City of Tacoma
Department of Public Utilities - Tacoma Power

Demand Side Management Software Modernization
RFP Specification No. PE14-0624F

QUESTIONS and ANSWERS

All interested parties had the opportunity to submit questions in writing to Richelle Krienke by 3:00 p.m., December 11, 2014. The answers to the questions received are provided below and posted to the City's website at www.TacomaPurchasing.org. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

Question 1:   **Section 1.06**
              Do you have a budget for Phase 1 (2015), a budget for Phase 2 (2016), and/or for the entire Project?

Answer 1:   Budget for 2015 and 2016 (Phase 1 and Phase 2) is $450,000. Maximum annual licensing fees for 2017 and beyond are $100,000.

Question 2:   **Do submittals need to follow the format outlined in Section 3.02**

Answer 2:   Yes. Due to the complexity of this proposal the Selection Advisory Committee will review responses in sections. If content is not in the correct section, or referenced in other sections, it is likely to be missed by members of the SAC.

Question 3:   **Section 2.01 A**
              Regarding Externality Costs, which specific Externality Costs do you track at the (a) Measure level and (b) Project level.

              Regarding sales invoices, do you currently track Sales Invoices on a Program, Customer/BP, Site/CA, Project, Measure level?

Answer 3:   Tacoma Power's externality tracking needs are continually evolving and rooted in the need to remove non-energy related costs from historic project cost data for economic cost-effective analysis. Currently externality costs are tracked at both the measure level and project level. Permit costs and lead safe work practices, which are not tied to a specific measure, are currently tracked at the project level. Measure specific non-energy costs, such as wood clad Class 30 window or adding a second indoor unit to a ductless heat pump system, are tracked at the measure level.

Question 4:   **Section 2.01 F 1a.**
Regarding projects and deemed Measures, please define examples/ explanation of documentation that you consider "native" vs "not native" to the DSM.

Answer 4:   Native documentation would be items required for the project to move through the process from application to payment. Nonnative documentation could be supporting documents such as pictures, PDFs, scanned documents, Excel workbooks, or product information sheets.

Question 5:   **Section 2.01 F 2b.**
Regarding distribution programs, on a Distribution project where a showerhead is distributed to 50 customers, do you currently track this as (a) 1 project with 1 measure (b) 1 Project with 50 measures (c) 50 projects with 1 measure each (d) something else?

Regarding the above example of 50 showerheads, do your reporting requirements require this be reported as (a) 50 separate customers (b) 50 separate measures (c) other?

Answer 5:   A) The above showerhead example would be tracked as 50 projects with one measure. If one of the showerhead customers later received a free lightbulb it would be recorded as a separate project with one measure.

B) Each project requires customer level detail (name, address, water heat type (showerheads only) for audit purposes. When reported to BPA showerheads and light bulbs are aggregate based on BPA measure.

Question 6:   **Section 2.01 F 2c.**
Regarding BPA implemented programs, would a single project ever include a BPA program and a non-BPA program? What (KPI) data gets reported to BPA? Example reports?

Answer 6:   Yes. An example would be a multifamily project where insulation, a deemed measure, was added to a building, as well as a new pump for the swimming pool, a custom measure. BPA has Excel based templates for uploading data into their IS 2.0 reporting system.

Question 7:   **Section 2.01 F 3**
Regarding NEEA, what data/KPIs get reported to NEEA? Are there any Programs/Measures associated with NEEA - or is NEEA simply a reporting association?

Answer 7:   NEEA savings are reported as a lump sum. Tacoma Power receives several estimates throughout the year with final numbers reported in Q1 of the following year. While Tacoma Power occasionally uses ad-hoc tools to report accomplishments to NEEA, NEEA does not have specific reporting requirements similar to BPA.

Question 8:   Section 2.01 F 4
                     Which KPI's do you currently track for Distributed Generation (a) on the Measure Level and (b) Project Level?

Answer 8:   A) Distributed Generation KPI's include installed system size (kW), system generation (kWh generated), and dollars paid.

               B) Tracking is done at the "measure" level (e.g. if the customer had a solar system and a wind system they would be tracked as two separate systems).

Question 9:   Section 2.03 B1
                     Do you upload Program Expenses on a Per Project basis, Per Measure basis, or per Program basis?

                     What level of access will be available for SAP--directly to SQL or through an API?

Answer 9:   A) A specific project can have work performed by several trade allies. Each trade ally on a project would require a separate payment. A trade ally performing several measures on one project would generally get one payment.

               B) Connection to SAP through SQL is not feasible. There would be API's available, or a batch file process.

Question 10:   Section 2.03 B2
                      Please differentiate Meter Number from Installation and/or Contract.

                      Please describe the Loan Account function.

                      Will these entities from which SAP records will upload to CRM ever have records created in CRM that need to move to SAP (i.e. - will sites ever possibly be created in CRM and then need to be uploaded to SAP)?

Answer 10:   A) A meter is located at an installation. Each installation will have either 0 or 1 meter at any given time. Meters can locations over time, but an installation remains fixed at a location.

               B) Many residential, and some commercial projects accept a loan through Tacoma Power to perform the work. These loans are tracked in our financial system, SAP. A Loan Account is the term used in SAP to track these loans.

               C) SAP is our system of record for customer and site information. It is not anticipated to have customer or site information extracted from CRM, or whatever solution is chosen, and imported into SAP.

Question 11: **Section 2.03 B3**
Will the SAP system allow interfacing with an integration tool such as Scribe? Or will you be uploading CSV/XLS files?

Will we have the capability to modify/allow SAP fields to hold unique IDs from CRM (for the purpose of linking SAP records to CRM)?

Answer 11: *A) Interfacing with SAP will likely be done either through an existing API, or through flat file transfer.*

B) Not likely. SAP is a much larger system than the DSM system, so it is not anticipated that changes to SAP will be permitted.

Question 12: **Section 2.04 B**
Do you prefer online or on-premise deployment?

Answer 12: Due to the sensitive nature of hosting personally identifiable customer information in the cloud Tacoma Power suspects an on premise solution would better meet security requirements. **However**, Tacoma Power is willing to explore the option of a cloud-hosted solution provided it is able to securely store personally identifiable customer information. It is recommended vendors provide costs for both options.

Question 13: **Section 2.06 A 1a.**
Will the SAP system allow interfacing with an integration tool such as Scribe? Or will you be uploading CSV/XLS files?

Answer 13: Please see Answer 11.

Question 14: **Section 2.06 A 1b.**
What are current items that cause the most duplication difficulties?

Answer 14: Most duplication difficulties are caused when processes require us to move data between two systems. Some examples:

A) Invoice information such as square footage and insulation type is entered into an Excel spreadsheet to perform calculations on incentive levels. This information is then typed into our Access database of projects.

B) Projects are paid within the SAP system.   Once a week someone runs a report in SAP to find out what projects have been paid, and then updates the data in our Access databases with the data from the report.

Question 15:   **Section 2.06 A 2b.**
What is currently the pain point that is causing inconsistency in project work load levels?

Answer 15:   Manual data entry, reentry of data, and lack of electronic tools are responsible for causing work load challenges.

Question 16:   **Section 2.06 A3**
Please briefly describe your requirements for verifying customer program completion. Which factors/KPIs indicate this completion has taken place?

Answer 16:   For reporting to BPA, we use the payment posting date in SAP. If there are multiple payments on a project, it is generally considered complete when the last payment is posted in SAP.

Question 17:   **Section 2.06 A3a.**
Are your onsite inspections conducted by TPU staff or rather external partners or both?

If you desire your onsite inspectors to access the system, which parts of the system do you want to permit/prohibit access to?

Do you want these onsite inspectors to update the data while onsite?

Which devices do your onsite inspectors use?

Answer 17:   A) Inspections are completed by TPU staff and external parties.

B and C) It is envisioned that only Tacoma Power staff would have access to the project inspection portion of the DSM but flexibility would be nice. Updating data while onsite is considered desirable functionality – Tacoma Power is very flexible with how desired functionality is implemented.

D) Currently onsite inspectors use paper notes.

Question 18:   **Section 2.06 A3b.**
Please provide several examples of desired verification data points.

Do you track these (a) per Project or (b) per Measure?

Answer 18:   A) Examples would be the number of days between the various steps in the process – from Application Received to Notice to Proceed, Notice to Proceed to Work Completed, Work Completed to Payment Made, and any combination in between.

B) Currently this is tracked on a per project basis. Per measure might be difficult, but it would be good to track per trade ally on a project.

Question 19: Section 2.06 A 3c.
What factors determine who receives and Inspection vs a Random Inspection? Same indicators for both Pre and Post Inspections?

Answer 19: Some programs require 100% inspection. Other programs require "more than 10% inspection" – in these cases Tacoma Power would like the DSM system to assign projects "to be inspected" status at project initiation to ensure a minimum of 10% (or other user defined %) are inspected. It would also be helpful to have the system assign "to be inspected" status to all projects under certain circumstances (e.g. all of one trade allies projects must be inspected).

Question 20: Section 2.06 A4
Regarding payment processing, do you have dedicated personnel for handling payments? Or do all of your personnel handle payments?

Answer 20: All payments are conducted through our SAP system. Any of Conservation's office staff can request that a payment be made, however the actual payment must go through Accounts Payable, using SAP.

Question 21: Section 2.06 A 4b.
Which data quality problems are you currently experiencing?

Answer 21: Currently a paper Payment Request Form is printed from our Access database. This is sent in inter-office mail to our Accounts Payable division – Accounts Payable manually enters the data into SAP, which then conducts the payment. Data quality issues can arise whenever someone has to reenter data from one system to another.

Question 22: Section 2.06 A 6a.
Which KPIs do you currently use to measure the effectiveness of your programs?

Answer 22: A significant issue with Tacoma Power's current DSM system is a lack of KPIs. We currently track kWh acquired, $ spent, and program cost effectiveness ($/MWh levelized) over a variety of time periods. Additionally we track how long it takes from application to payment, how long from project inspection to payment, and how often data needs to be corrected. Some of these KPIs are tracked using Access reports, other using ad-hoc reports.

Question 23: Section 2.07 D
Please clarify the difference between these 3 various Help requirements.

Answer 23: Online Help Manual refers to a comprehensive electronic manual that may be searched for specific topics (similar to those offered by Microsoft Word and Excel).

Built-In Help Functionality refers to the ability to learn about a specific topic or field by clicking on an embedded link (similar to those offered by some websites).

Customizable Help Fields refers to the ability to modify text in either the electronic manual or built-in functionality to be specific to Tacoma Power's processes and needs.

Question 24: **Section 2.08 A**
How many Project Leads end up not becoming Projects?

Please describe the desired process for communication with Project Leads (including desired automation).

Please describe what you mean/desire when you state "enforcing contract dates".

What is your current process/next steps when you discover that a project does not meet program requirements?

Is "Confirmation that Program Requirements are met" simply a Milestone that must be reached prior to a project being considered "Contracted"?

Answer 24:   A) The current system does not track progression from project lead to completed project. It is unknown how many project leads end up not becoming a project.

B) Tacoma Power does not have a firm vision on the future communication process. The successful proposal will offer flexibility to tailor the process based on program and supervisor needs.

C) The current system allows a contract expiration date of January 15, 2014 and an expected completion date of March 15, 2014. It is desirable for the new DSM system to not allow an expected date after January 15 or to flag the project as needing a contract extension due to the expected date occurring after contract expiration.

D) The current process varies by program and staff assigned to the specific project. Sometimes projects languish in the system because there is no automated notification that informs project staff that office staff is waiting for the Trade Ally to bring in updated paperwork. It is envisioned the DSM system will standardize the customer experience within programs.

E) Yes.

Question 25: **Section 2.08 A 1a. i.**
Please describe the various States you use for your Status Reports.

Answer 25:   Our current list of statuses is based on the fields existing in our current system. It is presumed that a new system would have different status fields.

- Inactive
- Closed, no work
- Project created over 6 months ago
- App Received
- File Created

- Project Preapproved
- Contract to Customer
- Contract Routed
- Contract being executed
- Notice to Proceed
- Inspection Complete, not paid
- Project Complete

Question 26: **Section 2.08 A 1a. iii.**
Regarding payment processing, do you have dedicated personnel for handling payments? Or do all of your personnel handle payments?

Answer 26: Please see Answer 20.

Question 27: **Section 2.08 A 1a. iv.**
Please list/define your most common Exception Reports.

Answer 27: We currently don't have any reports that are specifically labelled as Exception Reports. Data quality issues usually show up on project detail reports. Data is heavily scrutinized prior to submitting reports to BPA.

Question 28: **Section 2.08 A 1b. ii.**
Please define your vision for "enforcing" compliance. Is this simply the idea of not allowing the project to move forward unless contract dates are met?

Provide an example of a contract date that would need to be enforced.

Answer 28: Yes. Currently an addendum to extend a project's duration must be created if a project goes past its contracted completion date.

Question 29: **Section 2.08 A 2b. vii.**
Please clarify what you are looking for here, including examples.

What data are you currently tracking on field audits - report/note examples would be welcome.

Answer 29: A) For residential projects, most field audits are done after a project has been completed, and their purpose is to verify the work was performed as specified. Some exceptions: projects involving adding wall insulation must be inspected while the work is in progress. Multifamily jobs are now getting an energy audit before the project is started, to help identify all the work that can be done. This audit includes the level of insulation, type of lighting, windows, and other measures that could be performed. This information would be good to maintain so that we have a dataset of what measures are available for future projects.

For Commercial/Industrial projects, larger projects include audits before, during and after the project. Documentation gathered would include

information on the type of equipment, measures available, pictures, and other items that provide a good picture of what work could be performed.

B) Currently most field audit information is not tracked in our database systems. Some items that make it in include building specific information (single family, duplex, apartment, etc.), heat type, water heat type, etc. We do not have any standard reports/notes that would be available.

Question 30: **Section 2.08 A 3a. iii.**
How does your system currently track eligibility and availability of loans? Which fields do you track?

Answer 30: A residential customer is eligible for a loan based on their "credit point" score in SAP – this is based on their payment history with past utility bills. Currently office staff looks up the account in SAP to find these credit points.

Question 31: **Section 2.08 A 3b.**
Which Externality Costs do you track on Measures?

Do you track any other Externality Costs in the system besides on Measures? If so please describe.

Answer 31: Please see Answer 3.

Question 32: **Section 2.08 A 3d**
Please provide several different examples of how you would override (or allow exceptions for) a project.

"Help Us Improve Our Process" 1.
Do you typically track potential conservation opportunities at the Site/CA level or rather at the BP level?

"Help Us Improve Our Process" 3.
Is the example in Appendix H regarding 1 Project or 3 Projects? Do you sometimes decide for 1 and sometimes decide for 3 in this case? If so, what criteria is this decision based on?

Is the example in Appendix H describing 3 separate Applications or rather 1 single application?

Answer 32: A) Example 1: Tacoma Power runs a special promotion that ends July 5th. Two customers missed the deadline and request to be included in the special promotion on July 6th. Tacoma Power would like the option to grant an exception to allow these customers to partake in the special promotion.

Example 2: A low-income qualified customer is eligible for a $1,500 grant to weatherize their home. Due to challenges unique to their home the project will cost $1,750 and exceed our grant by $250. The low-income customer is unable to pay the additional $250 out of pocket. Tacoma Power would like the option to pay above the cap and serve this customer.

Example 3: A change in BPA rules now requires all ductless heat pumps to have an HSPF of 9.0 or greater after April 1, 2014. In July of 2014 a contractor has three projects that were approved prior to April 1 but have not been completed. Tacoma Power would like the option to suspend this program rule and allow the projects to go through our system.

B) The current system does not track potential conservation opportunities in a usable manner. Conservation opportunities should be tracked at the Site/CA level (since a change in ownership does not necessarily mean a change conservation potential status). Ideally opportunities should be able to be aggregated at the BP level.

C & D) The example in Appendix H is for one project. The single project may contain a combination of window, insulation, duct sealing, and DHP measures. The customer could complete multiple measures under one project or complete multiple measures under multiple projects. The current system used one of these sheets for each project.

Question 33: **Section 2.08 B 1a. i.**
How do you plan on customers opting in for push notifications?

Will the TPU user be editing the record after the TA/customer requests this per call or email? Or will the TA/customer be opting in themselves via the portal?

Answer 33: Initially Tacoma Power will manually enroll Trade Allies/customers into push notifications. It is envisioned Trade Allies/customers will be able to opt-in online when they complete on-line applications – Tacoma Power is very flexible with how desired functionality is implemented.

Question 34: **Section 2.08 B 2a.**
Is there a specifically preferred set of devices that you WILL be using?

Is there a specifically preferred set of devices that you will NOT be using?

Answer 34: There are no specific "preferred" or "not preferred" devices. However, any device should be compatible with Microsoft Word, Excel, Outlook, and SharePoint.

Question 35: **Section 2.08 B 3b.**
Please describe what you mean by "query Trade Ally documents".

Do you seek to query these documents across multiple projects or rather within a single project?

Answer 35: Tacoma Power would like to query Trade Ally documents. Examples could include listing all trade allies with insurance expiring in June 2015 or a list of all trade allies with current participation agreements. Queries would be independent of specific projects but be based on the trade allies themselves.

Question 36: **Section 2.08 B 3b. i.**
What triggers a push notification to a Trade Ally for failing to meet a requirement? (a) Is this triggered when a TA is associated with a Project prior to the TA meeting requirements (b) Is this triggered when a date on the TA record is exceeded/passed?

Answer 36: Tacoma Power would like to send Trade Allies an automated message that they need to sign a new participation agreement before the agreement expires. The trigger would be the document date independent of specific projects.

Question 37: **Section 2.08 B 3b. ii.**
Do Trade Allies need to meet requirements prior to a specific date? If so, please describe.

Answer 37: Trade Allies should meet requirements prior to starting a project.

Question 38: **Section 2.08 B 3b. iii.**
Please describe in more detail. Also, do you distinguish between TA contractors and TA subcontractors? If so, how and why?

Answer 38: Tacoma Power does not distinguish between Trade Ally contractors or sub-contractors.

Question 39: **Section 2.08 B 4a.**
Please provide details regarding how the My TPU log-in functions and any specific requirements/limitations

Answer 39: My TPU is the portal that provides customers access to their SAP account information. Once a customer has logged into the system, using their specific login and password, they are able to run standard reports on their account. Once the user has been validated by My TPU, it is anticipated that they could then be passed on as an authenticated user to the DSM system customer portal.

Question 40: **Section 2.08 B 4e.**
What format requirements/limitations do you have - for applications that are uploaded?

Answer 40: We would like to import data from a variety of sources, including web forms (HTML or PHP), PDF documents and Microsoft Office files. We would also like the ability to upload image files as well.

Question 41: **Section 2.08 B 4e. i.**
How will the customer be notified of the rejection? (a) On the screen during the submittal (b) via email (c) other?

How are the required documents distinguished from other documents?

Answer 41: Tacoma Power is very flexible with how desired functionality is implemented. Ideally the notice of rejection should come as soon in the process as possible. This could be on the screen during the submittal, or if later in the process, via e-mail. Paper letters may be necessary in some circumstances.

Question 42: **Section 2.08 B 5c. i.**
Assuming you don't want your TA to see all Project details, which Project information do you hide from Trade Allies?

Answer 42: Tacoma Power is very flexible with how desired functionality is implemented. Ideally the portal solution will allow us to customize what fields trade allies are able to see and which ones are hidden.

Question 43: **Section 2.08 B 5c. ii.**
Do Trade Allies only view the Payment status when the payment is made to them? Or do they also view the payment status when payment is made to the customer directly?

Answer 43: Trade Allies should be able to view all payment statuses associated with them.

Question 44: **Section 2.08 B 5d.**
In the case that a TA uploads a customer's project, should the customer also receive status updates?

Answer 44: Yes.

Question 45: **In the case that a Customer uploads a project that involves a Trade Ally (and identifies the TA on the project), should the TA receive Status updates?**

Answer 45: Yes.

Question 46: **We assume this means uploading project data via form on the portal--is this correct?**

Answer 46: Most likely, yes.

Question 47: **Section 2.08 B 5d. i.**
Are there specific documents that are required for all projects--or does this vary by project?

Answer 47: Required documents vary by programs. Example – all low-income weatherization would require low-income certification documents. These documents would not be required for a commercial lighting project. Sometimes documents within the program may differ based on project.

Question 48: Section 2.08 B 5d. ii.
How do you envision this working? Would this be an email that is sent right away to the TA - notifying them (a) that they have uploaded a project and (b) of the required documents on a project and (c) which of them are still open?

Answer 48: Tacoma Power is very flexible with how desired functionality is implemented. One vision would be to have an online checklist for each required document that gets checked as documents are uploaded. If the Trade Ally leaves the portal before all documents are uploaded an e-mail is sent to the Trade Ally informing them the project is incomplete and requires the missing documents before it is sent to Tacoma Power staff for review.

Question 49: Will Trade Allies need to receive notification on a regular basis for each project that has remaining documents? How regularly and in what form?

Answer 49: Tacoma Power is very flexible with how desired functionality is implemented. There are key project milestones that Trade Allies should be informed of (e.g. project pre-approval, project closeout, project payment, etc.). Flexibility in implementation is important to Tacoma Power.

Question 50: Section 2.08 B 5d. iii.
Does rejected project application need to be communicated in any way to TA? If so, how?

Answer 50: Tacoma Power is very flexible with how desired functionality is implemented. Our preference would be an e-mail to the trade ally if the project application is rejected.

Question 51: Section 2.08 B 5e.
In what situations would you want to prohibit a customer or a TA from scheduling this?

Do you plan on posting a schedule that the TA/Customer has access to?

Answer 51: *Tacoma Power is very flexible with how desired functionality is implemented. One vision would be to have an online calendar with available two hour blocks for scheduling.*

Question 52: Section 2.08 B 5f.
Please describe in more detail. Which specific portal tools that you are seeking to track. What is the business purpose behind tracking this?

Help us Improve Our Process 3.

Are you seeking to enhance your paper process or are you rather looking for a paperless/upload process?

Answer 52: A) Tacoma Power wants to track the frequency of and how Trade Allies are using the online portal. The purpose of this is to determine which tools are being used (and which are not) to guide future development of our DSM

system. Tacoma Power is very flexible with how desired functionality is implemented.

B) Tacoma Power wishes to improve the current process to ensure correct paperwork is submitted. Minimizing the paper process using electronic/paperless tools would likely improve our process.

Question 53: **Section 2.08 C**
Do your estimates on future projects include (a) your installed savings/incentives (b) your contracted savings/incentives (c) your proposed savings/incentives?

Answer 53: The Budget Reservation system needs to include installed savings/incentives (work already paid) and contracted savings/incentives (work under contract to pay) to determine availability of funds for proposed savings/incentives.

Question 54: **Section 2.08 C 1a.**
Which KPIs/Charts do you currently find most valuable for program, sector and portfolio performance?

Answer 54: The current system does a poor job of tracking KPIs and producing charts that accurately illustrate KPIs. Appendix F has a list of currently used reports. Tacoma Power expects the new system will feature a dynamic reporting system configurable by Tacoma Power staff.

Question 55: **Section 2.08 C 1a. iv.**
Please provide examples of such calculations.

Answer 55: Reports and dashboards generally use three types of numbers.

- kWh (First year kWh / time - e.g. kWh saved 2015/16 reporting biennium)
- Dollars Spent (Expenses over time – e.g. $ spent YTD)
- Levelized kWh ($/MWh – Dollars spent over the NPV of energy delivered)

Question 56: **Section 2.08 C 1a. vi.**
Which date field on projects do you typically use for your reports? Installation Date? Completion Date? Payment Date? Etc?

Answer 56: We use various date fields to assign a status to the project (please see Answer 25). These are based on dates in our current system. It is presumed that the new system would have different steps in the process which would need to be monitored. The SAP payment posting date is our most important date, as that is when a project is considered completed. The other dates are used to help determine how many/how long projects are at each step in the process, and in helping to forecast what will be done in the coming months.

Question 57: Section 2.08 C 1b. i.
How do you differentiate "in-progress" from "forecasted"?

How do you differentiate "paid" from "reported"?

Do you have a flag on your projects currently for "reported"? If so, what determines if a project is "reported"?

Answer 57: A) In-progress or reserved for our Commercial/Industrial represents those project savings under a signed contract and for our Residential represents projects/applications that have been submitted and are in the process of being worked with their estimated savings. Forecasted are projects savings expected but not yet under a contract or submitted application.

B) Paid when the incentive project is paid/posted in TPU's SAP the actual site savings determined. Reported means the actual site/busbar savings submitted to BPA reporting system.

C) Yes, considered reported when accepted by BPA.

Question 58: Section 2.08 C 1b. ii.
How do you differentiate between "reserved", "forecasted" and "available"?

Do you have an allotted amount per month? If so how is this determined?

Please describe in more detail what functionality you desire here.

Please describe your budget calculation logic for the subsections you use.

There are several formula variations for calculating Levelized Cost (e.g. TRC Levelized Cost). Which formula do you currently use? Example would be helpful.

Answer 58: A) Reserved are funds (either Capital or Operations/Maintenance) held for projects under Commercial/Industrial contracts or Residential applications submitted and being worked. Forecasted are funds planned to be spent based on staff input and documentation. Available is the difference between budgeted Capital and Operations and Maintenance funding minus the Reserved and Forecasted and available for other projects.

B) There are no monthly allocations

C) Reserved funds are under contract and not reallocated for other projects. Forecasted are probable projects that will in all likeliness happen and funding needs to be available. Available funding gives us an idea of how much budgeted funding is available for use.

D) For the Budget Reservation and Savings reserved or paid we utilize a cash basis accounting – the amounts are known. For Forecasted and Available we are using a modified accrual method based on program leader estimates we do not use levelized costs in this section.

E) Levelized cost is calculated using the following formula:

$$\frac{\text{Total \$ spent (incentive + labor + contracted vendor + marketing)}}{\text{NPV wholesale value over measure life}}$$

The cost to implement a lighting program is $500,000. The program brings in 2,000,000 kWh of savings (first year). Bulbs will last five years. Discount rate is 3%. T&D Loss is 5.61%. $/MWh levelized calculation is:

$500,000/(9,159.414 \text{ NPV kWh} * (1+\text{T\&D Loss})) = \$54.59/\text{MWh}$

Question 59: **Section 2.08 C 2b.**
Does your forecast include "Proposed" numbers?

Does your forecast for the current month include Installed numbers?

Answer 59: A) Yes

B) The forecast for the current month would include completed projects (installed).

Question 60: **Section 2.08 C 3a. iii.**
Do you consider projects to be "In Progress" if they have been contracted yet not yet installed?

Do you consider projects to be in progress if they have not yet been contracted?

Answer 60: A) Yes

B) No

Question 61: **Section 2.08 C 3b.**
Please provide examples of what you are looking for. What types of scenarios are you looking to analyze. What sorts of "if" scenarios are you trying to simulate?

Answer 61: Tacoma Power would like to examine changes to project costs and savings that will occur within a set period of time. Examples include changes to savings assumptions, changes to project completion forecasts, dynamic changes to program performance within the time period.

Question 62: **Section 2.08 C 3c.**
Is it desired to differentiate between these phases of a project: Started, Proposed, Contracted, Installed, Paid, and Completed? If not, what other factors determine the confidence factor for you?

"Help Us Improve Our Process" Question 2

> Do you calculate your Budget Reservation for the entire Portfolio or rather per Program?

Answer 62:   A) Yes, it is desirable to differentiate between project phases.

B) Budget Reservation is done at both the program and portfolio level.

Question 63:   **Section 2.08 D 2b. i.**
On a single project, would you make multiple payments (one per measure)? If so, how frequently does this occur?

Please describe a scenario where you would inspect different measure installations at different times.

Answer 63:   A) Yes. Some projects have multiple trade allies working on them. Payments can be made to each trade ally, to the customer, or both. Generally payments aren't made on a per measure basis unless the trade ally one performed one measure. Multiple payments on a project are very common.

B) Some measures, such as wall insulation, require an in-progress inspection that must be performed while the work is being conducted. Also, if a project has multiple trade allies working on it, if one trade ally finishes well before the other, the work will be inspected at different audits.

Question 64:   **Section 2.08 D 2b. ii.**
What is the reason for making multiple payments on a project to the same customer?

Are you paying for each measure individually?

Are you paying a percentage of the Incentive amount at the Contracted Stage and then the remainder at the Installation Stage? Other reasons?

Answer 64:   A) Multiple payments on a project are generally done when there are multiple trade allies working on a project.

B) Payments are not made per measure, but per trade ally or customer.

C) Payments are made once a project is completed and passes inspection. For rebate projects, payments are made once the paperwork is received and approved.

Question 65:   **Section 2.08 D 2b. iii.**
Please describe a scenario where there would be multiple customers on a project. Please explain if it might make more sense to possibly create multiple projects? Because a conservation contract must typically be signed between the BP and the Utility, does your contract system allow multiple customers on a single project?

Answer 65:   Generally a contract is between a Business Partner or trade ally and Tacoma Power. Strange circumstances can come into play when dealing with rentals, condos, malls, and other non-single family units.

Question 66:   Section 2.08 D 2b. iv.
Please describe a scenario where there would be multiple programs on a project. Do you typically handle this by creating multiple various measures (from different programs) on the same project or rather creating multiple projects?

Answer 66:   An example would be a multifamily project where insulation, a deemed measure, was added to a building, as well as a new pump for the swimming pool, a custom measure. These are all part of the same contract with the customer, so they are tracked as a single project.

Question 67:   Section 2.08 D 2c. ii.
Please describe in more detail what you mean by "data validation". What data is validated during a batch approval? What is it validated against?

Answer 67:   Before the projects are displayed for management approval, there should be validation checks to ensure the program's business rules have been followed. Payments should be for the proper amount, loans should be for the proper amount, data entry outliers should've been caught, etc.

Question 68:   Section 2.08 D 2d.
Is the WBS Element related to the Program entity? Is this just one field on the Program, or is it a set of fields?

Please provide examples of what you mean by having multiple time/accounting codes on a specific project.

Answer 68:   The WBS Elements are tied to a program (e.g. windows are tied to the Weatherization Program and a ductless heat pump is tied to the Ductless Heat Pump program). Projects may span multiple programs (e.g. a customer is installing windows <u>and</u> a ductless heat pump). Where projects install measure from multiple programs there may be multiple WBS elements per project (e.g. costs associated with windows should be charges to the Windows WBS element and costs associated with the ductless heat pump should be charges to the Ductless Heat Pump WBS element).

Question 69:   Section 2.08 D 2d. ii.
Which time/accounting code elements would you like to see?

Answer 69:   Time/accounting codes should be based on Tacoma Power's WBS element structure. This structure is updated every two years as Tacoma Power's budget updates. During the budget year WBS elements may be added but not removed.

Question 70:   Section 2.08 D 2e.
How do you differentiate your payment funds? Your example seems to indicate one fund per sector. One fund per sector, per program?

Answer 70:   Funding in SAP is tracked using WBS Elements. Each program has a specific WBS Element to charge its costs too. Programs such as Residential

Weatherization are broken out by low/non-low income, single/multifamily, each with their own WBS element. Every two years the WBS element changes, as part of our biannual budget cycle. A single project could have its funding split between several programs.

There are also project costs that don't tie in directly with a measure. These include but are not limited to loan fees, permit fees, and knob & tube inspections.

Question 71: **Section 2.08 D 2f.**
What DSM data are you seeking to reconcile with SAP?

Answer 71:   Current data reconciliation entails manually checking that payments were made through SAP in the proper amounts, to the proper customer/trade ally, and charged to the proper program (WBS Element).

Question 72: **Section 2.08 D 2g.**
When you mention "others", we assume you mean the related Trade Ally. Please explain in more detail what you mean by maintaining the original payee's tax liability; please provide an example.

Answer 72:   "Others" is referring to the recipient of the conservation incentive which could either be the customer or trade ally. For Commercial/Industrial and Residential conservation incentive rebates, Tacoma Power only pays the incentive amount, and the recipient of the rebate is responsible for collecting the appropriate destination Washington State sales tax for products and services and remitting it to the Washington State Department of Revenue. For Residential conservation low-income grants for ductless heat pumps and/or weatherization (e.g. insulation or windows), Tacoma Power pays 100% of the project costs to the trade ally and collects and remits the appropriate destination sales tax. For Commercial/Industrial and Residential conservation loans Tacoma Power finances all loan costs (permits, sales tax) minus the incentive amount for products/services, collects and remits the destination sales tax.

Question 73: **Section 2.08 D 5a.**
Please provide an example for such an automated qualification rule and an automated rejection rule.

Answer 73:   Example: Customers qualify for Tacoma Power's zero interest loans if they have a good payment history with Tacoma Power. If the customer is applying for a loan and they have a good payment history they should be automatically qualified. If they have a poor payment history they should be automatically rejected.

Question 74:   **Section 2.08 D 5b.**
Please provide an example. Is this simply an option set? What should take place IF a field is deemed to not contain valid data? Is this item focused more on (a) manual data entry (b) import from an outside system (c) upload from the portal?

Answer 74:   This could be essentially a look up field, but it could also take business logic into account. For example, if a Window measure is added to a project, but the project is a multifamily unit which doesn't qualify for windows, then the measure should be denied with a message stating so. This validation would be important for A, B & C above.

Question 75:   **Section 2.08 D 5c.**
Do you seek to match applications to the existing BP data from SAP? If so, what should happen if a field on the Application is different containing SAP data? Should the SAP data be simply used instead of the Application data?

Answer 75:   Ideally an application should match a Business Partner. All conservation projects will be conducted within Tacoma Power's service territory, so there will always be site information in SAP. Some projects, especially commercial/multifamily, may have an owner that resides outside the service territory. In these instances there might not be a Business Partner in SAP to tie directly to. SAP data for names & addresses should be the first place looked at when setting up a project, however there needs to be the ability to override this information in the DSM system. Some contracts require signatures of multiple owners (husband & wife), which may not be listed in SAP. Also, property management companies and Environmental Service Companies (ESCOs) are often involved and may need to be on contracts. If these organizations reside outside our service territory, it is likely we don't have Business Partners in SAP set up for them.

Question 76:   **Section 2.08 D 5c. i.**
When you say "updated data", do you mean the data from the Application or do you mean the data from SAP? Which fields should allow for this override?

Answer 76:   Please see answer to question 74. Fields to override would include any field pertaining to the customer/owner. In most cases if there is a discrepancy between SAP and the application that can't be resolved, then the application would contain the data for the system.

Question 77: Section 2.08 D 5d. ii.
How should this warning function for manual data entry? Should a popup message appear on the Project screen?

How should this warning function for portal uploads? Should a popup warning appear on the portal window?

What parameter do you use to compare "the same measure". Is it simply the Measure Number? Or is there another standard you are using for this?

Answer 77: A) Popups on the screen are usually a good way to provide a warning. Obviously to prevent duplication, a hard stop should occur. Other validations should provide a warning with the option to override.

B) Data validation should occur as the form on the portal is being filled out. Then once the data is uploaded to the DSM system, there should be little opportunities for validation errors.

C) A project can have more than one of the same measure on it. For example, if one section of a building has 300 ft2 of attic insulation upgraded from R19-49, and another section upgraded from R0-R38.

Question 78: Section 2.08 D 5d. iii.
How to handle each field if the data from SAP is different than the data on the Application?

Answer 78: Please see Answer 76.

Question 79: Section 2.08 D 5e.
Do you already have specific business rules defined or do you need assistance with developing these?

Answer 79: Some business rules are defined for Tacoma Power by BPA. Other business rules are defined by Tacoma Power. BPA defined rules will need to be accommodated by the DSM system. Tacoma Power may be able to redefine internal business rules to more efficiently leverage the proposed DSM modernization solution.

Question 80: Section 2.08 D 5f.
What functionality are you seeking within the quality assurance tool?
What functionality are you seeking with the data checking system (that is different from the data validation)?

Answer 80: Currently we have an Excel spreadsheet where measure information is entered and incentives, taxes, and eligible loan amounts are all calculated. All of these calculations are based on the business rules in effect at the time the project is in place. While a project is moving through the system, data quality checks should be in place to ensure that bad data is not allowed into the system. Once a project is ready to be paid/closed, a final round of checks should be done to ensure everything is within tolerance.

Question 81:   **Section 2.08 D 6c.**
Please describe your various payment approval roles.

Answer 81:   Approval for most projects depends on the funding level of the project. Generally, projects less than $7,500 can be approved by the Program Manager. Projects less than $25,000 can be approved by the Conservation Manager, Projects less than $50,000 can be approved by the Power Superintendent, and projects over $50,000 must be approved by the Director. Contracts/letters generated should have the name of the proper signature authority automatically printed on them. Workflows should send electronic documents to the proper approval authority.

Question 82:   **Section 2.08 D 7c. i.**
Please provide a real life example of when and how you would automatically notify a user of such a problem/exception.

Answer 82:   Tacoma Power strives to pay Trade Allies/utility customers within 30 days of project completion. If a project is listed in the DSM as complete but 30 days have passed without payment it would be useful to have an e-mail sent to staff to trouble shoot why the project has not been paid.

Question 83:   **Section 2.08 D 7d.**
Please provide an example of what you are trying to accomplish. Retroactive workflow can cause many problems, so examples are important to understand.

Answer 83:   An example of apply work flow changes retroactively: Tacoma Power streamlines our process by eliminating in-progress inspections. It would be beneficial to eliminate this step from in-progress projects.

Question 84:   **Section 2.08 D 8.**
For correspondence creation--will users have MS Word installed on pc or is web document creation required?

Answer 84:   Yes, our standard workstations run Windows 7 and Office 2010. The wording for contracts and some letters are approved by our Legal department, and are not permitted to be changed. These will need to be locked down in Word so only the fields from the database are populated, with no other changes possible.

Question 85: **Section 2.08 D 8b.**
Please provide a specific example of adjusting a project workflow where the modification to the contract falls outside of specific fields.

Answer 85: Once a contract is written, there can be "rewrites" that occur if situations change. One example on a residential project would be where initially 1,400 ft^2 of attic insulation was estimated, but once work commences, only 1,200 ft^2 was accessible. Similar items could happen on the commercial side, or new items can be added/removed from the project. For commercial projects these often require an addendum. If the incentive level of a project surpasses the thresholds specified in Answer 80, then a new level of signature authority may be required.

Question 86: **Section 2.08 E 2c. ii.**
What is the key date that must fall into the date range for the special promotion? Are the following dates required to fall into the date range? (a) Application received date (b) Proposed Solution date (c) Contracted date (d) Installed date (e) Payment sent date (f) Project Completion date?

In the case that a Special Promotion was applied for but is later deemed to land outside the date range, what do you do with that project? Do you scrap it and create a new project? Do you simply replace the "Special Promotion" measure with the normal version of that same measure?

Answer 86: Generally if an application is received by the date range for a promotion, then it receives the promotion. This provides complications because some projects can drag on for months after a promotion has ended, sometimes running into the following year's promotions. We tend to be generous with our customers, and err on the side of providing them with the promotion if it's a gray area.

Question 87: **Section 2.08 E 2f.**
Please provide a couple of examples of TPU/BPA/CPA mapping.

Answer 87: Mapping would be from CPA measures used by TPU to BPA measures. See Reference Table A.

Question 88: **Section 2.08 E 3a.**
Which specific Externality Costs do you currently track for BPA Measures?

Which other distinctions do you currently implement (other than Externality Costs).

Answer 88: Tacoma Power currently does not track externality costs for BPA reporting. Externality costs are tracked for internal economic analysis.

Question 89: **Section 2.08 E 3b.**
When you say "track data that has been submitted", do you also need to track whether BPA has responded and/or reimbursed for this item? Please be specific.

Answer 89: When we say "submitted" it means that the measures were sent to BPA. BPA will then review the measures and either accept them or reject them. Whether a measure is reimbursed by BPA or self-funded needs to be tracked separately and usually there is a 30 day lag for BPA reimbursement.

Question 90: **Section 2.08 E 3e. i.**
Assuming a Measure is a BPA measure, when is it determined whether (a) this item is reimbursable or not (b) this item will be submitted to BPA for funding.

Answer 90: A) At the point of submission a funding source is selected (BPA reimbursed or self-funded).

B) All measures are submitted to BPA irrespective of the funding source. BPA allocates a set amount of money it will reimburse the utility. Once the BPA allocation has been exhausted the remainder of the measures is self-funded.

Question 91: **Section 2.08 E 3e. ii.**
Are BPA Accounting Codes typically flagged on your financial records or rather on your measure records?

Answer 91: The BPA reference numbers are specific to individual measures and have not been associated with financial records to this point.

Question 92 **Section 2.08 E 5b. ii.**
Your various baselines will clearly result in various kWh savings numbers. Will this also result in various $ Incentive numbers? If so, how do you determine which of these resulting numbers is to be used for the payment?

Answer 92: While baselines will result in various kWh numbers incentive numbers are fixed. See reference table A.

Question 93: **Please provide the data conversion requirements such as**

a) Specify how many programs require data migration to new DSM system and whether the primary need is to support reporting or operational processes?

b) Specify per program how much history needs to be migrated to new DSM system?

c) Specify the source system from which the data will be migrated per system?

Answer 93: A) Approximately 25 programs will need to have data migrated to the new system. The bulk of these reside in two Access database. The remainder exist in spreadsheet format. Projects that are in process will likely need to be migrated to the new system for operational purposes. Closed projects will need to be migrated over for reporting purposes

B) BPA requires biennial reporting based on the Federal fiscal year (Oct 1 – Sept 30). Washington State I-937 reporting requires biennial reporting based on calendar years. In order to be able to generate a complete set of reports from the DSM system, data from the beginning of each of these two year reporting periods would need to be migrated. This could be up to two years of data, depending on the go live date.

C) Data would be migrated from two Access databases, as well as several spreadsheets.

Question 94: **The RFP mentioned use of SAP reporting tools to support the existing solution. Is SAP BI/BW used for reporting? Please provide the details.**

Answer 94: The SAP Business Warehouse is currently used for some reporting from our SAP system. The existing DSM system does not utilize this functionality. Some BEx workbooks have been created to display a customer's consumption history, but that is the extent of it.

Question 95: **Please provide detailed system landscape information which includes the current SAP landscape and any other systems involved with supporting the current DSM functionality.**

Answer 95: Tacoma Power does not currently have a detailed system landscape relevant to the DSM project. The DSM system will only have minor integration with SAP.

Question 96: **Please provide a list of SAP Applications that are currently used by the City of Taco**

Answer 96: SAP is our primary ERP system. SAP modules utilized include Financials, Human Resources, IS-Utilities, Public Sector, Project Systems, Sales & Distribution, Materials Management, and Plant Maintenance.

Question 97: **The RFP mentioned integration with MS Dynamics Customer Relationship Management 2013. What role would MS Dynamics play in the new DSM solution? What role does it play in the existing solution?**

Answer 97: TPU's Conservation Resources Management group recently implemented MS DCRM to facilitate better tracking of customer information. Currently the only integration point is that project data from our current DSM system is uploaded to the DCRM system so customer interactions can be tracked in DCRM. It is anticipated that the DCRM system would remain the primary system for tracking customer interactions once the DSM is stood up.

Question 98: **Section 2.02 Section C states that a preference will be given to those based on SQL Server Business Intelligence Suite, and the RFP indicates a preference for a Microsoft based solution. What would a non-Microsoft solution have to provide in order to qualify?**

Answer 98: As long as a solution provides the necessary functionality specified in the RFP, it will qualify. The preference is given because Tacoma Public Utilities is "a Microsoft shop", so employees have experience working with Microsoft based solutions, so it would be expected there would be less of a learning curve.

Question 99: **Please list the data interfaces to various Microsoft systems required. The RFP indicates MS Outlook, SharePoint, MS Dynamics, Access and Excel. Please note the direction (In/Out/Bi) and if they are batch or real time.**

Answer 99: MS Outlook: Currently our field auditors have their daily audits scheduled on their Outlook calendar. It is anticipated that the DSM system would allow this functionality, or make it simple to do so.

SharePoint: TPU's intranet is based on SharePoint, and we would like to explore SharePoint's functionality for providing dashboard and reporting. SharePoint also acts as TPU's document repository. The DSM should not limit this functionality.

MS Dynamics: Please see Answer 97.

Access: It is anticipated that our current Access databases will be sun-setted after DSM go live. The only interface should be to migrate data into DSM at go live.

Excel: Excel is used extensively in our department. Having the ability to dump reports to Excel, connect Excel to the DSM database for reporting, and any other Excel interaction would be beneficial.

Question 100: **Please list the data interfaces to SAP required. Note the direction (In/Out/Bi) and if they are batch or real time.**

Answer 100: Customer master data is already extracted from SAP and loaded into a SQL Server database using a batch process. The DSM system could utilize this data directly from SQL Server, rather than going through SP.

DSM payment requests must go through SAP, so there must be a mechanism to electronically send the data from DSM to SAP AP. This could be a direct interface, or a flat file batch process. There is precedence using flat file batch processes with sending data to SAP AP.

Question 101: **Which third party interface tools for MS SQL is Tacoma familiar with? Are there preferred tools?**

Answer 101: SSIS is currently utilized, SSRS is becoming more popular. Reports are also made using Excel, connecting to MS SQL Server data sources.

Question 102: **What is the expected number of total users?**
  a. Internal users.
  b. 3rd party implementers.
  c. Trade allies.

Answer 102: A) It is anticipated there would be up to 35 internal users

B) Currently 3rd party implementers do not have access to our DSM system. If given access it would likely be less than ten.

C) There are currently around 100 trade allies that have performed work the TPU. Their only connection would be through a portal, which is anticipated for phase II. It is likely 10 – 30 Trade Allies would be regular users (the remaining Trade Allies would likely continue to use paper submittals)

Question 103: **Please provide a list of the SAP codes used by the DSM programs and workflows (WBS).**

Answer 103: This question is unclear – this is our best attempt to answer. Tacoma Power currently uses the WBS structure in SAP to track program expenses. The WBS element change every two years with the TPU budget cycle. Elements typically use a nesting structure (e.g. PWR-00815-02-31 refers to the Power Account (PWR-00852), the sector (02 = Residential), and the program (Retail lighting and showerheads). Codes for 2015/16 are under development and have not been approved by Senior Management.

Question 104:   **The RFP indicates a 2-year implementation project time frame consisting of 2 phases with licensing beginning in 2017. Phase 1(including core functionalities) completed by 12/1/2015 and phase 2(including desired functionalities) completed by 12/1/2016.**
   a. Does this indicate that Tacoma Power does not wish to go live prior to 2017 or do you envision going live with core system and then phasing in desired functionalities?
   b. Would Tacoma consider a shorter deployment schedule?

Answer 104:   Tacoma Power has an internal goal to for core functionality to go live by 11/20/2015. Desired functionality may be implemented after. Tacoma Power is interested in shorter deployment schedules that deploy more features quicker.

Question 105:   **The Pricing Section 1.06 and Evaluation Criteria in Section 3.05d state that the city may award to other than the highest ranked respondent if the price offered by the respondent is more than the budget available for this project. Can Tacoma Power indicate a maximum budget allowed for implementation services and ongoing annual licensing?**

Answer 105:   Please see Answer 1.

Question 106:   **Does Section 2.08, Part B 'Desired Functionality – Field/Program Functions' list all of the second year requirements or are there additional desired functionalities? Please provide additional detail on the second year non-core requirements.**

Answer 106:   *Section 2.08 Part B lists all desired functionality. Other functionality should be considered required core functionality.*

Question 107:   **Section 2.06 'Business Objectives and Key Performance Indicators' specifies that Tacoma Power expects the proposed solution to track a list of metrics.**
   a. Please clarify how Tacoma Power envisions tracking improvements?
   b. Do you have existing baselines and are looking to track the same metrics moving forward?
   c. Do you expect the new solution to have the capability to report metrics, compare against past metrics, etc.?

Answer 107:   A) Please see Answer 22.

   B) Please see Answer 22.

   C) The new system must be able to report metrics. There is no expectation the new system will migrate old metrics to compare performance of the new system with the old system.

Question 108: Pertaining to Section 2.08 Part D Item 2g. Please clarify what is meant by the ability to remit payment to others while maintaining original payee's tax liability.

Answer 108:   Please See Answer 72.

Question 109: Pertaining to Section 2.08 Part D Item b. point IV.
  a. **Please describe the use case for allowing multiple programs per project.**
  b. **Does this mean combining payments for multiple programs to one payee or something different?**

Answer 109:   A single project may be composes of several measures that come from different programs. An example (below) would be a multifamily project where attic insulation and a ductless heat pump are added by contractor A. Both of these measures are paid through different programs. Contractor B replaced a pool pump, and is paid from the Customer Projects fund.

Measure	Program	Contractor
Attic insulation	Low Income weatherization	A
Ductless heat pump	Low Income HVAC	A
Pool Pump	Custom Project	B

Question 110: Concerning Section 208 Part B Item 4 - pertaining to Customer Portals.
  a. **Point a. 'SSO with MYTPU' - Please provide more information on MYTPU user/ID structure.**
  b. **Point c. 'integration with resources used to determine validity' - Please describe validation requirements.**
  i. **Internal or External validation?**
  ii. **Real time integration?**
  iii. **How many data points to validate?**

Answer 110:   Portals are being considered part of phase II.

A) Tacoma Power customers can already create a login to TPU's MyTPU web site to check on their bills, make payments, update their information, etc. The intent is to have a link from the MyTPU site to the DSM portal. This link would be post-authentication, and credentials should be passed from the MyTPU site to the DSM site, thus preventing a customer from having to log in twice, or maintain separate logins for the two systems.

B) In order to validate a customer for a loan, office staff uses our SAP system to determine the number of "credit points" on a customer. These arise from late bills, nonpayment, etc. We would like to automate this in the DSM system.

Question 111: **In section 2.02, several on-premise requirements are listed, however there are no requirements listed for hosted solutions. Is there a preference between on-premise vs. hosted solutions? Will Tacoma Power provide any additional requirements for hosted solutions?**

Answer 111: Please see Answer 12.

Question 112: **In section 2.03.B, several integration points with SAP are mentioned. Can Tacoma Power provide more details with respect to current payment process & desired process flow, including interaction with DSMS and SAP or other systems? Is there a preferred standard interface type (i.e. REST APIs, file transfer via SFTP, etc.)?**

Answer 112: Please see Answer 100.

Question 113: **Similarly, what is the scope of "automatic updates" that would be provided to SAP? (2.08.E.4)**

Answer 113: Customer data resides in SAP, however it is currently extracted into a SQL Server database for easier connectivity. This customer data would need to be used in the DSM system to validate customers, and tie them in with our SAP system. Data going INTO SAP would entail payment requests. This could either be a live connection, or it could be a batch flat file process. Please see Answer 100.

Question 114: **In section 2.03.C, the requirements indicate full "compatibility with Microsoft Outlook 2010 and SharePoint 2013". Can Tacoma Power provide scenarios or process flows in which these integration points are highlighted to give greater clarity around these requirements?**

Answer 114: Please see question #99. We don't anticipate workflows going through SharePoint or Outlook. We'd like the ability to view reports through SharePoint, and schedule work assignments on people's Outlook calendars.

Question 115: **The answers to the requirements in 2.07 (Usability Guidelines) do not appear to be covered in Section 3 "Submittal Format, Content, Evaluation Award" but are listed in 3.05.G as criteria with points. Where in the response should the 2.07 requirements be addressed?**

Answer 115: Usability guidelines apply to all sections of the RFP and will be used in evaluation of all items identified under Section 3.02E, 3.02F, 3.02G, and 3.02H.

Question 116: **Can you differentiate between the process flow for Retail programs vs Distribution programs?**

Answer 116: The primary difference between Retail programs vs. Distribution program is delivery and tracking methods.

In distribution products are distributed through a variety of methods (e.g. direct mail, event give-a-ways, etc). Each give-a-way is a "project" – so direct mailing 50 showerheads is 50 "projects" that each must be tracked (who it went to, etc.). Please see Answer 5 for more details on tracking and reporting distrubtion measures.

In retail products are moved through the retail channel. Each month Tacoma Power's contractor aggregates sales from all retail parterns and sends the report to Tacoma Power. Each invoice is a "project" (an invoice may have multiple retailers over a wide range of dates) that must be tracked.

Question 117: **Range for the number of expected users with distinct log-in credentials to the DSM system?**

Answer 117: Please see Answer 102.

Question 118: **Could you provide an estimated DSM program budget for 2015 and beyond? Alternatively, number of projects expected in those years?**

Answer 118: See Answer 1.

Question 119: **General**
Does Tacoma Power want a sustained on-site presence of contractor staff during the implementation period? Or can the design and implementation be done using off-premise staff?

Answer 119: While Tacoma Power values face-to-face contact with contractor staff we realize it may be more cost effective to have design and implementaiton done off-premise.

Question 120: **General**
Please provide us a copy of the RFP in word format.

Answer 120: The complete document is only available in *.pdf format.

Question 121: **Section 2.03 B. SAP Integration**
- **Please elaborate on the "standard interface" with SAP requirement. Do file transfers between the tracking solution and SAP using secure ftp meet the requirement of a standard interface?**

Answer 121: Please see Answers 99 & 114. Staff currently do not use task integration with Outlook. This is not necessarily a desired feature, but if the proposed solution uses Outlook tasks to keep a project in process it may be preferable to other methods.

Question 122: **Section 2.03 B. Microsoft Integration**
- **Please elaborate on the "fully compatible" with Outlook requirement. Does this include calendar and task integration? Can you specify further on what is being sought?**

Answer 122: Please see questions #98 & # 113. Staff currently do not use task integration with Outlook. This is not necessarily a desired feature, but if the proposed solution uses Outlook tasks to keep a project in process it may be preferable to other methods.

Question 123: **Section 2.08 A "Help Us Improve" 1**
- **The statement in the RFP reads:** *How will your solution help Tacoma Power record projects completed outside of our energy conservation programs?* **The statement is very broad – can you provide additional criteria and examples of what needs to be captured in the solution.**

Answer 123: There are cases where customers install measures outside of our programs; a weatherization audit that discovers a home has converted from an electric forced air furnace to a heat pump, or a commercial building that upgraded their commercial lighting. We would like to document the new heating or lighting system to remove it from our conservation potential.

Question 124: **Section 2.08 B 4. Single Sign-On**
- Please elaborate on the desired functionality of single sign-on from the www.myTPU.com portal.

Answer 124: Once a user has successfully logged onto the MyTPU portal, they will have been authenticated. At this piont if they move onto the DSM portal, we would like the DSM system to acknowledge this authentication. This could be through a mapping between the MyTPU authentication and the DSM authentication.

Question 125: The areas of which we would request additional details around are the following requirements:
- **Full integration with SharePoint 2013**
- **Program/Project Management tools and capabilities**
- **Method of access required for Trade Allies/Channel Partners into TPU's systems**
- **Mobile integration, what information and capabilities?**
- **-Integration with TPU's Customer Portal**
- **Correspondence framework and channels, currently in place, and any new requirements.**
- **Current Reporting infrastructure.**

Answer 125: A) See Answer 114.

B) Tacoma Power is interested in respondents tools for Program/Project management

C) Tacoma Power is flexable with how desired functionality is implemented. We anticipate Trade Allies using a web-portal to access parts of the DSM system.

D Tacoma Power is flexable with how desired functionality is implemented.

E) See Answer 110.

F) Letters and contracts are currently printed from an Access database. Samples may be found in Appendix G.

G) Current reporting is through various Access, Excel, and SAP tools.

Question 126: **We are in the process of preparing a response to the RFP, and have a question about whether/how to submit the Terms and Conditions red lines. Specifically, whether Tacoma Power would like the T&C as a separate document or make a note that it is available upon request while providing a high level summary of our exceptions. If we submit the T&C with the RFP, will this section count against the page limit?**

Answer 126: As noted in Section 3.01, other than required City of Tacoma forms, all pages, including appendices and attachments, count toward the page total. Refer to Section 3.01 K. regarding the inclusion of exceptions and alternative forms of contract. The method by which you present this information is left to your discretion.

Question 127:   Are measures and incentives static, or do they change over time?

Answer 127:   BPA maintains a list of valid deemed measures that can be changed at various times. These changes can involve the kWh savings, the incentives paid, or criteria for qualification. Tacoma Power also makes changes to programs mid-cycle, offering extra incentives for some periods during slow times, or having a maximum number of projects that can be completed before funding runs out. Measures and incentives will need to be time dependent, based on both Tacoma Power and BPA's changes.

Question 128:   How does Tacoma Power verify a customer is low income?

Answer 128:   Verification of low-income status requires verification of household income for the past three months, along with ID and SSN information for every adult living in the household. This Personally Identifiable Information is confidential and must be secured.

Reference Table A – Example of how a measure changes over time (Insulation: Attic R0-R49)

Measure ID#	BPA Ref #	Description	Unit Definition	BPA Effective Dates	BPA Savings (kWH/Unit)	BPA Payment ($/Unit)	CPA Measure #	CPA Effective Dates	CPA Savings (kWH/Unit)	Incentive/Grant ($/Unit)	Max Loan ($/Unit)
0001	REE00142	Insulation: Attic R0-R49	FT^2	04/01/2009 To 08/31/2011	2.9	$0.85	ALS01	01/01/2012 To 12/31/2013	2.4	$0.50	$1.50
0002	REE00151	Insulation: Attic R0-R49	FT^2	09/01/2011 To Present	2.4	$0.85	ALS01	01/01/2012 To 12/31/2013	2.4	$0.50	$1.50
0003	REE00151	Insulation: Attic R0-R49	FT^2	09/01/2011 To Present	2.4	$0.85	ALS02	01/14/2014 To 12/31/2015	2.0	$0.65	$1.30

Table above is for illustrative purposes only. The intent is to show how baselines overlap between BPA effective dates and CPA effective dates. Solutions will vary from the format above but need to report for various baselines over time periods.