

# Orange County Power Authority

Solicitation Number: 21-001

## Questions & Answers

February 2, 2021

**Question 1:** Page 2, Exhibit 2: OCPA Eligible Service Accounts

*Question: Given that OCPA member jurisdictions still have until April 1<sup>st</sup> to confirm their participation in the JPA, and some jurisdictions have indicated their councils are still determining their participation, can OCPA provide a breakdown of eligible service accounts by member jurisdiction?*

**Answer 1:** Estimated service accounts by jurisdiction are provided in the table below.

|                               | 2020 Service Accounts |
|-------------------------------|-----------------------|
| <b>Buena Park<sup>1</sup></b> | 28,324                |
| <b>Fullerton</b>              | 53,267                |
| <b>Huntington Beach</b>       | 86,382                |
| <b>Irvine</b>                 | 129,647               |
| <b>Lake Forest</b>            | 32,998                |
| <b>Total</b>                  | <b>330,617</b>        |

**Question 2:** Page 11, Data management and Customer Call Center Services Scope of Work, Customer Call Center, First bullet:

*“Provide professional multilingual Interactive Voice Response (IVR) recordings for CCA customer call center”*

*Can OCPA please clarify which languages are to be included as part of the Interactive Voice Response (IVR) system?*

**Answer 2:** Languages should include English, Spanish, Korean, Mandarin, and Vietnamese.

**Question 3:** *Please clarify the expected start date for the services? The RFP says that Phase 1 starts in 2022, but under the Term of Agreement section it looks like there is a March 2021-December 2022 time period for the services. If the starting point is in March is it on the 1<sup>st</sup> or later in the month?*

**Answer 3:** OCPA staff will be reviewing responses in February. There is not yet a set date for negotiations and Board approval of contracts. OCPA expects the start-date for some of these services (Portfolio Management) to begin in Q1 or Q2 of 2021. Contracts for other services may have a later start date and will ultimately be negotiated as part of the terms.