Q&A for Call Center and Data Management Services RFP

1. Can EBCE provide the headers for their 4013 file and sample data if possible? We want to understand if EBCE's 4013 is identical or not to the 4013s provided to other PG&E CCAs.

EBCE cannot post a sample 4013 file. However, EBCE receives both the 4013 and the 4013 CRCR reports as posted by PG&E. We assume that these files are identical to those that other CCAs receive. EBCE must use both the 4013 and 4013 CRCR file at the moment, given that it is enrolling new communities that are only available in the 4013 CRCR report. EBCE still uses the 'old' 4013 file to cross-validate the CRCR file. EBCE expects to transition fully to the CRCR report which we understand to be standard across all CCAs.

2. Does EBCE envision taking over as the primary party for PG&E's ESFT, SMD and/or EDI as part of its roadmap?

EBCE plans to evaluate whether it is feasible, cost effective and prudent to take over as the primary party for ESFT, SMD and/or EDI. However, the roadmap does not call for transitioning those services to EBCE, and respondents should assume that they must provide those services as outlined in Section 2 of the RFP.

3. Does EBCE intend to provide its own iFrame(s) or rely on the CCDMS vendor to provide one and does EBCE expect that to change over time?

As part of the RFP, as outlined in Section 2, respondents are required to provide iFrame support for all enrollment related forms. EBCE expects additional forms to be needed over time to support its programs and expects to manage those frames directly. Over time, EBCE expects that the management of forms will transition from CCDMS provider to EBCE if it is prudent and cost-effective.