Responses to RFP Questions

Q: Scope of Work, Section 6.w We understand this task to require the data manager to provide a mailing list to the CCAs designated print vendor and subsequently returning customers to default service after a set period of time and/or the policy established by the CCA. Can you confirm this understanding is correct?

A: Your understanding is correct; this is related to late payment notices/delinquent accounts.

Q: Scope of Work, 9.d Can you elaborate on the use case and/or specific types of functionality that is envisioned?

A: This is regarding the ability to store/categorize information related to customer enrollment in programs like on-bill financing and disadvantaged communities (DAC) and any future programs similar to them.

Q: Section Y.i.2 - Does "project" in this question refer to both PCE and SVCE combined, or shall the response delineate between the two?

A: The response should delineate the number of full-time employees assigned to each client individually.

Q: Section Y.v Tab 5 - Quality/Program Evaluation - We are unsure of what is being requested in this section. The item notes examples of Quality/evaluation issues but we are unsure of what the question being asked is. Can you elaborate and/or provide additional context for how this item should be responded to?

A: This requirement is asking what quality improvement plan is in place in the event there are issues with quality of service and/or program implementation. For example, if a full-time employee assigned to us does not meet our expectation of service, or a specific rate project is not implemented to our expectation, what process/plan is in place to improve the issue?

Q: What is the timeline for implementation of our data services should our proposal be selected?

A: This RFP is for data management services beginning in January 2025. If data and process handover from our existing data manager is required, a 6-12 month transfer timeline will be added on to the contract effective date.