



Central Coast
**Community
Energy**

**REQUEST FOR PROPOSALS (RFP)
FOR
WEBSITE DESIGN, DEVELOPMENT,
AND SUPPORT SERVICES 2021-
2022**

**RFP RELEASE DATE: November 23, 2021
PROPOSAL DEADLINE: 5:00 PM on December 20, 2021**

Table of Contents

1. General Information	3
1.1 CCCE Overview	3
1.2 RFP Documents	3
1.3 2021 CCCE Solicitations Web Page	3
1.4 RFP Administrator	4
2. Current Website Overview.....	4
2.1 Design Origins	5
2.2 Website Technical Requirements.....	5
2.3 Website Maintenance and Support.....	5
3. RFP Overview.....	6
3.1 Access and Navigation.....	6
3.2 New Website Objectives and Functionality Requirements.....	6
3.3 Examples of other Community Choice Aggregation (CCA) and Public Utility Websites.....	8
3.4 Website Maintenance, Updates and Support Services.....	8
3.5 Response Pricing.....	8
3.6 Proforma Service Agreement.....	8
4. RFP Tentative Timeline	10
5. RFP Questions	10
6. Review and Selection Process	10
6.1 Notification of Evaluation Results and Negotiations.....	10
7. Qualifications Package Requirements	11
7.1 Qualification Package Format	11
8. Inclusion of Non-Participating Agencies	12
9. Insurance Requirements	12
10 Conflict of Interest/Statement of Non-Collusion	12
11. Addenda	12
Appendix A: Scope of Work	13
Appendix B: Service Fees	15
Appendix C: Proforma Service Agreement	16
Appendix D: Reservation of Rights.....	17

1. General Information

1.1 CCCE Overview

Central Coast Community Energy (CCCE) is a public agency that sources competitively priced electricity from clean and renewable energy resources. CCCE is locally controlled and governed by board members who represent each community served by the agency. Revenue generated by CCCE stays local and helps keep electricity rates affordable for customers, while also funding innovative energy programs designed to lower greenhouse gas emissions and stimulate economic development. CCCE serves more than 400,000 customers throughout the Central Coast, including residential, commercial, and agricultural customers in communities located within Monterey, San Benito, San Luis Obispo, Santa Barbara, and Santa Cruz counties. Learn more at 3Cenergy.org

1.2 RFP Documents

This RFP document consists of a Main Body and four (4) appendices. Among other things, the Main Body (i) offers general information pertaining to this RFP, (ii) describes the purpose and drivers of this RFP and provides high-level considerations for Vendors, (iii) includes a milestone schedule for this RFP, (iv) sets forth terms governing the preparation and submission of qualifications and RFP-related communications with CCCE, and (v) provides a high-level overview of the process for evaluating and selecting qualifications submitted in response to this RFP. The appendices are as follows:

- Appendix A: Scope of Work
- Appendix B: Service Fees
- Appendix C: Proforma Service Agreement
- Appendix D: Reservation of Rights

Vendors are responsible for familiarizing themselves with and being fully aware of the terms of this RFP, including the terms of each Appendix.

1.3 2021 CCCE Solicitations Web Page

The official web page for this RFP is www.3Cenergy.org/solicitations. This RFP and related material and information are posted on the CCCE Solicitations page and available for review. The CCCE Solicitations page may be updated from time to time with additional information related to this RFP. Interested Persons are responsible for monitoring the Solicitations page to ensure the timely receipt of information about this RFP.

1.4 RFP Administrator

The RFP Administrator for this RFP is Peter Berridge. The contact information for the RFP Administrator is:

Peter Berridge
RFP Administrator
Central Coast Community Energy
70 Garden Ct, Ste 300
Monterey, CA 93490
Email: pberridge@3Ce.org

The RFP Administrator's responsibilities include (i) acting as a liaison between the Vendors in this RFP and CCCE on all RFP-related matters, (ii) ensuring that Vendor questions CCCE receives are responded to, in writing, and distributed to all interested Vendors, (iii) receiving, recording, and maintaining Vendor qualifications, (iv) and managing other administrative matters relating to this RFP.

As detailed in Section 4 below, all questions, requests, and other inquiries or communications from or on behalf of Vendors to CCCE about this RFP must be directed in email to the RFP Administrator. All questions and answers will be published for all RFP Vendors. Vendors shall only rely on formal written revisited responses as set forth in Section 4.

2. Current Website Overview

2.1 Design Origins

CCCE's website was designed primarily to support enrollment of customers which began in 2018 with Monterey, San Benito and Santa Cruz Counties and has continued with the addition of cities in San Luis Obispo County in 2020, all of Santa Barbara County in 2021, with current enrollments set to conclude January 2022. As such the website design and content have been focused on raising awareness and educating customers about the enrollment process, how CCCE service works and what it means for their home or business and inviting customers to participate in CCCE Energy Programs – a primary benefit of CCCE service. CCCE has also worked to position itself as a community-focused, local energy expert and resource. As a public agency, CCCE also has a duty to make information and agendas about upcoming board meetings, community advisory council meetings, as well as community outreach & engagement efforts readily accessible to customers.

Visitors

The current CCCE website averages 186 daily users and 4.4k users monthly with 61% accessing the site via desktop, 30% on a mobile device and 8% from their tablet. Bounce rate is 45% and average time spent on our website is just under 3 minutes. Please note that these numbers and the current website design and content are based on CCCE being largely focused on enrolling new customers since launching in 2018.

Our Audience

CCCE's audience is broad and diverse demographically, inclusive to nearly every resident and business throughout Monterey, San Benito, San Luis Obispo, Santa Barbara, and Santa Cruz Counties. CCCE serves 436,000 customers, 95% participation of eligible customers and CCCE's customers are made up of 86% residential customers 12% commercial and industrial customers and 2% agriculture accounts.

CCCE's audience access the website to:

- Figure out why CCCE is listed on their electricity bill in the winter months when energy usage is increased (are we a scam)
- How to understand their bill
- Figure out if CCCE is more expensive
- Apply for CCCE Energy Programs and financial resources,
- Gain more information about billing and rates and changing their plan with CCCE,
- Participate in CCCE board meetings, webinars, and events

2.2 Website Technical Requirements

As a public agency, the CCCE website requires some technical elements regarding public meeting accessibility and posting of agendas. Use of the Hyland-OnBase public agenda platform must be incorporated into the new website design and development. Additionally, CCCE regularly posts RFPs and RFQs on its Solicitations page, and on the same page has recently added a Local and Diverse Vendor Registry Form in an effort to contract with more small and local vendors located in CCCE service area. As required by governing bodies, CCCE must also make background and compliance documents available via website, primarily on the Background Documents pages.

2.3 Website Maintenance and Support

Currently, CCCE's website allows for in-house editing of webpages and the creation of new webpages through WordPress but with minimal flexibility. CCCE quickly has outgrown the current website navigation, focus and functionality.

Challenges and Opportunities

- A seamless path for a PG&E territory or SCE territory CCCE customer to find information on billing, rates, service offerings, etc.,
- Multiple pages on the drop-down menu
- Difficulty in finding easily accessible resources available for a residential, commercial, and agricultural CCCE customers
- Text heavy pages with few page breaks
- Translate each new webpage and tracking the need for updates through WPML

The enrollment focus has precipitated a site map, design and content that is information-heavy with the goal of educating customers to retain +/- 95% of enrolled customers. Beginning in early 2022, CCCE will finally be phasing out of enrollment and focusing on operational excellence. In terms of the website and messaging, operational excellence can be described as perfecting the user experience and setting the stage for storytelling (see CCCE value proposition), reporting on agency progress via metrics, and giving customers better access to more account info. Current website lacks reasons for users to return often and copywriting is primarily done through long, cumbersome text sections.

3. RFP Overview

With this Request for Offers, CCCE seeks qualified vendors to submit proposals for website redesign, development, and ongoing website maintenance and update services.

Central Coast Community Energy seeks to improve its website design to address the need to simplify community education, increase functionality, and in-house editing/design capabilities, increase visitors and better meet the online needs of our community. CCCE is seeking qualified web/design agencies to submit proposals for a website redesign project, based on this Request for Proposals (RFP). CCCE prefers local agencies and is open to receiving proposals from agencies outside CCCE's service area.

The goal of this project is to improve the layout, functionality, navigation, and content in relation to CCCE's current website, 3Cenergy.org to simplify CCCE's message and branding, improve visitor satisfaction, and help CCCE better become an online resource to our service area community.

3.1 Access and Navigation:

To support CCCE's Energy Programs and the Agency as a whole, CCCE needs a website that encourages customers to easily access and navigate:

- About CCCE: Benefits of CCCE service (Local Control, Clean Energy, Community Reinvestment), CCCE service area
- Offers and Services aka Energy Programs: Available funding and "electrification" resources for Residential, Commercial, Agriculture, Solar & Wind
- CCCE Rates and Billing for Residential, Commercial, Agriculture, Solar & Wind; service offerings
- Account Information: account log-in, energy usage data via customer portal
- Customer account and servicing offering updates and customer usage data via customer portal changing their plan, rate options, and power outage information
- CCCE board member meetings and agendas, and webinars and events CCCE host and sponsors,
- Details on who CCCE is, CCCE's service area, and
- The impact of CCCE and the agency's mission to reduce greenhouse gas emissions

3.2 New Website Objectives and Functionality Requirements

The selected vendor will conduct a review of current website and make recommendations for improved access to information, improved navigation, improved visitor engagement via Energy Programs, incorporates a framework that supports generation of content and storytelling based on CCCE value proposition, and improved overall user experience based on expertise in website design and functionality as well as CCCE staff feedback and direction. Upon approval of vendor recommendation, the selected vendor will design, develop, and implement a new website that achieves the proposed new website objectives and functionality requirements, gives staff the ability to add or update web pages as needed, and places responsibilities around ongoing website maintenance and updates upon vendor to minimize staff time spent on website related work.

CCCE Value Proposition

- *Central Coast Community Energy delivers the power to do more with your electricity bill and know more about your electricity provider. Our customers are investing in a transparent and inclusive process to generate clean energy and community-centered benefits for a healthy economic and environmental future.
Together, we are **reducing emissions and building a cleaner more stable grid, creating new renewable energy infrastructure and resources, keeping rates affordable and fair, and***

providing financial resources to power our homes, businesses, and transportation with clean energy solutions.

New Website Objectives

- Increase user-friendliness – improve navigation, simplify branding, content and resources, decrease page length, improve load time, and be more mobile friendly
- Declutter website by decreasing drop-down menus and long blocks of text.
- Drive customers to energy programs
- Simplify the names of web pages and menu items to be more relatable for general public
- Develop “tracks” for residential, ag, commercial customers. so they can easily determine what’s relevant to them, eg. current Energy Program offerings, service offerings, upcoming engagement opportunities
- Replace some landscape images with images of regional people and community
- Better organize the Calendar Events and News/Media section
- Add a webinar archive
- Improve SEO rankings through redesign
- Improve search bar function
- Integrate CCCE social media and e-Newsletters
- Add a live chat tool (if feasible)
- Replace contact form with Formstack to integrate into salesforce
- New section for Energy Programs including content and a possible sign-up iframe or internal form functionality
- Add testimonial rotators, endorsements, awards throughout the site
- Increase accessibility via a Spanish website version
- Future connectivity to in-house customer portal and/or resource management platform
- Content update - Change the conversation from enrollment to
- Energy Programs / value proposition / community resource
- Contribute to growing CCCE’s online community

New Website Functionality Requirements

- Ease of updating and maintaining new website in-house if needed
- Embed videos
- Connectivity to monthly and quarterly content themes (social, e-news, video, blog, etc.) plus opportunities to improve efficiencies of emailed monthly content shares to strategic partners and member agencies (cities/counties served by CCCE)
- Inclusion of and maintenance of errors within existing i-frames for PG&E service area opt-up/down and opt-out iframes, and SCE service area opt-up/down and opt-out i-frames. Ex: <https://3cenergy.org/opt-up/> and <https://3cenergy.org/opt-out/>
- Cost Comparison for our different service offerings (res, comm and ag) compared to PG&E ex. <https://www.mcecleanenergy.org/rates/#ResCostComparison>
- Create moving/live tickers with icons for example: CO2 emissions spared/equivalent # cars taken off the road, dollars reinvested in community, dollars saved by community, etc. Ex. Community Benefits Section: <https://www.peninsulacleanenergy.com/>
- [Interactive map featuring renewable energy projects across California that features project descriptions \(power output, new vs. old, dates for construction/operation, etc](#)
- Solution for Spanish version – Google translate is known for being less than perfect in its translations, however CCCE did not have the resources in the beginning to support maintaining a Spanish version of the website. We would like to seek ideas from our web design partner to

better serve our Spanish speaking visitors with quality translation, without the need to manually maintain a second website

- New Calendar for board meetings and separately for events. MCE ex: <https://www.mcecleanenergy.org/meetings/2018-09/>

3.3 Examples of Other Community Choice Aggregation (CCA) and Public Utility Websites

- Silicon Valley Clean Energy: <https://www.svcleanenergy.org/>
 - Offers and Services Menu, Sub-Menus and Landing Pages
 - eHub landing page
 - Community Impact Map and Graphics
 - Power Sources Map and Graphics
- Sonoma Clean Power: <https://sonomacleanpower.org/>
 - News Page
 - Home Page
- East Bay Clean Energy: <https://ebce.org/>
 - Home Page
 - Understanding Your Bill Page
- Marin Clean Energy: <https://www.mcecleanenergy.org/>
 - Meetings and Agenda
- SMUD: <https://www.smud.org/>
 - [Why go electric?](#)
 - [Rebate Programs](#)
 - Homeowner, Renter, Business track

3.4 Website Maintenance, Updates and Support Services

As part of the Website Design, Development, and Support Services RFP, CCCE seeks a vendor that can implement text, graphic, photographic, video, solicitation, and other website updates on behalf of staff throughout the length of this contract as needed and directed by CCCE staff.

3.5 Response Pricing

Vendors should provide a fixed price or not-to-exceed (NTE) amount for costs to design, develop and launch new website costs plus costs for ongoing support for website maintenance and updates including general technical website support services.

3.6 Proforma Service Agreement

CCCE has posted our [Standard Service Agreement](#) on the RFP website. Vendors are strongly encouraged to review and provide a redline markup as part of the Qualifications Package.

4. RFP Tentative Timeline

This tentative schedule is provided for the convenience of Vendors but may be subject to change at any time by CCCE. Any such changes will be stated in an addendum to this RFP or otherwise communicated to Vendors.

Date	Event
November 23, 2021	RFP issued
November 29, 2021, 5:00 pm PST	Deadline for questions, clarifications (see below)
December 1, 2021	Posting of Responses to Questions
December 20, 2021 at 5:00 pm PST January 4-5, 2022	Proposals Due Possible interviews with top Vendors
January 6, 2022	Anticipated date CCCE will notify winning Vendor
January 18, 2022 or sooner	Contract Signed by CCCE and Vendor

5. RFP Questions

Vendors and other interested parties are encouraged to submit questions concerning the RFP to the RFP Administrator (using the contact information provided above in Section 1.4). All questions must be submitted by email. Vendors are urged to submit RFP questions to CCCE as early as possible, in consideration of the qualifications submission deadline.

Subject to CCCE's consideration of the confidentiality concerns, CCCE shall post all questions submitted by Vendors as well as CCCE's responses to those questions, on the 2021 CCCE RFP web page. All questions will be posted anonymously. CCCE's objective in posting questions and answers is to afford Vendors equal access to information potentially relevant to their qualifications. CCCE expects to provide answers only to questions posed on or before the November 26, 2021 deadline that are specific to an actual qualifications submission issue. Vendors shall not rely on any information, oral or written, that is not posted in accordance with this section.

6. Review and Selection Process

After the required Qualification Deadline, the RFP evaluation will begin. The RFP evaluation process consists of two (2) phases. During Phase I, CCCE will develop a ranking of qualifications based on the scoring matrix below. All the qualifications will be combined and reviewed based on economics, methodology, market experience, and other factors. Based on qualitative and quantitative assessments, qualifications will be assigned a final ranking.

Scoring Matrix

Category	Points
Price	30
Project approach and understanding of CCCE's objectives and requirements	30
CCA or Utility Customer References	10
Included Features	10
Timeline of Implementation	10
Completeness of Qualifications	10
Meeting CCCE's Small & Local Preference Policy	Additional 5 points
Total	100

In Phase II, CCE expects to negotiate the final terms of a Service Agreement with the awarded Vendor. Vendors whose qualifications were not selected will be promptly notified and will have no subsequent participation in this RFP. CCCE reserves the right to negotiate with all Vendors simultaneously.

CCCE has a small and local preference policy approved by its Policy Board of Directors. The policy is explicit that to meet the definition of a small and local vendor, any bidder shall be located within CCCE's service area, a CCCE customer, and meet the Government Code Section 14837(d)(1) definition.

Additionally, CCCE will provide the following actions and requirements to a qualified and recognized, small, local, and diverse vendor:

- Registration through CCCE's vendor registry: <https://3cenergy.org/local-vendor-registry/>
- A five (5) point preference to applied to the scoring evaluation of qualified small, local, and diverse vendor
- A five percent (5%) preference will be subtracted from the bid price of a qualified small, local, and diverse vendor if the vendor is above any non-qualified vendor but if the 5% reduction creates a bid lower than other bids, the contract will be awarded to the qualified small, local, and diverse vendor at the vendor's bid price
- Should a qualified and non-qualified small, local, and diverse vendor submit matching lowest responsive bids, CCCE will award the contract to the qualified vendor.

To learn more about the policy, click [here](https://3cenergy.org/wp-content/uploads/2021/09/Small-and-Local-Preference-Policy-2021.pdf): <https://3cenergy.org/wp-content/uploads/2021/09/Small-and-Local-Preference-Policy-2021.pdf>

6.1 Notification of Evaluation Results and Negotiations

After the completion of Phase I, the RFP Administrator will communicate to each Vendor the status of its qualification(s) and whether additional discussions or negotiations are warranted.

7. Qualifications Package Requirements

The Qualifications Submission Process requires each Vendor to submit to CCCE a completed Qualifications Package, and responses to Appendix A, B, and C as applicable (collectively, the “Qualifications Package”), in order to have its qualification evaluated under this RFP. Under the current schedule, the period during which a Vendor may submit a completed Qualification Package will end at 5:00 p.m. PST on December 20, 2021.

To submit qualifications, Vendors must deliver their completed Qualification Package to the RFP Administrator, by the required deadline, as files attached to electronic mail. Qualification information that is not properly addressed to and not timely received by the RFP Administrator will be considered undelivered. Qualifications failing to provide complete responses as required may be considered non-conforming. Vendors should not send, and the RFP Administrator will not accept, paper copies of electronic qualifications.

Vendors will bear the risk of any failure of Vendor to submit the completed Qualification Package by the required deadline as required by this RFP. This includes any failure of electronic delivery due to Vendor or CCCE’s systems. Qualifications for which Vendor does not submit all agreements, information, and material as required by this RFP may be considered non-conforming and eliminated from consideration.

7.1 Qualification Package Format

Introduction and Executive Summary - Briefly describe the firm, its organization, and key personnel to be assigned to CCCE.

Description of Proposed Application and Services – Describe implementation services, scope of work, and other applicable provisions as specified in this RFP.

Pricing for Services – Describe the proposed pricing for all requested services.

Financial, Technical, and Operational Qualifications – Demonstrate the firm’s financial viability, qualifications, and experience in providing the proposed services. Include supporting financial statements, references, project implementation timelines, sample reports, and other relevant information.

References – share any written references or reviews of work from previous clients and/or share contact information with previous clients for CCCE to contact should the vendor be selected.

8. Inclusion of Non-Participating Agencies

CCCE is asking all responding Vendors to indicate their willingness to extend the terms of resulting contracts, inclusive of price, to other interested California-based municipalities, municipally owned utilities, and community choice energy programs. While this clause in no way commits these agencies to contract with CCCE’s awarded consultant, nor does it guarantee any additional orders will result, it does allow other agencies, at their discretion, to make use of CCCE’s competitive process (provided said process satisfies their own procurement guidelines) and enter into a contract directly with the awarded consultant. All contracts entered into by other agencies shall be understood to be transactions between that agency and the awarded consultant; CCCE shall not be responsible or liable in any manner for any such contracts.

9. Insurance Requirements

All Vendor's insurance shall be secured from or countersigned by an agent or surety company recognized in good standing and authorized to do business in the State of California.

The Vendor shall, within thirty (30) days of notification of award and prior to commencement of work, take out and maintain in full force and effect minimum insurance coverage as specified in the attached requirements. This insurance shall remain in force and effect throughout the duration of the contract.

A certificate of existing insurance coverage should be submitted with the qualification as proof of insurability. If the current coverage does not meet the RFP requirements, then the Vendor should request an affidavit of insurability from the Vendor's insurance agent that certifies the requirements can and will be met. Failure to provide adequate insurance coverage may be cause for disqualification as non-responsive to the RFP requirements.

10. Conflict of Interest/Statement of Non-Collusion

All Vendors must disclose with their qualification the name of any officer, director, or agent who is also an employee of CCCE. Further, all Vendors must disclose the name of any CCCE employee who owns, directly or indirectly, an interest of five percent (5%) or more of the Vendor's firm or any of its branches.

The Vendor shall certify that he/she has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with the qualification and that the Vendor is not financially interested in, or otherwise affiliated in a business way with any other Vendor on the same land or improvements.

11. Addenda

It is the Vendor's responsibility to contact CCCE prior to submitting a qualification to ascertain if any addenda have been issued, to obtain all such addenda and return executed addenda with the qualification. Vendor's proposals must affirmatively acknowledge receipt of ALL Addenda to be considered responsive.

Appendix A: Scope of Work

CCCE is seeking a web developer to design, develop and implement a new website and provide ongoing website maintenance, updates, and support services.

The process and deliverables for website design, development and implementation shall include review of current website, review of access, navigation and functional requirements of new website as stated in RFP, review of new website objectives as stated in RFP, and include presentation of 2-3 overall design and development scenarios for review by CCCE staff before proceeding with remaining scope.

Website maintenance, updates, and support services shall be initiated once the staging site for new website is created and continue for the term of this agreement.

Design and Development Services

- Review of current CCCE website
- Review of related websites
- Collaboration meeting discussing findings from reviews, goals and objectives of new website
- January 15 Milestone 1: Present 2-3 design/navigation/user-x mockups intended to accomplish project objectives and deliverables
- Incorporate staff feedback, direction and proceed with design
- Review draft website copy to further inform design process
- February 15 Milestone 2: Present First Phase of staging site to incorporate CCCE staff feedback
- Receive final versions of website copy
- March 1 Milestone 3: Present Final Version of staging site to incorporate CCCE staff feedback
- March 15 Project Complete

Ongoing Maintenance, Updates, and Support Services

- Implement proposal that outlines standard needs for maintenance, semi-regular updates, service

Project Scope

- Provide multiple look and feel options for new proposed website
- Create new navigation, sitemap, better organize About section all with the goal of a more user-friendly design
- Develop new layout and template that is responsive and supports desktop/mobile/tablet viewing
- Modify or aid in creation of assets to fit new templates as needed
- Establish development / staging site
- Connect and configure Google Analytics for site reporting and tracking
- Assess current website content, brand story and branding strategy
- Provide best practices consultation / training / manual on new CMS management and content
- Improve rates section – design, organization, and navigation
- Improve FAQ section – design, organization, and navigation
- Create a 3-tab approach for Board meetings on one webpage - Policy Board, Operations Board and Community Advisory Council ex. <https://www.mccleanenergy.org/meeting-archive>
- Provide CCCE a complete backup copy via hard drive or FTP of new site's master art and design files
- Quality assurance testing
- Launch new version of website
- Showcase Metrics

- Editing throughout the year inclusion
- ADA compliant webpages
- Webpage templates

Timeline of Deliverables

DELIVERABLE	PROJECT SCHEDULE
Detailed Project Schedule	January 12, 2022
Website Design Options	January 13-18, 2022
Finalize Homepage and Menu Mockup	January 19-26, 2022
Webpage Mockup with Copy	January 27- February 4, 2022
Final Design/Prototype Built with CCCE Feedback	February 7, 2022 - February 18, 2022
CMS Updated with All Content	February 21, 2022 - March 15, 2022
QA Testing/Refinement	March 16, 2022 - March 23, 2022
CMS Training/Pre-Launch Checklist	March 24, 2022- April 1, 2022
Launch	April 4, 2022 - April 8, 2022
Post-Launch	April 11, 2022 - September 30, 2022

Appendix B: Service Fees

All items included in the response to Appendix A: Scope of Work should be totaled into an all-inclusive, not to exceed price relative to Implementation Services as well as Ongoing Services. This cost should include all direct and indirect costs, including but not limited to annual fees, license fees, and seat costs. CCCE will not be responsible for expenses incurred in preparing and submitting the Technical Qualification or the Cost Qualification. Such costs shall not be included in the Cost Qualification.

Information should be provided listing similar engagements that the Vendor may have had with other entities of this type, performing similar tasks as required in this RFP.

Appendix C: Proforma Service Agreement

Proforma Service Agreement

CCCE is providing our Standard Service Agreement as a separate Word document on the CCCE Website, www.3Cenergy.org/solicitations/. Please contact the RFP Administrator if you have any questions.

Vendors are encouraged to review and provide redline comments as part of the Qualification Package.

Appendix D: Reservation of Rights

CCCE expressly reserves the right at any time to:

- Waive any defect or informality in any response, qualification, or qualification procedure;
- Reject any or all responses;
- Reissue a Request for Qualification;
- Procure any service by any other means;
- Extend deadlines for accepting responses, or accept amendments to responses after expiration of deadlines; or
- Determine that no Project will be pursued.

Each of the foregoing rights (including any right listed in a series of rights) may be exercised individually by CCCE or any director, officer, employee, or authorized agent or representative of CCCE or its of their respective parent. The reservation of rights contained herein is in addition to all other rights reserved or granted to CCCE or any of its Affiliates elsewhere in this RFP or otherwise held by or available to CCCE or any of its Affiliates.

No Warranties or Liabilities

BY PARTICIPATING IN THE RFP PROCESS, EACH VENDOR AGREES THAT, EXCEPT TO THE EXTENT CONTAINED IN A SERVICE AGREEMENT WITH VENDOR:

ALL MATERIAL AND OTHER INFORMATION FURNISHED BY OR ON BEHALF OF CCCE OR ANY OTHER AFFILIATE OF CCCE IN CONNECTION WITH THIS RFP IS PROVIDED WITHOUT ANY REPRESENTATION OR WARRANTY OF ANY KIND, INCLUDING, WITHOUT LIMITATION, ANY REPRESENTATION OR WARRANTY AS TO THE ACCURACY OR COMPLETENESS OF SUCH INFORMATION, AND

CCCE, ITS AFFILIATES AND THEIR RESPECTIVE DIRECTORS, OFFICERS, MEMBERS, PARTNERS, EMPLOYEES, AGENTS, REPRESENTATIVES AND ADVISORS SHALL HAVE NO LIABILITY TO ANY VENDOR, ANY OF ITS AFFILIATES, OR ANY OF THEIR RESPECTIVE DIRECTORS, OFFICERS, MEMBERS, PARTNERS, EMPLOYEES, AGENTS, REPRESENTATIVES, ADVISORS, LENDERS, OR INVESTORS RELATING TO OR ARISING FROM THE USE OF OR RELIANCE UPON ANY SUCH INFORMATION, ANY ERROR OR OMISSION THEREIN, OR OTHERWISE IN CONNECTION WITH THIS RFP.

Acceptance of Qualifications

Without prejudice to CCCE's rights under the Qualification Submission Agreement or at law or in equity, no qualification submitted by any Vendor shall be deemed accepted by, or otherwise binding upon, CCCE or any of its Affiliates and CCCE, its Affiliates and their respective directors, officers, members, employees, agents and representatives shall have no obligation or liability of any kind with respect to any such qualification or otherwise in connection with this RFP, unless and until a Service Agreement has been mutually executed and delivered by CCCE or any of its Affiliates and Vendor, and then such obligation or liability shall exist only if and to the extent expressly set forth or provided for therein or in another signed, binding written agreement entered into by CCCE or any of its Affiliates and Vendor. Notwithstanding anything to the contrary in this RFP, all qualifications delivered to CCCE shall become the sole and exclusive property of CCCE upon receipt, and CCCE shall have all rights and privileges of ownership of such property, subject to any provision of this RFP relating to confidentiality and any applicable confidentiality or other signed, binding written agreement between CCCE and Vendor executed in connection with this RFP process.

Vendor Costs and Expenses

Each Vendor is solely responsible for all costs and expenses it incurs in connection with this RFP. Through its participation in this RFP, each Vendor agrees that under no circumstance, including, without limitation, CCCE's withdrawal from or suspension, cancellation, or termination of the RFP process, will CCCE, any of its Affiliates or any of their respective directors, officers, members, partners, employees, agents, representatives or advisors have any responsibility or liability of any kind to Vendor, its Affiliates or any of their respective directors, officers, members, partners, trustees, employees, agents, representatives, advisors or lenders for any cost or expense directly or indirectly incurred by Vendor (no matter how incurred) in connection with the RFP process. Nothing in this section shall be construed to limit the generality of the "No Warranties or Liabilities" section above.

Vendor Disclosure of RFP Information

No Vendor may, without the prior consent of CCCE, disclose to any other Person (except CCCE staff) its participation in the RFP process (other than by attendance at any meeting to which more than one vendor is invited by CCCE, which attendance in and of itself will not violate this provision of this RFP). Further, no Vendor may disclose, collaborate on or discuss with any other Person (except CCCE staff) bidding strategies or the substance of qualifications, including, without limitation, the price or any other terms or conditions of any contemplated, indicative or final qualification. Any such disclosure, collaboration or discussion would violate this RFP and the Qualification Submission Agreement and may result in the rejection of Vendor's qualification or elimination of Vendor from further participation in this RFP.

Confidential or Proprietary Vendor Information

All responses, inquiries, and correspondence related to this RFP, or this RFP process, as well as all other materials produced by Vendor that are submitted as part of the submittal will become the property of CCCE when received by CCCE and may be considered public information under applicable law. Any confidential or proprietary information in the submittal must be identified as such and marked “CONFIDENTIAL INFORMATION” OR “PROPRIETARY INFORMATION.” CCCE will not disclose confidential or proprietary information to the public, unless required by law; however, CCCE cannot guarantee that such information will be held confidential. As a California government entity, CCCE is subject to the California Public Records Act and other public transparency laws and, as such, cannot guarantee the confidentiality of information marked confidential or proprietary. CCCE will respond to requests for disclosure of records related to this RFP in accord with applicable law on disclosure requirements and exemptions to disclosure. In the event CCCE is required to release confidential or proprietary information, it shall notify the affected Vendor such that the Vendor may attempt (if it chooses), at its sole cost to cause the requesting member of the public to treat such information in a confidential manner, and/or to prevent such information from being disclosed or otherwise becoming part of the public domain.

Vendor Acceptance of this Appendix D

By participating in the RFP process, each Vendor agrees that it will be deemed to have accepted all the rights and terms included in this Appendix D and to have agreed that its participation in the RFP is subject to such rights and terms. CCCE is conducting this RFP and participating in the RFP process in reliance upon the foregoing agreement.