

California Department of Community Services and Development (CSD)
California Arrearage Payment Program (CAPP)
Primary Request for Proposal #2023-RFP-101
Performance Audit Services

Bidders' Conference

September 20, 2023 | 1:00 – 3:00 PM (PST)

Recording: [Click Here](#)

CSD thanks you for your attendance.
The conference will begin momentarily.



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AGENDA

1:00 – 1:10

Welcome & Housekeeping

Melissa Grubb, Procurement Manager, CSD

1:10 – 1:15

Overview of RFP

Michael Fontaine, Audit Services Manager, CSD

1:15 – 1:20

Audit/Program Overview

Chris Vail, Chief Financial Officer, CSD

1:20 – 1:25

Key Actions and Dates; Submission

Melissa Grubb, Procurement Manager, CSD

1:25 – 1:30

Evaluation

Jodi Basham, Associate Management Auditor, CSD

1:30 – 2:55

Questions & Answers (Q&A)

CSD Staff

2:55 – 3:00

Wrap Up

Melissa Grubb, Procurement Manager, CSD

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HOUSEKEEPING



This meeting is being recorded.



Closed captioning is available.



Please keep your devices muted unless called upon to speak.



Any oral communications by CSD will be considered unofficial and non-binding.
Binding changes to scope and contract terms will be issued as solicitation amendments. Clarifications will be addressed in responses to written questions.

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HOUSEKEEPING



Questions and comments will be taken at the end of the presentation. If you would like to speak, please use the Zoom feature to raise your hand and wait to be acknowledged. You may also use the chat to submit questions to be read out loud by CSD staff.



Please state your name before speaking.



You may submit written questions to BNCS@csd.ca.gov by 2:00 p.m. on September 27, 2023. Answers will be posted on the CSD website and Cal eProcure by 2:00 p.m. on October 2, 2023.



This PowerPoint will be posted on the CSD website and on Cal eProcure.

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OVERVIEW OF RFP

GENERAL BACKGROUND

- CAPP will offer financial assistance for California energy utility customers to help reduce past due energy bill balances that were incurred during the COVID-19 pandemic. Energy utilities will apply CAPP benefits directly to the customer accounts.
- CSD issued this RFP to solicit proposals from qualified firms to audit the CAPP expenditures that are applied to energy utility customer accounts and internal controls associated with the energy utility's CAPP process as identified in section 3.8 of the RFP.
- The proposal cost to execute the services for this project cannot exceed \$310,000.

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OVERVIEW OF RFP

MINIMUM QUALIFICATIONS

- ☐ An office established in the State of California. Proposer must be qualified to do business in the State of California.
- ☐ Firm must be a professional certified public accounting firm in business for the last seven (7) years.
- ☐ Firm must have sufficient company employees/staff to provide auditing services to CSD to complete the tasks and deliverables outlined in Section 3.2.
- ☐ Firm must not be a publicly traded corporation or subsidiary thereof that is incorporated offshore, even if the United States is the principal market for the public trading of the corporation's stock.

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OVERVIEW OF RFP

MINIMUM QUALIFICATIONS (continued)

- ☐ Firm must be free from conflicts of interest with any energy utility for which they are bidding services, not only at the time of selection, but throughout the term of the contract as well.
- ☐ Firm must be immediately available to provide the services that will be set forth in the contract.
- ☐ Firm must be able to bid on all 16 energy utilities participating in CAPP.

DESIRED QUALIFICATIONS

- ❖ Experience with auditing utilities.

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AUDIT / PROGRAM OVERVIEW

- Agreed Upon Procedures Engagement of 16 utilities.

7 Investor-Owned Utilities

9 Publicly-Owned Utilities
and Electric Cooperatives

- 2 customer priority groups (*“Waterfall” method*)



1. Active residential customers with past due balances who are at risk of disconnection due to nonpayment.
2. Active residential customers with past due balances.

1. The audit of an applicable energy utility will begin after the final report on CAPP outcomes is received from the energy utility company.
2. Auditors are to verify that the customer account remained active, and service was not discontinued, in alignment with the statutory requirements (Assembly Bill 205, Chapter 61, Statutes of 2022 and Gov. Code § 16429.8-16429.10).
3. The audit testing of client payment plans will only extend ninety (90) days after credit was applied to the customer accounts.
4. The auditor will not audit for payment plans for inactive customer accounts.
5. The auditor will only audit the arrearage amount and the credit applied to the customer accounts.

6. The final utility data report will be available in a spreadsheet format (or other format as requested of CSD by the auditor) in addition to the original format that the energy utility provides.
7. An audit engagement letter will be issued by the auditor to the energy utility within seven (7) days of notification by CSD.
8. The final auditor's report for each applicable energy utility will need to be submitted to CSD within seventy-five (75) days after the energy utility is provided the audit engagement letter, unless the auditor gets prior approval from CSD to extend the time period due to complexities or extenuating circumstances.

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KEY ACTIONS AND DATES

DATE	ACTION
September 12, 2023	PRFP Available to Prospective Proposers
September 20, 2023 at 1:00-3:00 p.m. PST	Bidders' Conference (Optional)
September 27, 2023 at 2:00 p.m. PST	Deadline for Written Question Submission
October 2, 2023 at 2 p.m. PST	Responses to Written Questions Posted on CSD website
October 9, 2023 before 5:00 p.m., PDT	Deadline for Protest of Requirements
October 16, 2023 before 5:00 p.m. PDT	Responses to Protest or Requirements Posted on Cal eProcure and CSD website
October 23, 2023 before 5 p.m. PST	Deadline for Intent of Submit Proposal

KEY ACTIONS AND DATES (continued)

DATE	ACTION
October 30, 2023 at 5 p.m. PST	Deadline for Proposal Submission
October 31 – November 2, 2023	Evaluation of Proposals
November 3, 2023 (Estimate)	Notice of Intent to Award Posted at CSD
November 10, 2023	Deadline for Letter of Intent to Protest
November 17, 2023	Deadline for written statement specifying grounds for the protest
December 1, 2023 (Estimate)	Release Contract
December 15, 2023 (Estimate)	Contract Execution

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SUBMISSION OF INTENT TO BID

- CSD requires bidders to provide RFP responses electronically via a secure drop box.
- All bidders shall send an email to BNCS@csd.ca.gov prior to the proposal submission due date stating their intention to submit a proposal.
- The subject line of this email must read:
 - Response to 2023-RFP-101: RFP Audit Services for CAPP Intent to Bid
- The email deadline for the “Intent to submit a proposal” is October 23, 2023 before 5:00 p.m.
- After receipt of your intent to bid, you will receive an email with a drop box link and instructions for submitting a proposal.
- **You will use this drop box link to submit all bid documents.**

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SUBMISSION OF BID DOCUMENTS

- Proposals must be submitted electronically by 5:00 pm on October 30, 2023.
- Bidders must submit one PDF in a searchable format, containing all the required elements of the proposal.
- All documents contained in the proposal must have electronic signatures and must be signed by a person who is authorized to bind the proposing organization.
- Proposals not submitted electronically by the due date and time above shall be rejected.
- The proposal PDF naming convention must be as follows:
 - 2023-RFP-101: Audit Services for CAPP (Company Name)
- Multiple submissions will not be considered under the terms of this RFP
 - Bidders who submit and/or appear in more than one submitted proposal shall be required to designate one (1) proposal to be considered or be disqualified.

Phase 1 - The PDF proposal should be submitted in the following format:

1. Executive Summary
2. Table of Contents
3. Response Forms Phase 1:
 - a. Firm Experience. *(25 points)*
 - b. Key Personnel Qualifications. *(20 points)*
 - c. Workplan Narrative and Workplan Timeline. *(25 points)*
4. Response Forms Phase 2:
 - a. Cost Proposal (Attachment 15) *(30 points)*.
5. Required Attachments 1-14.

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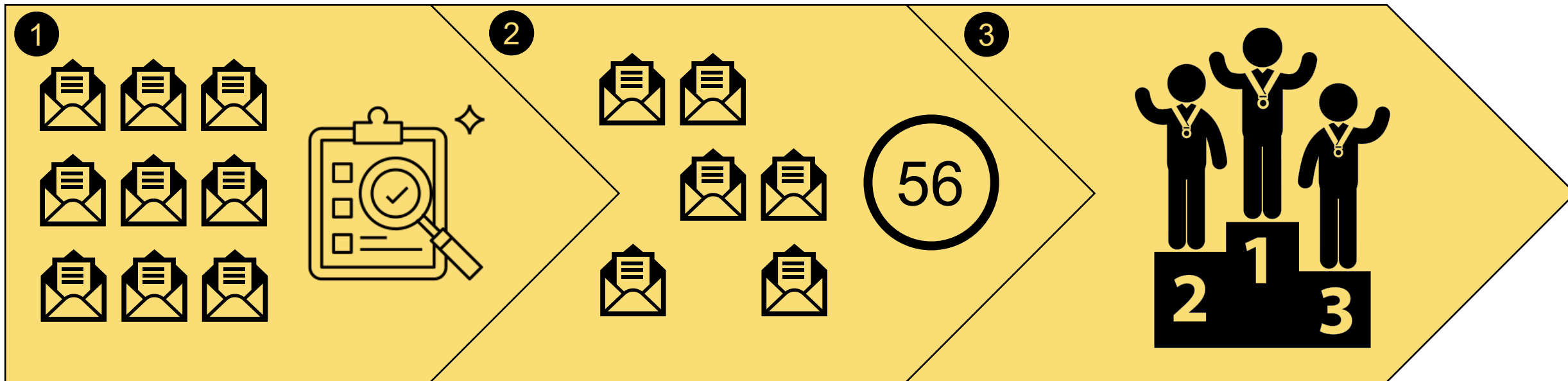
1:30 – 2:55

Questions & Answers (Q&A)*CSD Staff*

2:55 – 3:00

Wrap Up*Melissa Grubb, Procurement Manager, CSD*

PHASE 2

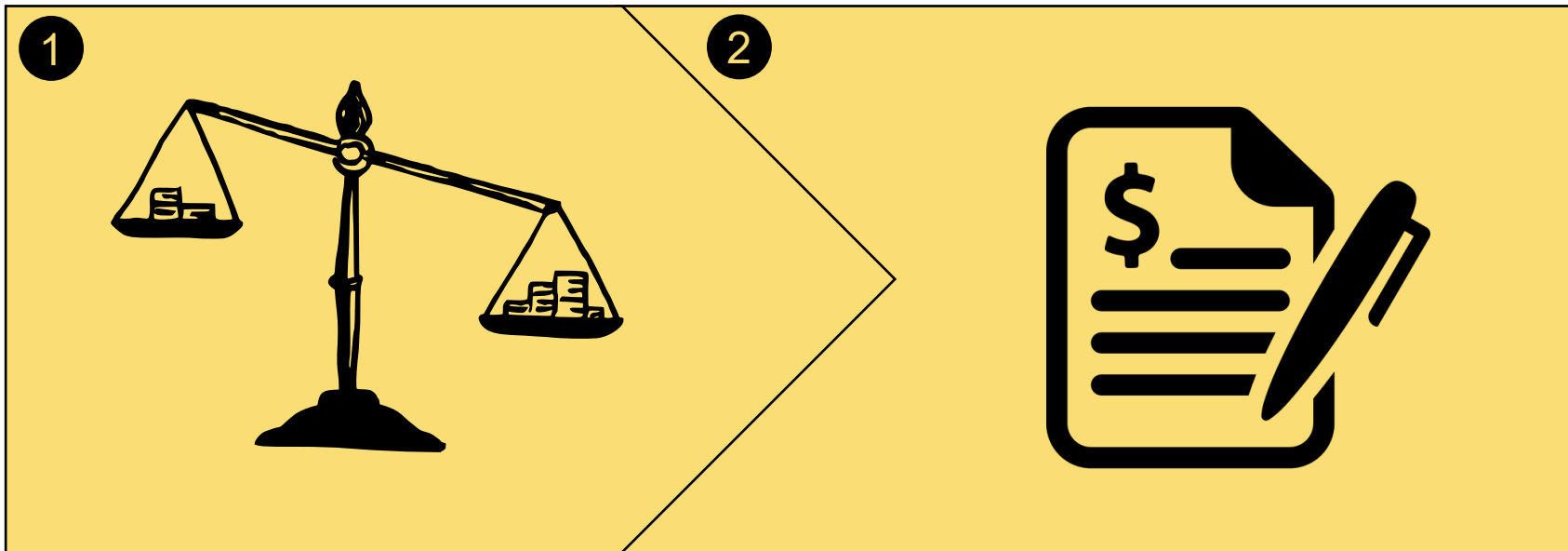


Meet required minimum
qualifications

Score at least 56 points on
Response Forms Phase 2
to be considered
responsive

All responsive
bidders will move on
to Phase 3

PHASE 3



Comparing the cost
proposal from each
bidder

Contract will be awarded to
proposer with lowest cost
proposal

- | | |
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QUESTIONS AND ANSWERS (Q&A)



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A background image showing a group of people in business attire sitting around a table, reviewing documents and charts. One person is pointing at a chart on a document. Another person is holding a pen over a notebook. A pair of glasses is visible on the table in the foreground. The image is dimmed to allow text to be overlaid.

Thank you!

Contact Information

Procurement Services Unit

Email: BNCS@csd.ca.gov