



Request for Proposals

Statewide Direct Distribution Program of Whole Home Flow Monitoring Device

**SMART WATER MONITOR WITH UTILITY FACING
DASHBOARD**

KEY RFP DATES

Issue Date: October 6, 2020

Questions Due: October 13, 2020 at 4:00pm PST

Submittals Due: October 20, 2020 at 4:00pm PST

Request for Proposals

Statewide Direct Distribution Program of Whole Home Flow Monitoring Device

Introduction

The California Water Efficiency Partnership is seeking proposals from qualified consultants to develop a statewide direct distribution program for whole-home flow monitoring devices with a utility facing dashboard. This project would enable CalWEP members to deploy a suite of hardware, software, and information services that assist utilities across the state of California in actualizing water management goals and improving customer relations.

Client Background

Twenty-five years ago, in response to a goal set by the State Water Resources Control Board to save more than one million gallons of water through conservation efforts, hundreds of water agencies, environmental groups, and other interested parties signed a Memorandum of Understanding creating the California Urban Water Conservation Council. A first-of-its-kind collaboration among a vast array of stakeholders, the MOU voluntarily established best management practices for California water agencies to conserve our most precious resource while documenting their successes.

With increased pressure from a changing climate – more severe droughts and water uncertainty – and new mandatory regulations from the state of California, including a new framework to “Make Water Conservation a California Way of Life,” in 2017 the Council transitioned to the California Water Efficiency Partnership, or CalWEP.

CalWEP is an innovative leader, voice, and expert on water efficiency in California. CalWEP carries forward the expertise and collaboration that was a Council hallmark and is committed to providing cutting-edge expertise on California water issues, challenges, and opportunities within a broad collaborative framework.

Over the past several years, California has seen widespread adoption of smart devices – from thermostats to irrigation controllers – the “smart home” has emerged as an opportunity for customers to more directly manage their energy

and water usage. Simultaneously, the state has passed sweeping legislation that will set individual agency-level water budgets for all urban water agencies in the state consisting of indoor, outdoor, and water loss objectives. CalWEP believes there is an opportunity for water agencies to more rapidly deploy smart devices that will allow their customers to monitor whole home water use, show indoor and outdoor use data, and alert customers directly of potential leaks and in turn, save water.

Similarly, by ensuring water agencies have access to a dashboard of their service area's use data associated with these devices, water agencies will have greater capacity to pivot their planning and programs to address efficiency needs, new regulations, and customer satisfaction

Scope of Program Services

In 2020, CalWEP launched "MyCalWEP+" consisting of add-on member benefit programs. These services allow CalWEP members to access exclusive discounts and services otherwise unavailable to them. This specific project will consist of the following tasks:

Direct Distribution of Whole Home Monitoring Devices

This program is designed to give CalWEP members exclusive access to special discounts and features. The manufacturer should offer a discount per-unit price as a bulk discount to any CalWEP members choosing to use this program.

Specific Features of Direct Distribution to Customers

The consultant(s) shall develop and implement specific features for the program, which shall include the following features:

- **Direct Shipping:** The device must be shipped directly to the participating customers.
- **DIY Installation:** The home-monitoring device product will not require the cutting of pipe and is easily and safely installed by the homeowner. No device that permanently modifies infrastructure or plumbing will be considered.
- **Indoor/Outdoor Capture:** The whole home monitoring device should be able to disaggregate indoor and outdoor usage for customers and water agencies.
- **Reporting Accuracy:** Device must be AWWA M6 certified for accuracy or show other proof of accuracy. This ensures that bills will not be contested by ratepayers based on disparate readings.

- **Lack of Recurring Fees to Homeowners:** The device manufacturer cannot require any subscriptions or monthly payments from homeowners.

Water Agency-Specific Features

Partner water utilities benefits include:

- **Utility-Specific Landing Pages:** Each participating CalWEP member will have their own landing page to direct customers to help simplify ordering processes and access to the agreed-upon subsidized rates.
- **Access to High Resolution Consumption Data:** Each participating CalWEP member will be provided with disaggregated indoor and outdoor end-use in daily, hourly, and minute segments.
- **Utility-Facing Dashboard:** Each participating agency will have access to a unique dashboard to interface between customer water usage data and water utilities. Integrating live disaggregated water use data from homes across the service area, this dashboard should enable a better understanding of indoor and outdoor use, leaks, and overall consumption data at the micro and macro levels. Each dashboard should be equipped to segment data in the following ways:
 - aggregate and individual water consumption (gallons per capita per day);
 - interactive installation maps;
 - live list of system alerts;
 - list of top water users
- **Cost-Share Flexibility:** Participating CalWEP members must have the ability to choose their level of cost-share individually, not set on a statewide level.

CalWEP Statewide Features

- **Access to Statewide Data:** Through this program, CalWEP should also receive access to aggregate statewide data of all participating agencies including aggregate GPCD and interactive installation maps.
- **Special Discounted Pricing for CalWEP Members:** By offering this program statewide, the consultants should propose a price per device to CalWEP members along with any additional fees associated with the program.

Proposal Content

Responses to this request should include the following:

- 1) A summary of the proposed approach (may include a brief description of the program, the team assigned to the project, schedule, and cost).
- 2) A scope of work outlining how the program will work for CalWEP, the participating agency, and the customers.
- 3) A proposed pricing breakdown for participating CalWEP member agencies.
- 4) Team qualifications.
- 5) An offer to conduct the work, which shall remain valid and applicable for 90 days from the date proposals are due.

Submittal of Proposals

Consultant responses are due October 12, 2020 at 4:30 PM (PDT). Proposals shall be submitted via e-mail to: tia@calwep.org. Proposals received after October 12, 2020 at 4:30 pm (PDT) will not be considered.

Responses are to be submitted electronically via email to:
Tia Lebherz, Executive Director, External Affairs
Tia@CalWEP.org

QUESTIONS

Any questions for clarification or other questions concerning this RFP must be submitted in writing and sent via email to Tia Lebherz (tia@CalWEP.org) no later than October 13, 2020 at 4:30 pm (PDT).

TERMS AND CONDITIONS

CalWEP reserves the right, after opening quotations, to reject any or all quotations, to waive any informality and to select the proposer that best meets CalWEP's needs.

CalWEP may not proceed, for any reason, with the selection process of a proposer if CalWEP deems it is in the best interest of the organization.

Submission of a response indicates that you have read, understand, and are in acceptance with the entire RFP, including all appendices, attachments, schedules, and addendums (as applicable).

COSTS

Any costs incurred in the preparation of the quotation, presentation to CalWEP, travel in conjunction with such presentations, or samples of items shall be the responsibility of the respondent. CalWEP assumes no responsibility and no liability for costs incurred by respondents prior to the issuance of a contract or purchase order.

PAYMENT TERMS

CalWEP's standard payment terms are net 30 days upon receipt of invoice.