, and resource adequacy capacity in accordance with the obligations of a service provider as defined by the CAISO.

Service provider services include short-term forecasting of load (i.e., week-ahead, day-ahead, and hour-ahead), scheduling load into the CAISO day-ahead market, scheduling services, validating CAISO statements for load settlements, minimizing and managing real-time imbalance exposure, as well as the initial set-up and ongoing management of the Congestion Revenue Rights (CRR) portfolio through the CRR allocation and potentially bidding into the various CRR auctions. The CAISO required security deposit is the responsibility of the service provider. The cost of this deposit should be included in the bid price for the requested services.

Additionally, the service provider will be required to submit regulatory and compliance filings, such as monthly Resource Adequacy (RA) compliance reports, to the CAISO on behalf of OCPA. It is expected that bidders will provide an approach and schedule for submitting compliance reports to the CPUC, CEC, and CAISO as they relate to powers supply and scheduling.

It is also expected that the service provider will be responsible for satisfying the various CAISO financial requirements and obligations (i.e., collateral obligations), as well as all applicable regulatory requirements imposed by the CPUC and the Federal Energy Regulatory Commission. Service providers must be certified by CAISO as a service provider, or must put forward a certified service provider that will be responsible for scheduling loads and resources under the proposal. If the service provider is not a certified CAISO service provider and will be putting forward a third-party to serve in this capacity, OCPA will require these bidders to submit responses that are co-signed by the anticipated service provider, verifying the intended business relationship and the anticipated scope of services to be provided.

Power Supply Portfolio Management and Power Procurement

Portfolio Management

Selected service provider will provide load forecasting services, portfolio modeling, and ensure OCPA's power supply meets California mandates for renewable energy, storage, long-term contracts, and resource adequacy. The portfolio manager will also manage regulatory filings related to load forecasting, RA, power procurement, and greenhouse gas (GHG) emissions. Regular updates will be provided to the OCPA Board of Directors.

Risk Management

Selected service provider will help develop and participate in a risk management process, as well as produce, maintain, and publish reports tracking OCPA compliance with portfolio exposure, market risk and credit limits. Service provider will be expected to identify and present risk-mitigation strategies to OCPA's risk management team and leadership. Particular attention will be paid to proposed approaches to manage the risk to rate competitiveness posed by the PCIA and how to incorporate those approaches within OCPA's procurement strategies. Service provider may also assist with drafting, implementing and complying with appropriate Energy Risk Management Policies and will assist OCPA management and staff in presenting various reports and results to the OCPA Board.

Power Procurement

Service provider will be expected to prepare and issue power supply RFPs and negotiate power contracts on OCPA's behalf, and/or assist OCPA in procuring all requisite energy, RA, capacity, renewable and GHG free products to meet OCPA's power supply portfolio requirements while fully complying with applicable regulatory and legislative mandates, CAISO rules and practices, and OCPA Program goals and objectives, including its enterprise risk management policy. Activities will include issuing RFPs for multi-year off-take agreements, reviewing and evaluating bids, and negotiating bilateral power-purchase agreements with third-party power providers.

OCPA will need a significant amount of new renewable resources and is required to purchase at least 65% of its RPS requirement from long-term contracts of 10 years or more. Respondent shall explain its approach to acquiring renewable resources that meet California mandates as well as acquiring new renewable projects within Orange County and the Southern California region.

Respondent shall also have experience procuring out-of-state energy and with projects in the IID balancing authority.

Data Management and Customer Call Center Services

Electronic Data Exchange Services

- Receive and process CCA service requests (CCASRs) from SCE and SDG&E which specify the changes to an OCPA customer's account status such as a rate class change or opening/closing of an account.
- Obtain customer usage data from the SCE's and SDG&E server, including hourly interval usage data at billing level quality.
- Communicate and store the amount to be billed by SCE & SDG&E for services provided by OCPA.
- Receive and store payment transactions toward OCPA charges from SCE & SDG&E after payment is received by SCE & SDG&E from customers.
- Provide a portal for authorized OCPA staff and consultants with continuous real-time access to all raw IOU data inputs and post processing data outputs.

Reporting

Prepare reports for OCPA including the following:

- Develop a web-based rate comparison tool for OCPA and IOU rates.
- Submit a monthly generation extract file to Western Renewable Energy Generation Information System (WREGIS) on OCPA's behalf.
- Daily and monthly report of billing information (e.g., usage, amount, customer information, etc.) and payment transactions received.
- Weekly report of delinquent accounts, exceptions (e.g., usage delayed, usage received but unbilled, usage gaps, etc.), and accounts added and dropped.
- Monthly report of billing errors, billing timeliness, customer call center inquiries received, average time required to respond to the inquiry, and percentage of issues resolved.
- Other reports as may be proposed by OCPA or the service provider.

Customer Information System

- Establish an operational customer relationship management system within 30 days of contract execution, and establish an operational customer information system within 60 days of contract execution.
- Allow OCPA to have functional as well as raw access to the online database to add customer interactions and other account notes, to view customer email or written letter correspondence within online database, or view IOU bills for OCPA customers.
- Maintain a customer database of all OCPA customers and identify each customer's enrollment status, rate tariff election, payment history, collection status, on-site generating capacity, if applicable, and any correspondence with the customer.
- Maintain and provide as-needed historical usage data on all customers for up to five years.

- Maintain accessible archives of billing records for all OCPA customers from the start of OCPA Service or a period of no less than five years.
- Maintain and communicate as needed record of customers who have been offered service with OCPA but have elected to opt out, either before or after starting service with OCPA.
- Maintain and communicate as needed records of net energy metering credits and generation data for customers to be posted on bill and settled at least annually.
- Store historical SmartMeter usage data, as available by the MDMA, for a 2-year window.
- When requested by OCPA, place program charges on the relevant customer account.
- Identify customers participating in various OCPA programs in database.
- Include various program payment information in all relevant reports. Perform quarterly OCPA program reviews to assess appropriate customer charge level.
- Maintain all customer data according to OCPA's customer privacy policy and the requirements of relevant California Public Utilities Commission Decisions including D.12-08-045, including a daily backup process.
- Maintain a data management provider security breach policy.

Customer Call Center

- Provide professional multilingual Interactive Voice Response (IVR) recordings for CCA customer call center.
- Provide option for IVR self-service and track how many customers start and complete self-service options without live-agent assistance.
- Staff a call center, during any OCPA statutory enrollment period, 7 a.m. to 7 p.m. a day, 7 days a week to process opt out requests.
- Staff a call center during Non-Enrollment Period between the hours of 8 AM and 5 PM PPT Monday through Friday, excluding OCPA and IOU holidays.
- Provide sufficient call center staffing to meet the requirements set forth herein, including designating OCPA specific agents to the extent needed to provide for full functionality and a call center supervisor that will serve as the main point of contact between OCPA and the customer call center staff.
- Provide sufficient number of data manager experts available to manage escalated calls between the hours of 8 AM and 5 PM PPT Monday through Friday, excluding OCPA and IOU holidays ("Regular Business Hours").
- Adhere to the following performance standards during non-enrollment periods:
 - A minimum of 75% of all calls will be answered within 20 seconds.
 - A minimum of 95% of all calls will be answered within 3 minutes.
 - 100% of voicemail messages answered within one (1) business day.
 - 100% of emails receive an immediate automated acknowledgement.
 - 95% of emails receive a customized response within one (1) business day.
 - 100% of emails receive a customized response within three (3) business days.

- Achieve a no greater than 5% abandon rate for all calls.
- Adhere to the following performance standards during Enrollment Periods:
 - A minimum of 75% of all calls will be answered within 60 seconds.
 - A minimum of 90% of all calls will be answered within 3 minutes.
 - 100% of voicemail messages answered within one (1) business day. iv. 100% of emails receive an immediate automated acknowledgement.
 - 90% of emails receive a customized response within one (1) business day. vi. 100% of emails receive a customized response within three (3) business days.
 - Achieve a no greater than 10% abandon rate for all calls.
- Provide monthly reports that demonstrate whether performance standards have been met.
- Provide callers with the estimated hold time, if applicable.
- Provide an automated 'call back' option for callers who will be put on hold for an estimated five minutes or longer.
- Record all inbound calls and make recordings available to OCPA staff upon request. Maintain an archive of such recorded calls for a minimum period of 24 months.
- Track call center contact quality with criteria including:
 - Use of appropriate greetings and other call center scripts
 - Show courtesy and professionalism
 - Capture key customer data
 - Provide customers with correct and relevant information
 - Provide first-contact resolution
 - Provide accuracy in data entry and call coding
- Evaluate customer satisfaction through voluntary customer surveys that ask general questions about call quality, call resolution, and how satisfied the customer was with the service received.
- Respond to customer inquiries received through email, fax, or web-portal. Receive calls from OCPA customers referred to provider by the IOU and receive calls from OCPA customers choosing to contact provider directly without referral from SCE.
- Provide the call center number on IOU invoices allowing OCPA customers to contact the call center.
- Collect and/or confirm current email, mailing address and phone number of customers and add to or update database during inbound call.
- Collect permission (via voice recording, email request, or electronic form submittal) from customers to send electronic correspondence instead of printed mail.
- Respond to telephone inquiries from OCPA customers using a script developed and updated quarterly by OCPA. For questions not addressed within the script, refer inquiries either back to IOU or to OCPA.
- Respond to customer inquiries within 24 hours, excluding weekends and holidays, including inquiries received either through telephone calls, email, fax or web-portal.

- Offer bi-annual cross training to IOU call center in coordination with OCPA.
- Participate in coordination meetings, at OCPA request, to promote the resolution of any customer service issues. Such meetings may include OCPA management/staff and may require on-site participation by Respondent's management/staff.
- Ensure monthly status reports are provided during the first week of each month.
- Provide weekly status reports during statutory enrollment periods.
- Use commercially reasonable efforts to make Spanish speaking call center staff available to customers during regular business hours.
- Provide translation services for inbound calls for at least the following languages: Spanish, Mandarin, Tagalog, and Vietnamese.
- Create and maintain online and downloadable forms for the OCPA website so that customers may perform program related tasks including but not limited to changing their account status to enroll or opt out of various OCPA programs. These program changes will be integrated into the customer relationship management system during an hourly sync process
- Host OCPA meetings with call center management and representatives on a bimonthly basis.
- Provide an option to locate all or part of call center operations within or adjacent to an OCPA member City if requested by OCPA
- Provide an option for OCPA to migrate call center operations, technology and personnel to an OCPA insource model after one full year of operation

Billing Administration

- Maintain a table of rate schedules, provided by OCPA, and calculate bills.
- Apply IOU account usage against applicable OCPA rates.
- Review application of OCPA rates to IOU accounts to ensure that the proper rates are applied to the accounts.
- Provide timely billing information to the IOU to meet the IOU's billing window.
- Use commercially reasonable efforts to remedy billing errors in a timely manner, within no more than one billing cycle.
- Check preliminary bills to IOU for reasonableness before the bills are sent out.
- Maintain a table of rate schedules offered by OCPA to its customers.
- Send certain OCPA program charges for non-OCPA customers, when supported by IOU, based on information provided to provider by OCPA.
- Send certain OCPA program charges as a separate line item to IOU for placement on monthly bill during term of repayment.
- Apply IOU account hourly interval usage data for all OCPA customers against applicable rate to allow for customer billing.
- Review application of OCPA rates to IOU accounts to ensure that the proper rates are applied to the accounts.
- Timely submit billing information for each customer to IOU to meet IOU's billing window.
- Use commercially reasonable efforts to remedy billing errors for any customer in a timely manner, no more than one billing cycle.

- Assist with settlement process for net energy metering customers on at least an annual basis and potentially monthly by identifying eligible customers, providing accrued charges and credits, and providing mailing list to OCPA designated printer.
- Provide customer mailing list to OCPA designated printer for new move-in customer notices and opt out confirmation letters routinely within 7 days of enrollment or opt out.
- Send an OCPA provided letter to customers that are overdue. If no payment is received from the customer after a certain amount of time, issue a CCASR to return customer to IOU.

Settlement Quality Meter Data

- Service provider shall provide OCPA or its designated scheduling coordinator with settlement quality meter data (SQMD) as required by the CAISO.
- On OCPA's request, service provider will submit SQMD directly to the CAISO on behalf of OCPA or its designated scheduling coordinator.

Supplier Proprietary Information

Information submitted in response to this RFP will be used by OCPA or its designated representatives, including consultants, solely for the purpose of evaluating this RFP. Proprietary data should be specifically identified on every applicable page of the supplier's submittal; suppliers should mark or stamp applicable pages as "Confidential" or "Proprietary." Reasonable care will be exercised so that information clearly marked as proprietary or confidential will be kept confidential, except as required by law or regulatory authority. OCPA and its employees and consultants will not be liable for the accidental disclosure of such data, even if it is marked.

Proposal Delivery

Respondent's proposals must be received by 5:00 PM Pacific Time on May 24, 2021. Responses must be emailed directly to procurement@ocpower.org. All questions regarding this RFP should be addressed to Brian Probolsky, Chief Executive Officer.

Appendix A

Respondents need only respond to questions regarding services being offered. In addition to the questions regarding services, respondents should answer the following:

1. Describe California Experience – this would include entities served, load, customers, years, and number of Investor Owned Utilities
2. Describe your experience working with CCAs in California.
3. Describe your California regulatory experience.

Schedule and Dispatch Coordinator Questions

- 1) Does your firm currently provide Scheduling Coordinator services to one or more CCAs? If yes, please list the CCAs.
- 2) Does your firm currently provide Scheduling Coordinator services to entities other than CCAs that reside within CAISO? If yes, please list the entities.
- 3) Does your firm currently provide scheduling services to entities outside CAISO? If yes, please list the entities.
- 4) Out of which of your firm's offices would the following functions be managed?
 - a. Real-time energy imbalances
 - b. CAISO settlement functions
- 5) What settlement software would your firm use to manage OCPA's settlements?

Power Supply Portfolio Management and Power Supply Questions

- 1) Out of which of your firm's offices would these services be managed?
- 2) Please provide the names of the entities for whom your firm has purchased Resource Adequacy Capacity? Please specify whether your firm has purchased designated system, local RA and/or flexible RA capacity for the entities.
- 3) Describe your firm's approach to ensure State mandates are met regarding resource adequacy procurement and long-term renewable energy.
- 4) Is your firm able to provide a delay in billing for power supply during part of the start-up phase until OCPA begins receiving revenue from customers? If so, would there be any added cost associated with this deferral?
- 5) Please provide an outline of Business Intelligence and Reporting tools you will provide to OCPA. Reporting tools can provide any of the following:
 - a. Reporting for analytics,
 - b. Visualization and reporting,
 - c. Self-Service reporting,
 - d. Aggregation of data reporting,

- e. Risk management and performance reporting.
- f. Finance related reporting.

Data Management and Customer Call Center Questions

- 1) Does your firm currently provide services to one or more CCAs? If yes, please list the CCAs.
- 2) Does your firm currently provide data management and customer call center services to entities other than CCAs that reside within CAISO? If yes, please list the entities.
- 3) Describe any potential challenges for a CCA wishing to serve customers across two different IOU service areas and how your firm will address these challenges. Has your firm successfully addressed this challenge?
- 4) OCPA intends to build an internal data science team to work in parallel with the selected data management provider. Please describe your ability, experience and willingness to provide a portal for authorized OCPA staff and consultants with continuous real-time access to all raw IOU data inputs and post processing data outputs.
- 5) OCPA may consider assuming call center management in the future. Please describe your ability, experience and willingness to provide an option for OCPA to migrate call center operations, technology and personnel to an OCPA insource model after one full year of operation.