

Solar for All Subscriber Management RFA Questions and Answers

Solar for All CREF Subscriber Management RFA# 2019-1923-PCD

This document will be updated with new answers as new questions are received. Please direct all RFA questions to SubscriberManagement.grants@dc.gov.

Solar for All Subscriber Management Applicant Meeting and Q&A held on July 31, 2019. Some questions have been reworded for clarity. The written responses should be consistent with the verbal responses delivered during the meeting. In the event that there are inconsistencies between the written responses and verbal responses, the written responses take precedence.

Q1. How has DOEE estimated the number of subscribers based on the forecasted CREF capacity?

A1. DOEE estimates that each SFA participant will be allocated an average 3.5 kW per household. The final CREF capacity and households served are subject to change.

Q2. The tables on p.21 and p.22 appear to have a typo for FY 2019 installed capacity.

A2. Correct. There is a typo for the FY 2019 value of "Cumulative Installed CREF Capacity (MW)", which appears in both the table on p.21 and table on p.22. Corrected versions of these tables are included below.

Table on p.21

SFA CREF Metrics	FY 2019*	FY 2020*	FY 2021*
Cumulative Installed CREF Capacity (MW)	9.6	13.7	19.9
Cumulative CREF Subscribers Served	2,749	4,442	6,208

Estimates

Table on p.22

Program	Metric	FY19*	FY20*	FY21*
Oxon Run CREF	Cumulative Installed Capacity (MW)	2.65	2.65	2.65
	Cumulative Households Served	750	750	750
SFA Multifamily CREF	Cumulative Installed Capacity (MW)	7.0	11.0	17.2
	Cumulative Households Served	1,999	3,692	5,458
Total	Cumulative Installed Capacity (MW)	9.6	13.7	19.9

	Cumulative Households Served	2,749	4,442	6,208
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Estimates

Please note that the final CREF capacity and households served is subject to change.

Q3. Where will the subscribers come from?

A3. DOEE is responsible for CREF subscriber acquisition and will provide the grantee with subscriber information relevant to the subscriber management functions outlined in the RFA (incl. Name, address, Pepco account number, income verification status, etc.).

Q4. Is DOEE anticipating that it will reach 2,749 subscribers for the FY19 projects?

A4. DOEE does anticipate reaching 2,749 subscribers for FY19 projects.

Q5. Is the Automobile Liability Insurance required for this grant if the proposed solution does not include transportation?

A5. If the application does not call for transportation, then the applicant may request a waiver from the Automobile Liability Insurance requirement.

Q6. What information is required by DOEE to release payments to the Grantee?

A6. See “Appendix 1 - DOEE Grant General Terms and Conditions”, Section 10. Payment

Q7. How should applicants account for additional or variable costs that may arise as part of the grant?

A7. Applicants should include consideration of additional or variable costs as part of the application budget proposal.

Q8. Is there more information on what is classified as the “Minimum Viable Solution”?

A8. The Minimum Viable Solution should facilitate:

- Enrollment of CREF subscribers into the SFA program,
- Assignment and allocation of CREF credits to subscribers
- Registration of CREF subscribers and allocations with Pepco

Q9. What happens if DOEE doesn’t provide the full amount of subscribers?

A9. DOEE is responsible for providing and qualifying SFA applicants including applicant information to the Grantee for enrollment and registration as a CREF subscriber. DOEE will not hold the Grantee responsible if there are insufficient subscribers to fully allocate SFA CREF capacity.

Q10. If the CREF capacity is not met, and subscribers are not passed along to the Grantee, who is responsible?

A10. See Q&A to Question 9.

Q11. What is the Preference for how to interact with the subscribers?

A11. DOEE defers to the Applicant to propose a solution for CREF Subscriber Engagement in line with the requirements of the RFA.

Q12. What system will DOEE use to transfer subscriber data to the Grantee?

A12. DOEE will send subscriber data to the Grantee via an encrypted email platform.

Q13. How “warm” will the leads be that DOEE delivers to the Grantee?

A13. DOEE will provide the Grantee with a list of qualified program applicants, not leads. The Grantee is not responsible for subscriber acquisition.

Q14. Where are the subscribers coming from?

A14. DOEE will provide the Grantee with a list of qualified program applicants. The Grantee is not responsible for subscriber acquisition.

Q15. Is the Grantee able to refer additional subscribers to the program?

A15. DOEE would be open to accepting SFA subscriber referrals from the Grantee; however this is not a requirement of the RFA and will not be considered when scoring applications.

Q16. What is the process of getting subscribers to a specific CREF?

A16. DOEE will provide a list of qualified applicants to the Grantee along with all relevant applicant information (name, Pepco account number, service address, etc.). The Grantee is responsible for assigning the applicant as a subscriber to a CREF, allocating the appropriate amount of CREF capacity to the subscriber, and registering the subscriber with Pepco.

Q17. We have a call center; can we use this for this RFA?

A17. The Applicant should explain how they would use existing call centers to satisfy the requirements of the SFA CREF Subscriber Contact Center project element. It is expected that the call center for the SFA CREF Subscriber Contact Center will have a unique phone number and that callers will receive information relevant to the SFA CREF Program. Callers should not receive information or referrals to non-DOEE programs or commercial offerings.

Q18. Can the Grantee utilize the DOEE communications platform for the grant?

A18. The Grantee may propose coordination or participation in DOEE events as part of the CREF Subscriber Engagement project element, if appropriate. Please note that the Grantee is not responsible for general outreach and recruitment for the SFA CREF Program, and is only responsible for engagement with subscribers already enrolled in the SFA CREF Program.

Q19. What is the minimum subscriber allocation percentage?

A19. The applicant will propose a target for minimum CREF subscriber allocation percentage that will take into account expected subscriber churn and registration lag. Grantee is expected to maintain CREF subscriber allocation at or above the target percentage for the duration of the grant award.

DOEE understands that there may be instances where a shortage of subscribers, a change in available CREF capacity, or other circumstances prevent the Grantee from maintaining the CREF subscriber allocation percentage.

Q20. When the subscribers are handed over, how do we know the Pepco usage?

A20. The Grantee will access Pepco usage data using the Pepco usage data authorization process.

Q21. Customer acquisition does not seem to be in scope for the RFA. Could you please confirm? Assuming that potential subscriber names are being provided by DOEE to the selected vendor, how many will be provided?

A21. Subscriber acquisition is not in scope for the RFA. DOEE is responsible for subscriber acquisition and will provide a list of qualified subscribers to the Grantee. The number of subscribers provided is contingent on the amount and timing of CREF solar capacity brought online. DOEE estimates that the CREF capacity and subscribers will follow this schedule:

SFA CREF Metrics	FY 2019*	FY 2020*	FY 2021*
Cumulative Installed CREF Capacity (MW)	9.6	13.7	19.9
Cumulative CREF Subscribers Served	2,749	4,442	6,208

*Estimates

Please note that the value for Cumulative Installed CREF Capacity (MW) for FY 2019 was misstated in the RFA document in the tables on p.21 and p.22. The value in the table above is correct. These numbers are estimates and are subject to change.

Q22. Are [the potential subscribers] "pre-qualified" for the Solar for All program? In other words, have they undergone income verification, or are they likely to be eligible?

A22. DOEE will provide the Grantee with a list of eligible subscribers that have been qualified as eligible for subscription to a SFA CREF.

Q23. Are [the potential subscribers] already aware of the Solar for All program, and do they know they are eligible/potential subscribers?

A23. DOEE outreach efforts are in progress to educate District residents about the Solar for All Program. The potential subscribers that DOEE provides to the Grantee will be familiar with the program and have completed the program application and income verification steps.

Q24. What contact information/data will be provided for these leads (name, contact info, etc.)?

Q24. The list of potential subscribers that DOEE provides to the Grantee will have completed the SFA CREF application and income verification process and be considered eligible for subscription to the SFA CREFs. Therefore, DOEE does not consider potential subscribers to be "leads" in the customer acquisition sense of that term. DOEE will provide the Grantee with information about each potential subscriber including account number, and income qualification status.

Q25. What contact information/data will be provided for these leads (name, contact info, etc.)?

A25. See response to Question 24.

Q26. When will the list be provided - rolling basis, all up front, etc?

A26. The list of potential subscribers will be provided on a rolling basis.

- Q27. What is the turnaround time from receipt of names to the first project needing subscribers going live?**
- A27.** This is contingent on the timing of the CREF project completion. DOEE will work with the Grantee to define appropriate turnaround for adding subscribers to new CREFs.
- Q28. Will RFA responses be kept confidential, or are they subject to FOIA? If confidentiality is possible, please confirm how to ensure submissions remain confidential (i.e., does the respondent need to mark documents as confidential?)**
- A28.** Prior to grant award, the responses are not subject to release under the DC Freedom of Information Act (FOIA). After the grant award, the RFA responses are subject to FOIA release. The FOIA statute provides that certain categories of documents may be withheld from FOIA disclosure. Included among these are documents that related to trade secrets and commercial or financial information obtained from outside the government, to the extent that disclosure would result in substantial harm to the competitive position of the person from whom the information was obtained. For a complete list of exemptions, please see **DC Official Code §2-534**.
- Q29. How will point allocation take into account whether the respondent includes the optional elements in their pricing and scope of work?**
- A29.** This question is addressed in the Scoring Criteria Matrix on p.27 of the RFA.
- Q30. What branding requirements exist for the subscriber portal? Does it need to be white labeled as Solar for All, or is co-branding accepted?**
- A30.** The subscriber portal, if included in the application, should be prominently branded with the DOEE Solar for All and Mayor's logos. DOEE will provide the Grantee with brand guidelines once the grant is awarded.
- Q31. What are the anticipated COD dates for Oxon Run and the various projects in the 2019 DC SFA program? Will the capacity be delivered on time? Is delivery staggered, or will 2,700+ subscribers need to be enrolled all at once?**
- A31.** Delivery dates for the Oxon Run CREF and DCSEU SFA FY19 CREFs will be staggered with projects interconnected on rolling basis between September 2019 and January 2020. Additional CREF capacity may be added throughout the duration of the Grant period. Subscribers should be enrolled as new CREF capacity becomes available for interconnection.
- Q32. What is the expected timeline for delivery of first subscriber list to Pepco for the 2019 Solar for all projects? We noted that the 2019 Solar for All projects are contracted to be delivered (substantially complete) by September 30, but the RFA award won't be until October 7 at the earliest.**
- A32.** The subscriber list must be delivered to Pepco prior to interconnection. In the event that SFA CREFs are interconnected prior to the Grant Award, DOEE will manage subscriber enrollment and allocation on an interim basis and transition these responsibilities to the Grantee when appropriate.
- Q33. Are any of the insurance requirements waived for this RFA?**
- A33.** See DOEE response to Question 5.
- Q34. The RFA references both Letters of Support (in the checklist) as well as partner documents. Are these the same thing?**

- A34.** Requirements for Letters of Support are specified in Section 3.2(d) (“Applicant”) of the RFA. Requirements for Partner Documents are specified in section 3.4(i) (“Partner Documents”) of the RFA.
- Q35. Can CBE points be obtained if a CBE-qualifying entity is a partner but not the prime?**
- A35.** CBE Points may only be obtained by the prime.
- Q36. Are the CREF database (pg 19) and the DOEE Solar for All database (p 22) the same thing? Can either of these databases be integrated with a provider's existing database, or do they need to be maintained separately?**
- A36.** DOEE maintains a DOEE Solar for All Database for program tracking purposes. The Grantee will be responsible for inputting and tracking relevant subscriber information in the DOEE Solar for All Database. The Applicant may also need to create a separate CREF database to manage program information for the fulfillment of the Grant duties.
- Q37. Is there a change order process that will be used during the grant period should adjustments to deliverables (particularly the software) be requested by DOEE?**
- A37.** This question is answered in Section 13 of “Appendix 1 - DOEE Grant General Terms and Conditions”.
- Q38. Is there a contingency process available?**
- A38.** It is unclear what this question is asking. Please rephrase and resubmit.
- Q39. Is an award guaranteed, or is DOEE retaining the right to not make an award?**
- A39.** DOEE retains the right to not make an award.
- Q40. Would requesting upfront payment(s) impact the evaluation/scoring of a response in any way?**
- A40.** Requests for advanced payments will not impact the scoring of an application. See Section 1.8 of the RFA Permissible Use of Grant Funds; Section 3.2 (c) 6 Project Budget of the RFA and 6.2 Reimbursement of Project Expenditure and Disbursement of funds. For more information about advances, please see DOEE’s Advance Payment Policy and Procedures and the Advance Payment Request Form a <https://doee.dc.gov/page/grants-and-other-funding>.
- Q41. Will the subscriber management platform and the BI platform be tested/demoed as part of the application process?**
- A41.** No.
- Q42. I am writing to request that the Points for Local Entities be equalized between non-profits and for profits. As we understand it, currently a local non-profit is eligible for up to six (6) additional points, whereas a local business enterprise (CBE) is eligible for up to a twelve (12) additional points. The same entity cannot seek points in both categories.**

We see an equal allocation of available points - whether six or twelve - as a way to allow both non-profits and for profits to compete equally and to be scored equally in the RFA.

Could you please let us know if equal points will be allocated, and if so, when to expect the scoring rubric to be updated? If DOEE opts not to level the points allocation, could the rationale for not doing so please be provided?

A42. The rationale for not leveling the point allocation is based on Section 101(d) of the CleanEnergy DC Omnibus Amendment Act of 2018 (D.C. Law 22-257). This section requires that grants funded by the Renewable Energy Development Fund (REDF) shall be distributed in the following order:

- (A) To qualifying applicants who are certified business enterprises (CBEs);
- (B) To qualifying applicants who are not CBEs.

[D.C. Official Code § 34–1436(b)(1)]

Q43. What software testing procedures will be in place during the award period?

A43. DOEE will develop software testing procedures based on the outcomes, outputs, and deliverables identified in the RFA. These procedures may include the requirements to comply with HIPPA, which may include a vulnerability scan.

Q44. Will Pepco account numbers be provided by DOEE for each customer provided to the grantee?

A44. Please refer to Answer 16.

Q45. Do customers need to sign a contract or acknowledge terms and conditions in order to participate in Solar for All? If so, will this be done before the names are provided to the grantee?

A45. Yes, customers need to complete the “Solar for All Program Application,” along with signing the “Subscription Terms and Conditions” form.

Q46. Does the Subscriber Management Organization need a contractual relationship with the customer in order to manage their subscription in compliance with consumer protection regulations?

A46. Yes, the subscriber management organization will need a contractual relationship with the customer.

Q47. Does the customer need to take any further action after their information is provided to the grantee before being assigned to a project?

A47. No further action will be needed from the customer once they have been assigned to a community solar project.

Q48. How is DOEE determining which subscribers to recruit and acquire for the Solar for All program?

A48. DOEE has an internal process for qualifying Solar for All applicants, including the use of LIHEAP rolls and other internal recruitment measures.

Q49. How is a partner defined? Is a subcontractor considered a partner?

A49. Code of the District of Columbia Chapter 6. General Partnerships says "Partner" means a person that has become a partner in a partnership under 29-604.02
Business partnership agreement is defined as a contract between two or more parties that binds all participants to specific terms and conditions of their working relationship.

- Q50.** Please confirm that all unsubscribed energy payments should be passed along to REDF.
A50. Yes, all unsubscribed energy is to be transferred to REDF.
- Q51.** Please clarify the income revivification timeline. Is it every 18 months (previous Solar for All guidance) or every three years (as stated during the in-person Q&A session)?
A51. Every three years once the applicant has been certified into Solar for All.
- Q52.** The RFA states that the contact Center can provide support via social media and other communications channels. Are these the grantee's channels, DOEE's channels or both?
A52. The contact Center can provide support through the grantee's channels.
- Q53.** Will the grantee be the SMO of record with Pepco for the Oxon Run project and all DCSEU SFA FY19 CREFs?
A53. Yes, the grantee will be the SMO of record for the Oxon Run project and all DCSEU SFA FY19 CREFs.
- Q54.** Is any capacity on the Oxon Run CREF or the DCSEU SFA FY19 CREFs allocated to non-Solar for All customers? If so, how will those customers be managed? For example, will the grantee have to coordinate with the developer on subscriber list compilation and submission?
A54. No capacity of the Oxon Run CREF will be allocated to non-Solar for All customers.