Seattle IT

RFI INFORMATION SESSION QUESTIONS AND ANSWERS

City of Seattle
Request for Information
RFI No SCL-19186
TITLE: Demand Side Management Program and Tracking System
Information Session Questions and Answers July 20, 2017 11AM

General Information

Number	REQUEST FOR INFORMATION #SCL-19186
Title	Demand Side Management Program & Tracking System
Bids Due Date/Time	8/11/2017 3:00:00 PM Pacific
Contact	Lorrie van den Arend Tel (206) 386-1744 Fax (206) 387-5295 Lorrie.vandenarend@seattle.gov
Department	Seattle City Light (SCL)
Description	REQUEST FOR INFORMATION (RFI) ONLY - Seattle City Light is issuing this Request for Information (RFI) to obtain feedback from Software Vendors with experience in providing the following scope of services: to identify and implement an energy Demand Side Management Program & Tracking system to assist in managing customer and program information, store documents, expedite business workflow and implement tracking and reporting tools. This system will automate many business functions and provide a more holistic view of City Light's conservation efforts.

Questions and Answers

No.	Question	Answer
1	In reference to PART 3, #3b in the RFI: How are the building types related to an account or premise? What interval data is required to be stored in the solution (what customers, programs?) Please provide a use case.	Building types are derived from county assessor data, and customer account information in our Customer Information System which contains both premises and discrete address points (DAPs), a geospatial unique identifier. The utility is currently implementing Advanced Metering Infrastructure (AMI), and Customer Energy Solutions (CES) anticipates utilizing these data for certain programs, such as our Pay for

		Performance pilot. We anticipate needing that energy consumption data at a daily level for this program to set performance baselines as well as establish actuals. We are interested in how these data might be linked or stored in the DSM tracking system to provide a high-quality experience for customers and staff.
2	In reference to PART 3, #4a in the RFI: What is the requirement to continue to pass data through the BPA system?	We need to be able to extract a roll-up of energy saving data, along with a preset list of additional data fields required by BPA. This extract can be in .xlsx or .csv format, which will then be imported into BPA's Excel file. There is no integration necessary to meet this requirement.
3	Is the $850K Budget for each year of the contract, or the total contract budget?	This budget is estimated to include the initial implementation costs and the first five years of operations and maintenance and/or licensing.
4	Does Seattle City Light currently own any enterprise CRM (such as, Microsoft Dynamics)?	No, we only have a customer information system (CIS), which is based on Oracle's Customer Care and Billing (CCB) system.
5	In reference to 2.2 in the requirements spreadsheet: What types of data would come from the Building Analytics System to the Tracking System?	Potential data being pulled into the DSM tracking system would include building-related data such as building classification, square footage, contact information of key building staff, etc. Data being pushed from DSM to BA would include new and updated building profile information (e.g., square footage, contact information of key building staff) and other project-related information.
6	In reference to 2.4 in the requirements spreadsheet: Is data from the RTF integrated or configured in the system? Please expand on this requirement (working relationship, what types of integrations would be required, etc.)	This requirement has been modified to specifically reference the Unit Energy Savings (UES) data from the Bonneville Power Administration (BPA). The RTF works with BPA to create this list. You can find the list here: https://www.bpa.gov/EE/Policy/Solutions/Pages/default.aspx These data would need to be uploaded into the system based upon regularly updated and released measure information, likely via a flat file on a regular basis, as the availability of API connectivity is unknown.
7	In reference to 10.8 in the requirements spreadsheet: Are the relevant databases outside of the solution?	The major system in reference here, outside of the solution itself, would be the utility's CIS system, based on Oracle's Customer Care and Billing (CCB) platform. The viability of this

		occurring would be contingent upon City Light and Seattle IT's willingness to allow a two-way transfer between the DSM and CCB. It's also desired to have connection to Summit, the City's financial system, which is based on a PeopleSoft platform.
8	In reference to 18.5 in the requirements spreadsheet: Can you confirm the time zone for phone support? Is it Pacific or Central time?	Pacific time.
9	How did SCL calculate the estimated budgets for the DSM and BA projects?	These budgets are rough estimates based on research conducted within the industry and other utilities who have implemented similar systems.
10	For a staged or phased project delivery, are there business functions, teams, or requirements that are highest priority?	Yes, there are business functions and groups that have a greater impact on Customer Energy Solution's mission, and, thus, have a high priority. In the event of a phased approach, these areas would be prioritized for phase I deployment. Examples of these high priorities include project tracking and reporting for commercial and industrial programs.
11	Can you provide more information about SCL IT's involvement with the proposal to date, and their anticipated role in the project management and delivery process?	The Department of Information Technology for the City of Seattle has been heavily involved in vetting this project and ensuring it complies with all City IT policies and standards. Seattle IT will have representatives on the procurement committee and will provide a technical program manager to work with the business PM and vendor team to facilitate the project and ensure IT resources are available to implement the system in a timely manner. However, this is a Seattle City Light procurement process.
12	What will the role of the City of Seattle be in this procurement and delivery process?	City of Seattle will have a minimal role in the procurement and delivery process, beyond Seattle IT's stake in the project. City Light has been given the green light to proceed with the procurement of these systems internally, so there will be minimal City of Seattle involvement in this procurement process.
13	Do the DSM and BA projects have a senior sponsor in the SCL & City IT departments?	Both the DSM and BA are sponsored within City Light by the director of the Customer Energy Solutions division and have been jointly prioritized in the top ten IT projects on City Light's IT work plan. Seattle IT does not sponsor projects external to their division, but they do provide resources such as project managers to facilitate the implementation of those projects. Seattle IT has been heavily involved in vetting

		this project since the early stages and have given the green light for procurement.
14	Can a sample of the existing DSM calculation workbooks be shared with vendors?	City Light is discussing the possibility of providing a sample workbook as part of the Request for Proposal, but those workbooks represent the current state of our operations, and not necessarily the desired future state for our division.
15	Can you clarify the relationship between EAs and SCL's call center staff, with regard to roles, responsibilities, and most common calls?	Energy Advisors' (EAs) job duties overlap with City Light's general call center staff; however, EAs are more focused on providing energy efficiency advice and highlighting potential programs for interested customers. While EAs can and do field general queries (e.g., high bill complaints), their expertise lies in matching customers to energy efficiency solutions and generating leads for our programs to pursue.
16	Regarding the following question, which appears in both RFI's, could you please provide some additional content to help answer the question? • What are best procedures for Emergency Response scenarios (i.e., system outage)? • How should City Light include Emergency Response requirements within the Scope of Work?	These questions are concerned with system redundancies and backup features. These questions focus on helping City Light craft clear, meaningful language into the RFPs regarding expectations for both City Light and the vendor during outages, as well as dictated expected service levels.
17	Can we add a column to SCLs requirements Matrix (Embedded Excel doc) in order to show our system's capabilities and submit that along with the answers to the 8 questions asked in the RFI?	No. The submittal must follow the requested format.
18	Whether companies from Outside USA can apply for this? (e.g., India or Canada)	Companies outside the USA may submit proposals.
19	Whether we need to come over there for meetings? (e.g., India or Canada)	We would expect some level of face-to-face engagement with our vendor.
20	Can we perform the tasks (related to RFP) outside USA?	Yes, but again, we expect some level of face-to-face engagement with our vendor, and that will be critical during implementation, UAT, and training to have vendor staff on site to facilitate these efforts at critical points in the project.
21	Can we submit the proposals via email?	Email is the only accepted submission format for RFI responses. All contact with City Light, including proposal submissions, should be done through our procurement officer, Lorrie van den Arend. Her contact is included at the top of this document.
22	For the DSM Program and Tracking System, is the critical completed by date of 12/31/2018 referring to	Yes, this is an estimated completion date for full implementation and operation of the system, but it is only that, and likely to change once a

	when SCL expects full implementation and operation of the system?	vendor is selected and an implementation plan is outlined.
23	What is the City's GIS system? ESRI? Something else?	ESRI's ArcGIS Online.
24	From Part 3 Current Conditions – 3a. Critical Data – you currently have 40 users inputting and extracting information out of your CITS. If the system met the functionality that you hope to have, would you anticipate adding any users? If so, how many?	We would anticipate roughly 80-200 users accessing the system with varying levels of regularity. As we only have 80 individuals in our division, the remaining users would come from other City Light divisions and possibly external users (e.g., trade-allies). It is unlikely that non-CES users would regularly use future system.
25	Will an attendee list be provided of those firms that attended the information session on July 20?	Yes, it has been posted with these Q&A documents.

July 20, 2017 RFI Information Session (IS) Questions		
IS-1	A number of universities are listed on the presentation and who is Brian Lines is also identified from the University of Kansas. Why they are here? And, why an RFI versus going straight to an RFP.	We'll introduce Brian Lines from the University of Kansas a little later in the presentation. And, these questions should be fully addressed as we move through this presentation. In short, Seattle City Light has hired Brian Lines with the University of Kansas to assist in implementing a Best Value Procurement process within the utility.
IS-2	When referring to building-related data, some of that data is static and some is dynamic—what is long term plan to keep data current? For example, uses in buildings could change over time.	We would update data file twice annually and make corrections as we move through time; we see the dataset as a living document. Try to keep data fresh.
IS-3	How does SCL currently collect dynamic data, how to keep data fresh?	For building-related uses – we rely on King County assessor's data. There are limitations to the current system because we received a new flat file every time the data was updated. Because we didn't have access to the source data, our corrections to data errors were never reflected, prompting us to re-correct the same problems repeatedly.
IS-4	Does SCL use the Commercial Building Stock Assessment data for the current dataset? (Data from the 2014 CBSA)	No – but this is our future vision. SCL has spent significant dollars on studies, evaluations, Commercial Building Stock Assessments, but

		data is not readily available. Ideally, the information would be tagged to the building.
IS-5	Capabilities to send data from King County Assessors – are there details to the file that is available from King County. Is this a flat file and how does this connection occur? It would be nice to know so that vendors could respond accordingly.	The PM doesn't know the details of this file available from King County Assessor. Don't know the details on how our current vendor pulls data from the King County Assessor. The current vendor connects with King County Assessor and pulls data twice a year. Would be great if we had a dynamic connection so data would be updated and we'd like to see that detail laid out in proposals/responses. Pat Campbell came back to this question and mentioned that he thought they have an open API for the King County Assessor data.
IS-6	You mentioned Benchmarking – would the new system integrated with the City of Seattle's Portfolio Manager system. Would you like to see that in the response?	Yes, we would like to see some sort of linkage functionality in a response. The City has their own Access database for the benchmarking effort and we see value incorporating the data from that system into our Building Analytics system.
IS-7	Why are we doing an RFI upfront? Why are there other university logos on the presentation slide?	We are going to talk about these questions as we go through the presentation. Today we will walk through the RFI process and preparing for the upcoming RFP process.
IS-8	Who these Universities are and why are they involved in this project?	Brian Lines: I'm from the University of Kansas and I'm part of a multi-university research consortium and for the last 20 years we've been trying to figure out the right ways to deliver projects and do that in a way that expert vendors like to deliver projects. Our research gets baked into the RFI and RFP process. We are helping SCL with this process.
IS-9	Why an RFI upfront?	The City hasn't done this type of project in a long, long time. We've tried to scope this out the best we can and we've attached that in the RFI, but need your input and your review of the scope before the RFP is released. Goal of the RFI is to equip vendors with the opportunity to put together an accurate proposal and plan with minimal contingency or uncertainty.

		Want to make sure that vendors have all the scoping information you need to minimize risk/uncertainty and put together a good proposal and plan.
IS-10	How is SCL project team planning to focus its resources across these two projects given that some individuals might work on both projects? How will SCL balance the need to implement both of these systems with the other work that it needs to get done?	Patrick: These two projects are operational critical for SCL and Seattle IT. We are in negotiations with SCL and Seattle IT go secure sufficient resource commitment to make sure these projects are successful. Brian: Vendors are experts – where have clients not provided resources – where did it go well. Gets clarified in Pre-Award Clarification stage of the Expertise-Driven Project Delivery process. This is your opportunity to specify needs and commit names and time commitments in contract.
IS-11	This is significant change in the RFP process for industry and client group. How long has this effort been under way with your group and SCL and how deep in organization does it go? Is this the first exercise? Are we jumping into a fire – or training exercise? What is Brian's long term involvement in this process?	This is the 2700th project going through this model and we've procured projects worth $11 billion. For us, this is not a new process. At SCL, we are into 18 months or almost two years into our contract. Brian and his research team's involvement is facilitating the procurement/scope development, procurement & selection, pre-ward clarification and performance metrics through contracting. (Brian referred to slide 4 and mentioned that they are involved in the entire process identified on the slide.) We are here to make certain the projects are success. Need to make certain vendors get what they need. There will be a pre-submittal conference to the RFP with more training. Make certain operations team attends. Usually ask weekly if we are doing things correctly and on track – 5-15 call
IS-12	After project is underway how do we manage change?	One – hopefully we are not missing anything major because we are going through this RFI process upfront. Two - We are attempting to minimize risk, uncertainty and change. In the pre-award phase, we will be working with vendor to identify risks and change– we will identify areas for deviation or change.

		There are usually very few surprises for change. Typically, don't seen unforeseen changes; however, if something does pop up unforeseen – changes will be dealt as with other projects in negotiating solutions. ne. same as always. However, if it hasn't been identified – it needs to be called out in t report and formal discussion ahead of time.
IS-13	Is the $850,000 for both projects?	There are scopes and estimated budgets associated with each project. The $850,000 is associated with the DSM project over a five-year period. The Building Analytics project has a two-year budget of $325,000. In the RFI process, we want to know if these budgets (and schedules) are realistic.
IS-14	A couple times in your presentation, you have used the phrase "if" SCL follows this process. What would cause them to not use this process?	At the time of the pre-submittal conference, there was uncertainty around the procurement mechanism; however, we now have confirmation that we will be using the expedited procurement process discussed at the meeting.
IS-15	If it doesn't go this full process what will this process look like?	After the session, SCL learned that it will be using this process.
IS-16	Fascinating good stuff Can you share metrics about success and failures with this model? What are the performance metrics?	We do close out evaluations are on all our projects. We are at 98% customer satisfaction. Where it hasn't worked is in the pre-award clarification. How often gotten to this stage and not awarded a contract? Approximately 18 out of 2,700 – about half are in IT – recognized that client did not accurately scope the project to meet their needs and the vendor backed out. In these IT examples, the project was canceled and went out to re-compete. The other 50% of the projects were construction-related and the client that did not have budget to proceed with plan.
IS-17	Related to the interview process: What is SCL's expectation of the time between interviews (and committing to specific people to the project) to the time when the project will begin. Will those people essentially be succumbent to the project? Brian recast this original question: It's difficult to lock down operation team members to participate in the overall process, before knowing if you got the project. And, there's a long waiting period.	We recognize the schedule is important to SCL and to vendors and we'll publish the overall schedule in the RFP. At the moment, here is the schedule (subject to change): RFP in mid- Sept Evaluation in October Interviews in October – early November

	So, what is the schedule timeline for knowing who your team members are Clarifying question: After successful interviews, what is the duration of time until project starts? (Fine tuning of the evaluation schedule) Clarifying Again: Is it possible that named resources would become unavailable to the project during the time between pre-award and contract phase through to start of project?	Clarification process in November and hope to have that wrapped up right before Thanksgiving. We need you to commitment your named resources on the day you submit the proposal. Yes, named resources would be essentially sequestered to this project between proposal/interviews and the start of the project. We know it's a burden to have these resources on stand-by and that's why we're getting this message out and we'll get the schedule out with the RFP.
IS-18	For the demonstration of software, how can we demonstrate our product and honor the privacy concerns of the previous or existing systems (e.g., if showing a system built for other clients)?	You can set up a dummy project. There are a lot of ways this can be done.
IS-19	Delivering a product like this often requires a high level of configuration to ensure the product is optimized to meet a client's needs and match their operation. Different systems also have different levels of configuration agility. What is the expectation for demonstrations, given that we will likely be unable to perfectly configure our system to replicate City Light's needs, operations, and context?	You'll know from our base scope upfront what our main asks and expectations are—we aren't looking for an exact build of what it must be, only that you demonstrate the capability of your system to perform the tasks required. We acknowledge that what you demonstrate won't be optimized exactly as it could or would be in a final product that has been configured to meet City Light's specific needs. That is okay. You can provide commentary during the demonstrations, which can help caveat or explain alternatives means by which your system can be configured. Additionally, the RFI process gives us the chance to refine that scope a bit more with vendor input.