



REQUEST FOR PROPOSAL

For

Ava Community Energy Authority
Debt Collection Services

RESPONSE DUE

by

5:00pm

on

September 30th, 2024

For complete information regarding this project, see RFP posted at AvaEnergy.org or contact the Ava representative listed below. Thank you for your interest!

Chris Davis | Customer Operations Manager
510.424.7742
accountservices@AvaEnergy.org

AVA COMMUNITY ENERGY
REQUEST FOR PROPOSAL
SPECIFICATIONS, TERMS & CONDITIONS
for
Ava Community Energy Authority:
Debt Collection Services

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STATEMENT OF WORK

Ava Community Energy (Ava) is seeking proposals from qualified firms for debt collection services. Proposals shall include a detailed operational plan, which demonstrates an understanding of, and capability to assume responsibility for, collecting delinquent revenue for Ava. Ava values professionalism, a sense of community, and quality public services. As a result, Ava is seeking professional firms that can perform collections effectively and empathetically, with care and respect to our diverse customer base.

1. BACKGROUND

Ava Community Energy (Ava), Formerly East Bay Community Energy, is a Joint Powers Authority comprised of Alameda County and its incorporated areas, and the cities of Lathrop, Stockton, and Tracy. Ava's charter is to provide its customers with low carbon, cost-effective electricity that integrates innovative energy products and maximizes local benefits through the development of local solutions, ranging from increasing access to rooftop solar to supporting the adoption of electric vehicles. Ava exists to provide more renewable energy at competitive rates to our customers. Ava reinvests our earnings back into the community to create local green energy jobs, local programs, and clean power projects. Ava supplies electricity to all accounts (residential, business, and municipal) and PG&E delivers it to our customers. Ava also partners with Sacramento Municipal Utility District (SMUD) who handles call center operations.

In 2018, the County of Alameda and 11 of its cities launched Ava (formerly East Bay Community Energy) as a not-for-profit public agency that governs this Community Choice Energy service. The Joint Power Agency expanded in 2021. Ava currently serves approximately 642k customers in the following cities: Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Newark, Oakland, Piedmont, Pleasanton, San Leandro, Tracy, and Union City. The unincorporated areas of Alameda County (including Ashland, Castro Valley, Cherryland, Fairview, San Lorenzo, and Sunol) are also served by Ava. In 2025 Ava will extend service to the San Joaquin County cities of Stockton and Lathrop. Ava currently services approximately 581K residential customers and 60K non-residential accounts. The average residential bill is \$157, and the average non-residential bill is \$608. Most recent financial reports can be found on our key documents' webpage at <https://avaenergy.org/key-documents/>.

For more information about Ava, visit AvaEnergy.org/.

2. TERM OF AGREEMENT

The initial term of the Agreement(s) will be for 1 year. Ava reserves the right to extend the agreement(s) for up to an additional 4 years.

3. STATEMENT OF REQUIREMENTS

- 3.1.** The successful proposal submittal(s) must show that the Consultant has the appropriate professional and technical background and access to adequate resources to fulfill the stated scope of work.
- 3.2.** Consultant shall familiarize itself with [Ava's Accounts Receivable Recovery Policy](#). See page 9 of memo.
 - 3.2.1.** Ava prefers that Consultant does not report collection accounts to credit bureaus to avoid impacting customer credit scores negatively.
- 3.3.** Consultant shall contact all delinquent accounts referred to by Ava under the name of its debt collection agency, not in the name of Ava.

- 3.3.1. When speaking to customers, consultants must state the Consultant agency that they represent and that they are acting on behalf of Ava.
 - 3.3.1.1. For example, a debt collection agency should say: "This is [name] from ABC Collections, calling on behalf of Ava. We are a debt collector..."
- 3.4. Consultant shall submit activity status reports monthly, quarterly, and annually
- 3.5. on a fiscal year basis from July 1st through June 30th in addition, an aging report should be available in summary and in detail. A successful consultant response shall provide copies of all available reports.
 - 3.5.1. These reports shall include data for each account detailing the value of the current debt, money received, charges waived, balance due and date of last payment.
 - 3.5.2. A financial summary will also be required showing "period to date" and "year to date" totals for pertinent information such as receipts, total accounts receivable, and collection percentage.
 - 3.5.3. Debt collection data field examples provided in Attachment C
- 3.6. Consultant shall send and receive automated (digital) transfer of delinquent payment information from Ava, or from an Ava business partner. It is expected that the successful proposer will work at no additional cost, with Ava and/or Ava's designated business partner to ensure accurate, timely and secure transmission of data.
- 3.7. Comply with Federal and State regulations regarding fair debt collection practices. Collection shall be conducted through ethical and lawful means with the highest level of customer service.
- 3.8. Maintain confidentiality on all accounts. Ava Consultant is required to sign a non-disclosure agreement (NDA) before data can be shared.
- 3.9. Remit all monies collected, less collection fees, monthly to Ava. Remittance should include a breakdown by debtor and type of account.
- 3.10. Consultant shall provide drafts of written and verbal communications and give Ava the ability to modify verbiage, as necessary.
- 3.11. Consultant shall give Ava access to call recordings upon request.

4. QUALIFICATIONS

4.1. Minimum Qualifications

- 4.1.1. Provide a brief history of your business entity and project team. Identify the name and email address and phone number of the main contact. Include the website address (if applicable). If proposing a sub-consultant, describe the division of responsibilities between participating parties, and offices (location) that would be the primary participants.
- 4.1.2. Include the number of years of professional experience, company size and number of employees (licensed professionals, customer support and technical support) on the proposed project team for implementation and ongoing support.
- 4.1.3. Include the number and types of government clients you are currently servicing and the historical percentage of collections by account type. Be specific about relevant experience with California utility clients in the past five (5) years.
- 4.1.4. List any litigation, pending or final, to which you are a party that is related or like the services being solicited in the past five (5) years.
- 4.1.5. Provide sample notifications and call script used

4.2. Specific Criteria

Describe the approach and methodology used to accomplish the Scope of Work of this RFP. The Methodology Section should include:

- 4.2.1. Describe the normal method used to collect accounts (first and second placements etc.). Include the specific work standards currently used, the dollar threshold where various levels of follow-up occur, and the number of both written and telephone attempts, as well as samples of all forms and correspondences that illustrate your organization’s methods.
- 4.2.2. Describe and provide examples of your organization’s procedures for skip accounts, including dollar thresholds for various levels of effort.
- 4.2.3. Describe and provide examples of your organization’s procedures for accounts that will be pursued through legal action and any parameters used for these accounts, such as minimum balance for lawsuits.
- 4.2.4. Describe your organization’s policies and procedures on handling customer complaints, escalation, and resolution, including expected turn-around time for responses.
- 4.2.5. Describe in detail your organization’s approach to achieving reasonable collection targets.
- 4.2.6. Describe any off-site storage location and plan for backing up data.
- 4.2.7. Describe your organization’s methodology for sending and receiving data.

5. CONSULTANT SERVICES

- 5.1. Ava intends to award one Ava Consulting Services Agreement based upon the highest-ranked score for each technical area described in Section 4.

6. PROPOSED CALENDAR OF EVENTS

Action	Date
1. Issuance of RFP	August 15, 2024
2. Deadline for Questions/Clarifications/Interest	August 30, 2024, 5:00pm PST
3. Question Responses Shared via Email	September 6, 2024
4. Deadline to Submit Proposals	September 30, 2024, 5:00pm PST
5. Proposal Evaluation	October 4, 2024, 5:00pm PST
6. Finalist Selection/Interviews	October 7-25, 2024
7. Final Negotiations and/or Best and Final Offer	November 1, 2024
8. Award of Contract by Board of Directors	November 20, 2024

Note: Please send a notification to submit by August 30, 2024, to receive an email response including anonymized questions from potential submitters and responses from Ava.

7. EVALUATION CRITERIA

Evaluations will be based upon the information provided in the proposals and other information requested by Contact or Ava, or as deemed appropriate by Ava. Proposals must provide clear, concise information and sufficient detail to enable reviewers/evaluators to evaluate the responsiveness and quality of the proposals to all

RFP requirements. Evaluators will also review the proposals for format to ensure conformance with the RFP requirements. Proposals that fail to meet RFP requirements could be rejected. The Contact or Ava may waive minor irregularities in proposals if doing so would be in the best interest of Ava. Evaluators may recommend discontinuing evaluation of any proposal considered not in compliance with the RFP requirements.

The review/evaluation team will select the proposal that offers the greatest value to Ava based on an analysis of the following criteria:

	Technical Evaluation Criteria	Points
1.	Industry Knowledge <ul style="list-style-type: none"> • Successfully worked with another utility company in recovering debt. • Demonstrated proficiency in accounts receivable recovery specific to the energy or utility sector. • Provided references from another utility company. • Demonstrated expertise with multilingual/multicultural outreach. 	25
2.	Reporting & Integration <ul style="list-style-type: none"> • Has a standardized data reporting process that can also be customized as needed. • Can provide customized data reporting as needed that is outside of the standard data reporting process. • Ability to transmit and submit data using AWS. 	25
3.	Recovery Methodology <ul style="list-style-type: none"> • Comprehensive explanation of the recovery approach employed. • Flexibility to tailor recovery strategies to specific client needs and circumstances. • Ability to <i>not</i> report collection accounts to credit bureaus to avoid impacting credit scores negatively. 	30
4.	Quality Assurance and Continuous Improvement <ul style="list-style-type: none"> • Detailed overview of quality control mechanisms implemented. • Commitment to continual enhancement and adaptability in response to industry shifts and client requirements. 	7.5
5.	Ava Special Procurement Preferences <ul style="list-style-type: none"> • Bidder Location - Ava Service Area • Bidder Location - Disadvantaged Community • Union Labor • Disabled-Veteran Owned Business 	12.5
	TOTAL	100

In addition to these technical evaluation criteria, Ava will also consider a set of Special Procurement Preferences, outlined in our Administrative Procurement Policy.

As reflected in the Evaluation Criteria, the contract award will not be based solely on cost, but on a combination of factors determined to be in the best interest of Ava. Ava will not be bound to award the contract(s) based solely on the lowest bid submitted.

Ava's form of a Consulting Services Agreement is attached as Attachment D and includes Ava's current insurance requirements. Please note that these requirements are subject to change by Ava prior to execution of a contract with a selected Bidder and may require annual updating

during the term of a Consulting Services Agreement. Bidders are expected to note any exceptions to the Consulting Services Agreement in the Bidder's response and failure to do so may preclude consideration of any requested change at a later date.

After evaluating the proposals and discussing them further with the Finalists or the tentatively selected Consultant(s), Ava reserves the right to further negotiate the proposed work and/or method and amount of compensation. Ava further reserves the right to consider the changes made to the Consulting Services Agreement in its evaluation and selection.

INSTRUCTIONS TO BIDDERS

1. Ava CONTACT

The evaluation phase of the competitive process will begin upon receipt of bids until a contract has been awarded. Bidders must not have any contact with Ava personnel, nor should they lobby evaluators or any member of the staff or Board of Directors during the evaluation process. Any communications outside of the procedures set forth in this RFP may result in disqualification of bidder.

All questions regarding these specifications, terms and conditions, and response interest are to be submitted in writing, via e-mail, by **5:00 p.m. PST on August 30, 2024**, to:

Attn: Chris Davis
Ava Community Energy
E-Mail: accountservices@AvaEnergy.org

The Ava website will be the official notification posting place of all Requests for Interest, Proposals, Quotes and Addenda. To view current opportunities, go to <http://www.avaenergy.org/solicitations>.

2. SUBMITTAL OF PROPOSALS

All bids must be received at Ava Community Energy by **5:00 p.m. PST on September 30, 2024**. Bids will be received only at the addresses shown below any bid received after that time and date or at a place other than the stated address will not be considered and will be returned to the bidder unopened. **Electronic bids must be submitted in a non-alterable format such as a .pdf.**

1. Bidders **must** submit an electronic copy of their proposal via email to the following:
 - **Chris Davis, Customer Operations Manager** - Ava:
accountservices@AvaEnergy.org
2. Bidders are responsible for all costs required for preparing and submitting a bid.
3. Only one bid response will be accepted from any one person, partnership, corporation, or other entity; however, several alternatives may be included in one response. For purposes of this requirement, "partnership" means, and is limited to, a legal partnership formed under one or more of the provisions of the California or other state's Corporations Code or an equivalent statute.
4. All other information regarding the bid responses will be held confidential until the Review Committee has completed its evaluation, a recommended award has been made by the Ava Board of Directors, and the contract has been fully negotiated.
5. California Government Code Section 4552: In submitting a bid to a public purchasing body, the bidder offers and agrees that if the bid is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of

the Business and Professions Code), arising from purchases of goods, materials, or services by the bidder for sale to the purchasing body pursuant to the bid. Such assignment shall be made and become effective when the purchasing body tenders final payment to the bidder.

6. Bidder expressly acknowledges that it is aware that if a false claim is knowingly submitted (as the terms “claim” and “knowingly” are defined in the California False Claims Act, Cal. Gov. Code, §12650 et seq.), Ava will be entitled to civil remedies set forth in the California False Claim Act. It may also be considered fraud, and the Consultant(s) may be subject to criminal prosecution.
7. The undersigned Bidder certifies that it is, at the time of bidding, and throughout the period of the contract, licensed by the State of California to do the type of work required under the terms of the Contract Documents. Bidder further certifies that it is regularly engaged in the general class and type of work called for in the Bid Documents.
8. It is understood that Ava reserves the right to reject this bid and that the bid shall remain open to acceptance and is irrevocable for a period of one-hundred and eighty (180) days, unless otherwise specified in the Bid Documents.

3. RESPONSE FORMAT

1. Bid responses are to be straightforward, clear, concise, and specific to the information requested.
2. **Objections to the form of Ava Consulting Services Agreement:** Bidders must provide any and all specific objections to the Ava Consulting Services Agreement in order for any changes to be considered. Stating an objection does not guarantee that Ava will accept such changes.

REQUIRED DOCUMENTATION AND SUBMITTALS

All the specific documentation listed below **must** be submitted for a bid to be deemed complete. Bidders shall submit all documentation in the order listed below and clearly label each section with the appropriate title (i.e., Table of Contents, Letter of Transmittal, Key Personnel, etc.).

- 1. **Table of Contents:** Bid responses shall include a table of contents listing the individual sections of the proposal/quotation and their corresponding page numbers. Tabs should separate each of the individual sections.
- 2. **Letter of Transmittal:** Bid responses shall include a description of Bidder's capabilities and approach in providing its services to the Ava and provide a brief synopsis of the highlights of the Proposal and overall benefits of the Proposal to the Ava. This synopsis should not exceed three pages in length and should be easily understood.
- 3. **Key Personnel:** Bid responses shall identify the lead contact and include a complete list of all key personnel associated with the RFP. This list must include all key personnel, and a description of their qualifications, who will provide services/training to Ava staff and all key personnel who will provide maintenance and support services. For each person on the list, the following information shall be included:
 - a. The person's relationship with Bidder, including job title and years of employment with Bidder;
 - b. The role that the person will play in connection with the RFP;
 - c. Address, telephone, fax numbers, and e-mail address;
 - d. Person's educational background; and
 - e. Person's relevant experience, certifications, and/or merits.
- 4. **Supplemental Questionnaire:** Bidder shall include responses and supporting documentation for Attachment B: Required Response Information
- 5. **Costs:** Bidder shall include bid costs in the following manner:
 - a. **Base recovery rate**
 - b. Administrative fees
 - c. Set-up fees
 - d. Pass through fees
 - e. Other components
- 6. **Overview of the Organization**
 - a. Provide a brief description of your organization.
- 7. **References:**

Bidders are to provide a list of current clients. References must be satisfactory as deemed solely by responsible Ava staff. References should have similar scope, volume, and requirements to those outlined in these specifications, terms, and conditions.

References must include company name, contact person (name and email), address, telephone number, date of services, and description of services provided. Bidders must verify the contact information for all references provided is current and valid.

Bidders are encouraged to notify all references that responsible Ava staff may be contacting them to obtain a reference.

Ava staff may contact some or all the references provided to determine Bidder's performance record on work like that described in this request. Ava staff reserves the right to contact references other than those provided in the Response and to use the information gained from them in the evaluation process.

Attachment A: Procedures, Terms, and Conditions

1. General

1.1. Incurring Cost

This RFP does not commit Ava to award or pay any cost incurred in the submission of the proposal, or in making necessary studies or designs for the preparation thereof, nor procure or contract for services or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract award.

1.2. Claims Against Ava

Neither your organization nor any of your representatives will have any claims whatsoever against Ava or any of its respective officials, agents, or employees arising out of or relating to this RFP or these RFP procedures, except as set forth in the terms of a definitive agreement between Ava and your organization.

1.3. Guarantee of Proposal

Responses to this RFP, including proposal prices, will be considered firm and irrevocable for one hundred eighty (180) days after the due date for receipt of proposals.

2. Basis for Proposal

Only information supplied by Ava in writing by the Contact in connection with this RFP should be used as the basis for the preparation of consultant(s)'s proposal.

3. Form of Proposals

Proposals must be submitted electronically to accountservices@AvaEnergy.org.

4. Amended Proposals

Consultants may submit amended proposals before the Deadline to Submit Proposals. Such amended proposals must be complete replacements for previously submitted proposals and must be clearly identified in a written format. The Contact will not merge, collate, or assemble proposal materials.

5. Withdrawal of Proposal

Consultants may withdraw their proposals any time before the Deadline to Submit Proposals. The Consultant(s) must submit a written withdrawal request signed by the Consultant(s)'s duly authorized representative addressed to and submitted to the Contact.

6. Late Responses

To be considered, proposals must be received electronically by email or via courier/mail or to the place specified by September 30, 2024 5:00pm PST. No late responses will be considered.

7. California Public Records Act (CPRA) All proposals become the property of Ava, which is a public agency subject to the disclosure requirements of the California Public Records Act ("CPRA"). If Consultant(s) proprietary information is contained in documents submitted to Ava, and Consultant(s) claims that such information falls within one or more CPRA exemptions, Consultant(s) must clearly mark such information "CONFIDENTIAL AND PROPRIETARY," and identify the specific lines containing the information. In the event of a request for such information, Ava will make best efforts to provide notice to consultant(s) prior to such disclosure. If Consultant(s) contends that any documents are exempt from the California Public Records Act (CPRA) and wishes to prevent disclosure, it is required to obtain a protective order, injunctive relief, or other appropriate remedy from a court of law in Alameda County, before Ava's deadline for responding to the CPRA request. If Consultant(s) fails to obtain such remedy within Ava's deadline for responding to the CPRA request, Ava may disclose the requested information.

Consultant(s) further agrees that it shall defend, indemnify, and hold Ava or its agents, harmless against any claim, action, or litigation (including, but not limited to, all judgments, costs, fees, and attorney's fees) that may result from Ava's assertion of an exemption or privilege as a basis for withholding any information marked confidential by the Consultant(s).

DO NOT MARK YOUR ENTIRE BID CONFIDENTIAL. ONLY MARK THOSE PAGES THAT YOU BELIEVE CONTAIN PROPRIETARY INFORMATION.

8. Confidentiality

All data and information obtained from or on behalf of Ava by the Consultant(s) and its agents in this RFP process, including reports, recommendations, specifications, and data, shall be treated by the Consultant(s) and its agents as confidential. The Consultant(s) and its agents shall not disclose or communicate this information to a third party or use it in advertising, publicity, propaganda, or in another job or jobs, unless written consent is obtained from Ava.

Generally, each proposal and all documentation, including financial information, submitted by a consultant(s) to Ava is confidential until a contract is awarded, when such documents become public record under State and local law, unless exempted under CPRA.

9. Electronic Mail Address

Most of the communication regarding this procurement will be conducted by electronic mail (e-mail). Potential Bidders agree to provide the Contact with a valid e-mail address to receive this communication.

10. Ava Rights

Ava and its Contact reserve the right to do any of the following at any time:

- a. Reject any or all proposal(s), without indicating any reason for such rejection;
- b. Waive or correct any minor or inadvertent defect, irregularity, or technical error in a proposal or the RFP process, or as part of any subsequent contract negotiation;
- c. Request that Bidders supplement or modify all or certain aspects of their proposals or other documents or materials submitted;
- d. Terminate the RFP, and at its option, issue a new RFP;
- e. Procure any equipment or services specified in this RFP by other means;
- f. Modify the selection process, the specifications or requirements for materials or services, or the contents or format of the proposals;
- g. Extend a deadline specified in this RFP, including deadlines for accepting proposals;
- h. Negotiate with any or none of the Bidders;
- i. Modify in the final agreement any terms and/or conditions described in this RFP;
- j. Terminate failed negotiations with any Consultant(s) without liability, and negotiate with other Consultant(s);
- k. Disqualify any Consultant(s) based on a real or apparent conflict of interest, or evidence of collusion that is disclosed by the proposal or other data available to Ava;
- l. Eliminate, reject, or disqualify a proposal of any Consultant(s) who is not a responsible Consultant(s) or fails to submit a responsive offer as determined solely by A or its representative; or
- m. Accept all or a portion of a consultant(s)'s proposal.

11. Supplier Diversity

Pursuant to California Senate Bill 255, Community Choice Aggregators (CCAs) are required to report to the California Public Utilities Commission on their diverse suppliers,

as defined by CPUC General Order 156. Consistent with the California Public Utilities Code and California Public Utilities Commission policy objectives, Bidders that execute a contract with Ava will be required to complete a Supplier Diversity Questionnaire. Ava will not consider race, sex, color, ethnicity, or national origin in procurement decisions; providing such information will not impact the selection process or good standing of executed contracts.

Ava encourages all eligible parties to get certified with the CPUC as a Woman, Minority, Disabled Veteran and/or LGBT owned Business Enterprise (WMDVLGBTBE).

For overview information on the CPUC Supplier Diversity Program, please visit the program homepage (<https://www.cpuc.ca.gov/supplierdiversity/>). For information on the certification process and requirements, please visit the Certifications page (<https://www.cpuc.ca.gov/Certifications/>).

Are you a small or diverse business owner in California? Our Certify and Amplify workshop is coming up on August 21 to help you amplify your business opportunities throughout the state!

Register for our free webinar and learn how to access California's multimillion-dollar utility contracting Clearinghouse. <https://cloud.info.mcecleanenergy.org/certify-and-amplify-2024>

Attachment B: Required Response Information

- A. Please provide an organizational description and qualifications including:
 - a. Bidders general size, resources, and organizational structure with respect to the proposal.
 - b. Audited financial statements for the past three (3) years delivered as attachments
 - c. Listing of key staff and credentials
 - d. Listing of three (3) similar engagements with reference information.
 - e. **Six (6) pages maximum.**

- B. Please provide the approach as response to this proposal including:
 - a. Presentation of well-conceived work plan thoroughly describing recovery approaches employed
 - b. Show how the work plan will meet Ava's objectives and schedule and flexibility to tailor strategies to changes in Ava specific needs and circumstances
 - c. Suggestion of innovations, additional or modifications to this proposal's scope including any additional value the Bidder can create to the proposal's scope.
 - d. **Six (6) pages maximum.**

- C. **Quality Assurance and Continuous Improvement Processes**
 - a. **Please give a detailed overview of the quality control mechanisms implemented**
 - b. **Please describe your commitment to continual enhancements and adaptability in response to changes in industry and client requirements**
 - c. **Two (2) page maximum**

- D. Please provide a schedule with key milestones or benchmarks along with required levels of Ava staff time.
 - a. Please include proposed standardized reporting processes and flexibility in customization
 - b. Describe ability to customize data and ability to transmit and submit data via AWS or other similar servers or APIs
 - c. **Three (3) page maximum.**

- E. Please provide cost estimates including:
 - a. Bidder fee structure
 - b. Direct and reimbursable expenses if any
 - c. Details of cost by service for which the Bidder is responding to
 - d. Include costs for implementation and operations and maintenance post-implementation
 - e. Cost for any innovative components added to the scope of the proposal
 - f. **Three (3) page maximum**

- F. Ava Procurement Preferences
 - a. Does your organization have an office located in Ava's service territory or does at least 25% of your workforce reside in Ava's service territory?
 - b. Will your organization use union labor or union contractors for these services if selected?

- c. Is your organization registered as a Disabled Veteran Business Enterprise with the California Department of General Services?
- d. Is the office where work will primarily be conducted on behalf of Ava for these services located in a Disadvantaged Community as identified by the California Environmental Protection Agency's CalEnviroScreen Tool?

Attachment C: CCA Debt Collection - Data Field Examples

a. Payment Report:

- a. Customer Type (i.e. Residential, Commercial, or Agricultural)
- b. Account Number
- c. DA XREF
- d. SA ID
- e. Customer Name
- f. Payment Date
- g. Payment Amount

b. Special Activity Report:

- a. Customer Type (i.e. Residential, Commercial, or Agricultural)
- b. Account Number
- c. Customer Name
- d. Customer Address
- e. Collection Balance
- f. Collection Activities Log
- g. Sample Activities
 - i. Debtor request for additional breakdown of collection
 - ii. Debtor dispute the collection effort
 - iii. Debtor filed for bankruptcy
 - iv. Debtor filed for fraud notification related to identity theft
 - v. Last Contact Date

c. Batch Tracking Information:

- a. Customer Type (i.e. Residential, Commercial, or Agricultural)
- b. Count of records processed
- c. Sum of dollar amounts being processed

d. On Demand Information:

- a. Customer Type (i.e. Residential, Commercial, or Agricultural)
- b. Customer Name
- c. Batch processed date
- d. Debtor Address
- e. Debtor Phone number
- f. Original Balance Amount
- g. Paid to Date Amount
- h. Adjustments Amount
- i. Current Balance Amount

e. Dashboard for Debt Collection Service:

- a. Records sent (count and dollar amount)
 - i. Active Collection Records (count and dollar amount)
 - 1. With monthly breakdown
 - ii. Paid Collections (count and dollar amount)
 - 1. With monthly breakdown
 - iii. Uncollectable (count and dollar amount)
 - 1. With monthly breakdown

Attachment D: Ava Consulting Services Agreement

Consulting Services Agreement for Services By And Between Ava Community Energy Authority and [Vendor's Legal Name]

This Consulting Services Agreement ("Agreement") is made this [xx] day of [Month], 202X ("Effective Date") by and between Ava Community Energy Authority, a joint powers authority formed under the laws of the State of California ("Ava") and Sabah, a [legal form of business, state of formation, i.e. a California corporation] ("Consultant") for the purpose of providing [brief description of services i.e. regulatory support, videography, etc] services to Ava. Ava and Consultant are herein referred to as "Parties" or individually as a "Party."

Section 1. Recitals

1.1 Ava is an independent joint powers authority duly organized under the provisions of the Joint Exercise of Powers Act of the State of California (Government Code Section 6500 et seq.) ("Act") with the power to conduct its business and enter into agreements.

1.2 Consultant possesses the skill, experience, ability, background, certification and knowledge to complete the Work described in this Agreement pursuant to the terms and conditions described herein.

NOW THEREFORE, for good and valuable consideration, the amount and sufficiency of which is hereby acknowledged, the Parties to this Agreement, agree as follows:

Section 2. Term

The term of this Agreement is from the Effective Date of this Agreement through [termination date], unless terminated earlier pursuant to Section 8.

Section 3. Scope of Work/Compliance with Laws and Regulations

3.1 Consultant agrees to perform the scope of work (the "Work") in Exhibit A in accordance with the compliance schedule in Exhibit B.

3.2 Consultant represents and warrants that it has the skill and expertise to perform the Work. Consultant agrees to obtain any and all necessary licenses, approvals or permits necessary to perform the Work.

3.3 Consultant and its sub-suppliers, affiliates, agents and any other person or entity with whom the Consultant contracts in furtherance of this Agreement (collectively

“Subconsultants”) must comply with all federal, state and local laws and regulations in performing the Work under this Agreement.

Section 4. Consultant Staffing

Exhibit C contains a list of Consultant’s project manager and all team members. Consultant will not change or substitute the project manager or any team members or add additional team members without consultation with Ava.

Section 5. Subconsultants

5.1 Consultant agrees to use only those Subconsultants listed on Exhibit D. Consultant shall notify Ava within a reasonable period of time of any changes, additions, or removals of a Subconsultant.

5.2 Consultant agrees to require all Subconsultants to comply with the terms of this Agreement, including without limitation, maintaining insurance in compliance with the insurance obligations under Section 9, the Confidentiality requirements under Section 11 and indemnifying Ava under Section 12.

Section 6. Compensation and Payment

6.1 The maximum compensation under this Agreement is [\$\$\$\$].

6.2 If the Work under this Agreement is to be performed on a time and materials basis, Consultant must submit invoices to Ava on a monthly basis, complete with the name of the individual that conducted the Work, the time spent, and a brief description of the tasks performed during that time. On all invoices, Consultant must include the contract number provided by Ava and the total compensation left on the Agreement after deducting the amount of the invoice. Notification to Ava is required once the contract budget has been used up by 80% (including invoiced work and work that may not have been invoiced yet) which is \$_____ for this Agreement. Invoices must be submitted to Ava by the 20th of the month following the month in which Consultant performed the Work.

6.3 If the Work under this Agreement is to be performed on a task or project basis, the Consultant will submit an invoice within thirty (30) days of completing the project to the satisfaction of Ava for full payment, unless other arrangements have been made.

6.4 Ava will not agree to pay any markups on Subconsultant services or supplies unless such markups are included in Exhibit E, Compensation/Budget and such markups were included in Consultant’s bid, if applicable.

6.5 The following are conditions on Ava’s obligation to process any payments under this Agreement:

6.5.1 If the Consultant is a U.S. based person or entity, the Consultant must provide to Ava a properly completed Internal Revenue Service Form W-9 before Ava will process

payment. If the Consultant is a U.S based person or entity but has neither a permanent place of business in California nor is registered with the California Secretary of State to do business in California, the Consultant must provide Ava with a properly completed California Franchise Tax Board form related to nonresident withholding of California source income before Ava will process payment.

6.5.2 If the Consultant is not a U.S. based person or entity, the Consultant must provide Ava with the applicable Internal Revenue Service form related to its foreign status and a California Franchise Tax Board form related to nonresident withholding before Ava will process payment.

6.6 Ava agrees to pay invoices within forty-five (45) days of receipt. Invoices may be sent to Ava by U.S. mail or electronic mail to AP@avaenergy.org. Invoices will be deemed received on the next business day following the date of transmission via electronic mail or three days after placement in the U.S. mail.

6.7 Ava, as a Joint Powers Authority, is a separate public entity from its constituent members and will be solely responsible for all debts, obligations and liabilities accruing and arising out of this Agreement. Consultant acknowledges that it will have no rights and agrees not to make any claims, take any actions or assert any remedies against any of Ava's constituent members in connection with this Agreement.

Section 7. Records Retention and Ownership of Work Product

7.1 The Consultant must retain all ledgers, books of accounts, invoices, vouchers, cancelled checks, background materials, or other records relating to its performance under this Agreement for a period of three years following termination of this Agreement.

7.2 Ava owns all rights, including without limitation, all licenses, copyrights, service marks and patents, in and to all Work Product(s), whether written or electronic, without restriction or limitation upon their use and immediately when and as created by the Consultant, any Subconsultants, or any other person engaged directly or indirectly by the Consultant to perform under this Agreement. "Work Product(s)" means all writings, reports, drawings, plans, data, video, media, photographs, renderings, plans, software, models, and other similar documents and materials developed or created by Consultant or its Subconsultants on behalf of or for use by Ava under this Agreement. All Work Product(s) will be considered "works made for hire," and together with any and all intellectual property rights arising from their creation will be and remain the property of Ava without restriction or limitation upon their use, duplication or dissemination by Ava. Consultant agrees not to obtain or attempt to obtain copyright protection in its own name for any Work Product.

Section 8. Termination

8.1 Ava may terminate this Agreement for any reason by giving Consultant written notice. The termination notice may set the date of termination, but if no such date is given, termination is effective seven (7) days following the date of the written notice.

8.2 Ava may terminate this Agreement immediately upon written notice for any material breach of this Agreement by Consultant or any of its Subconsultants. If Ava terminates this Agreement for cause and obtains the same services from another consultant at a greater cost, the Consultant is responsible for such excess costs in addition to any other remedies available to Ava.

8.3 Upon termination for any reason, Ava has the option of requiring the Consultant to complete work up to the date of termination or to cease work immediately. Ava has the further option to require Consultant to provide Ava any finished or unfinished Work or Work Product prepared by the Consultant up to the date of termination.

8.4 Ava will pay Consultant the reasonable value of services satisfactorily rendered by the Consultant to Ava up to the date of written notice of termination. If Ava authorizes Consultant to continue performing the Work through the date of termination, Ava will pay Consultant the reasonable value of services satisfactorily rendered up through the date of termination, providing such services are in compliance with the Compensation/Budget in Exhibit E.

8.5 Upon termination of this Agreement, and at no cost to Ava, Consultant, its Subconsultants and anyone working for Ava under control of Consultant must return all Work Product to Ava. Consultant may only retain copies of the Work Product by express written permission of Ava.

Section 9. Insurance

9.1 Consultant must procure, maintain and comply with the insurance requirements in Exhibit F throughout the full term of this Agreement. Consultant must provide proof of insurance either in the form of a certificate of insurance or, if requested by Ava, a copy of the insurance policy, prior to performing any work under this Agreement.

9.2 Consultant agrees to stay in compliance with the insurance coverage requirements during the term of this Agreement. Consultant must give Ava ten (10) days written notice and obtain Ava's written approval prior to making any modifications that would reduce its insurance coverage.

9.3 Consultant must either include Subconsultants under its insurance policies or require each Subconsultant to comply with the insurance obligations in Exhibit F.

Section 10. No Discrimination or Conflict of Interest

10.1 Consultant represents and warrants, on behalf of itself and its Subconsultants, that it has not and will not discriminate against anyone based on his/her age, color religion, sex, sexual orientation, disability, race or national origin.

10.2 Consultant represents and warrants, on behalf of itself and its Subconsultants, that it is familiar with local, state and federal conflict of interest laws, that in entering into this Agreement it is not violating any of the conflict of interest laws, that it will avoid any

conflicts of interest during the term of this Agreement, and that it will notify Ava immediately if it identifies any conflicts of interest Consultant understands that violations of this Section 10 could result in immediate termination of this Agreement and disgorgement of compensation.

10.3 In accordance with the California Political Reform Act (Cal. Gov't Code section 81000 *et seq.*), Consultant will cause each of the following people performing services under this Agreement to file a Form 700 within 30 days after the person begins performing services under this Agreement and subsequently on an annual basis in conformance with the requirements of the Political Reform Act by filing the original with the Ava Clerk to the Board of Directors. Form 700 submissions should be sent to cob@avaenergy.org, with carbon copy to the AVA contact. Each of the identified positions must disclose interests in accordance with the AVA Resolution-2018-7, Conflict of Interest Code, which may be amended from time to time. For the work currently outlined in Exhibit A, this Agreement **does/ does not** require the Filing of Form 700 at this time.

Name	Position or Assignment

Section 11. Confidentiality

11.1 Except as authorized by Ava or as otherwise required by law, Consultant shall not disclose to any third party/ies any draft or final Work Product, discussions or written correspondence between Consultant and its Subconsultants or discussions or written correspondence between Consultant and Ava staff. In the event Consultant receives a request from any third-party requesting disclosure of any Work Product, discussions, communications or any other information Consultant is prohibited from disclosing, Consultant will immediately notify Ava and wait for direction from Ava before disclosing the information.

11.2 For the purposes of this Section 11, “third parties” refers to any person or group other than Ava staff and Board members. For example, “third parties” include

community groups, Board advisory groups, other governmental agencies, other consultants or members of the community.

11.3 This Section 11 will survive the expiration or termination of this Agreement.

11.4 The Parties acknowledge that this Consulting Services Agreement, and any future agreement between the Parties, will be subject to public disclosure under the California Public Records Act.

Section 12. Indemnity

12.1 Except with regard to any matter involving professional negligence, Consultant agrees, at its sole cost and expense, to indemnify, defend with counsel reasonably approved by Ava, and protect and hold harmless Ava, its officers, directors, employees, agents, attorneys, designated volunteers, successors and assigns, and those Ava agents serving as independent contractors in the role of Ava staff (collectively "Ava Indemnitees") from and against any and all damages, costs, expenses, liabilities, claims, demands, causes of action, proceedings, penalties, judgements, liens and losses of whatever nature ("Claims") that arise, directly or indirectly, in whole or in part, out of or are in any way related to Consultant's or Subconsultant's performance or failure to perform the Work under this Agreement, regardless of whether the Consultant or its Subconsultants acted or failed to act intentionally, willfully, recklessly or negligently. Consultant agrees that its indemnity and defense obligations include all costs and expenses, including all attorney fees, expert fees, mediation, arbitration, or court costs in connection with the defense. Consultant further agrees to indemnify, defend, protect and hold harmless Indemnitees from and against any breach of this Agreement and any infringement of patent rights, trade secret, trade name, copyright, trademark, service mark or any other proprietary right of any person(s) caused by Ava's use of any services, Work Product or other items provided by Consultant or its Subconsultants under this Agreement.

12.2 With regard to any matter involving professional negligence, Consultant agrees, at its sole cost and expense, to indemnify, defend with counsel reasonably approved by Ava, and protect and hold harmless the Ava Indemnitees from and against any and all Claims to the extent arising out of or resulting from Consultant's or Subconsultant's negligence, recklessness, or willful misconduct. In no event shall the cost to defend charged to Consultant exceed the Consultant's proportionate percentage of fault.

12.3 Consultant's obligations in Subsections 12.1 and 12.2 do not apply to the extent any Claim results from the negligence or willful misconduct of the Ava Indemnitees.

12.4 Except as limited by Subsection 12.2, Consultant's obligation to defend Ava applies to the maximum extent allowed by law and includes defending Indemnitees as set forth in California Civil Code sections 2778 and 2782.8.

12.5 The Consultant's obligations under Section 12 applies regardless of the existence or amount of insurance the Consultant carries or has made available to Ava.

12.6 The Parties agree that this Section 12 survives the expiration or earlier termination of the Agreement.

Section 13. Consultant is an Independent Contractor

13.1 Consultant and its Subconsultant(s) are and at all times will be independent contractors. Consultant has complete control over its operations and employees and is not an agent or employee of the Ava and must not represent or act as the Ava's agent or employee. Consultant agrees, on behalf of itself and its employees and Subconsultants, that it does not have any rights to retirement benefits or other benefits accruing to Ava employees, and expressly waives any claim it may have to any such rights.

13.2 As an independent contractor, Consultant has complete control over its Subconsultants. Subject to the requirements of Section 5 of this Agreement, Consultant is solely responsible for selecting, managing and compensating its Subconsultants, and for ensuring they comply with this Agreement.

Section 14. Miscellaneous Terms and Conditions

14.1 Ava Authority.

The Chief Executive Officer or his/her designee is authorized to take all actions under this Agreement, including without limitation, amendments that fall within the Chief Executive Officer's signing authority, termination or modification of terms.

14.2 Waiver.

Waiver by either party of any one or more conditions, Sections, provisions or performance of this Agreement will not be a waiver of any other provision; nor will failure to enforce a provision or Section in one instance waive the right to enforce such provision or Section in the future. In no event will payment by Ava to Consultant constitute or be construed as a waiver by Ava of any breach or default of this Agreement, nor will such payment prejudice any of Ava's other rights or remedies.

14.3 Governing Law.

Consultant and Ava agree that this Agreement will be interpreted under the laws of the State of California.

14.4 Venue.

Any litigation resulting from this Agreement will be filed and resolved by a state court in Alameda County, California, or if appropriate, the federal courts in the Northern District of California located in San Francisco.

14.5 Audit Rights.

All records or documents required to be kept pursuant to this Agreement must be made available for audit at no cost to Ava, at any time during regular business hours, upon written request by Ava. Copies of such records or documents shall be provided to Ava at Ava's offices unless an alternative location is mutually agreed upon.

14.6 Recitals and Exhibits.

The Recitals in Section 1 above are intentionally made a part of this Agreement. All Exhibits and any other documents incorporated by reference are a part of this Agreement.

14.7 Notices.

Any notices required to be given under this Agreement must be made in writing and may be delivered a) personally, in which case they are effective upon receipt; b) by U.S. Mail, in which case they are effective three (3) days following deposit in the U.S. Mail, unless accompanied by a return receipt in which case, they are effective upon the date on the receipt; or c) by electronic mail, in which case they are effective upon confirmation of receipt, and if no confirmation of receipt, they are effective one day after transmission, providing that a hard copy is also sent via U.S. mail. All notices must be sent to the addresses below:

AVA	Attn: [relationship owner] Ava Community Energy 1999 Harrison Street, Suite 2300 Oakland, CA 94612 Email: [your email] @avaenergy.org Phone: [your number]
Consultant	Attn: [relationship owner with vendor] [Vendor legal name] [Vendor address] [Vendor address] Email: [vendor relationship owner email] Phone: [vendor relationship number]

14.8 Assignment.

Except to the extent this Agreement authorizes Consultant to use Subconsultants, Consultant will not assign any part of this Agreement without Ava's prior written consent. Ava, at its sole discretion, may void this Agreement if a violation of this provision occurs.

14.9 Integrated Agreement.

The Recitals, this Agreement and the Exhibits attached to this Agreement contain the complete understanding between Ava and Consultant and supersedes any prior or contemporaneous negotiations, representations, agreements, understandings and statements, written or oral respecting the Work up through the Effective Date of this Agreement.

14.10 Amendments.

Any and all amendments or modifications to this Agreement must be made in writing and signed by each Party before such amendment will be effective.

14.11 Government Claims Act.

Nothing in this Agreement waives the requirements to comply with the California Government Claims Act (Government Code Section 810 et seq.) , where applicable.

14.12 Severability.

If a court of competent jurisdiction holds any Section or part of this Agreement to be invalid or unenforceable for any reason and the Work can still be performed, the Parties agree to sever the invalid or unenforceable Section from this Agreement and that all remaining Sections or parts of this Agreement will continue to be enforceable.

14.13 Counterparts.

This Agreement may be executed in one or more counterparts, all of which taken together will constitute one and the same instrument and each of which will be deemed an original.

14.14 No Party Deemed Drafter.

This Agreement will be considered for all purposes as prepared through the joint efforts of the Parties and will not be construed against one Party or the other as a result of the preparation, substitution, submission, or other event of negotiation, drafting or execution hereof.

14.15 Supplier Diversity.

Ava is required to report to the California Public Utilities Commission (“CPUC”) on their diverse suppliers, as defined by CPUC General Order 156. Consistent with the California Public Utilities Code and California Public Utilities Commission policy objectives, Consultant agrees to document and provide information to Ava regarding Consultant’s status and any engagement of women, minority, disabled veteran, and LGBT owned business enterprises in its completion of the Work under this Agreement. Specifically, Consultant agrees to complete Ava’s Supplier Diversity questionnaire, which may be updated or revised during the term of the Agreement, and otherwise reasonably cooperate with Ava to provide the information described above. Consultant shall provide such information in the timeframe requested by Ava and in no event later than January 31 of the year following the Effective Date of this Agreement.

Section 15. Authorized Signatories

15.1 Proper Countersignatures

Type of Entity	Authorized Signatories															
For a corporation:	<p>Pursuant to California Corporations Code Section 313 proof of authority to execute the Agreement is established if one of the corporate officers listed in Column A below and one of the corporate officers listed in Column B below both sign the documents.</p> <table border="1" data-bbox="467 436 1409 720"> <thead> <tr> <th data-bbox="467 436 781 478">Column A</th> <th data-bbox="781 436 1094 478">AND</th> <th data-bbox="1094 436 1409 478">Column B</th> </tr> </thead> <tbody> <tr> <td data-bbox="467 478 781 541">Chairman of the Board, or</td> <td data-bbox="781 478 1094 541"></td> <td data-bbox="1094 478 1409 541">Secretary, or</td> </tr> <tr> <td data-bbox="467 541 781 604">President, or</td> <td data-bbox="781 541 1094 604"></td> <td data-bbox="1094 541 1409 604">Assistant Secretary, or</td> </tr> <tr> <td data-bbox="467 604 781 667">Vice President</td> <td data-bbox="781 604 1094 667"></td> <td data-bbox="1094 604 1409 667">Chief Financial Officer, or</td> </tr> <tr> <td data-bbox="467 667 781 720"></td> <td data-bbox="781 667 1094 720"></td> <td data-bbox="1094 667 1409 720">Assistant Treasurer</td> </tr> </tbody> </table> <p>If the agreement is signed by any combination of persons other than those listed above or by an individual, then the agreement must be accompanied by a copy of the Board minutes, resolution, Corporate Secretary's certificate, or articles of incorporation stating that the signatories have the authority to bind the corporation.</p>	Column A	AND	Column B	Chairman of the Board, or		Secretary, or	President, or		Assistant Secretary, or	Vice President		Chief Financial Officer, or			Assistant Treasurer
Column A	AND	Column B														
Chairman of the Board, or		Secretary, or														
President, or		Assistant Secretary, or														
Vice President		Chief Financial Officer, or														
		Assistant Treasurer														
For a general partnership, a limited partnership, or a limited liability partnership:	All the general partners must sign the Agreement (a general partnership agreement is sufficient to establish the names of all general partners) unless the person signing the Agreement provides proof that he/she has authority to bind the partnership.															
For a limited liability company (LLC)	Copies of the following documents should be provided to establish who has authority to bind the LLC: (1) State Forms LLC-1 and LLC-12 if the company was formed in California; and (2) the operating agreement for the LLC – whether formed in California or another state.															
For a sole proprietor, or a sole proprietor doing business under another name:	Only the individual who owns the business can sign. Either a Fictitious Business Name Statement or a Business Tax Certificate is sufficient to establish the authority of an individual to bind a sole proprietorship.															

[signatures on following page]

IN WITNESS WHEREOF, the Parties have caused the Agreement to be executed as of the date set forth above.

<p>[VENDOR'S LEGAL NAME]</p> <p>Legal form of business, state of formation</p> <p>By _____</p> <p>Title _____</p> <p>Date _____</p>	<p>AVA COMMUNITY ENERGY AUTHORITY</p> <p>A Joint Powers Authority</p> <p>By _____</p> <p>Title _____</p> <p>Date _____</p>
<p>By _____</p> <p>Title _____</p> <p>Date _____</p> <p>[*remove if chart in 15.1 confirms only one signature is required]</p>	<p>APPROVED AS TO FORM:</p> <p>_____</p> <p>Ava Counsel</p>

LIST OF EXHIBITS

- EXHIBIT A: SCOPE OF WORK
- EXHIBIT B: SCHEDULE
- EXHIBIT C: CONSULTANT STAFFING
- EXHIBIT D: SUBCONSULTANTS
- EXHIBIT E: COMPENSATION/BUDGET
- EXHIBIT F: INSURANCE REQUIREMENTS

Exhibit A
SCOPE OF WORK

Consultant will not provide additional services outside of the services identified in Exhibit A, unless it obtains advance written authorization from the project manager or lead Ava representative prior to commencement of any additional services.

Exhibit B
SCHEDULE

Exhibit C
CONSULTANT STAFFING

Exhibit D
SUBCONSULTANTS

[If subconsultants are authorized in advance, they should be listed here, otherwise it can state either of these: "Subconsultants are not authorized under this Agreement." or "Subconsultants must be authorized in advance, in writing by Ava."]

Exhibit E
COMPENSATION/BUDGET

[If the compensation is hourly, a table of hourly rates by title should be included. If fixed fee, describe what amounts are to be paid based on what milestones]

The maximum compensation under this Agreement is [\$\$\$\$].

Exhibit F
INSURANCE REQUIREMENTS

A. Minimum Scope and Limits of Insurance. Consultant must procure, and at all times during the term of this Agreement carry, maintain, and keep in full force and effect, insurance as follows:

1) Commercial General Liability Insurance with a minimum limit of One Million Dollars (\$1,000,000.00) per occurrence for bodily injury, personal injury and property damage and a general aggregate limit of Two Million Dollars (\$2,000,000.00) per project or location. If Consultant is a limited liability company, the commercial general liability coverage must be amended so that Consultant and its managers, affiliates, employees, agents and other persons necessary or incidental to its operation are insureds.

2) Automobile Liability Insurance for any owned, non-owned or hired vehicle used in connection with the performance of this Agreement with a combined single limit of One Million Dollars (\$1,000,000.00) per accident for bodily injury and property damage.

3) Workers' Compensation Insurance as required by the State of California and Employer's Liability Insurance with a minimum limit of One Million Dollars (\$1,000,000.00) per accident for bodily injury or disease. If Consultant has no employees while performing the Work under this Agreement, workers' compensation policy is not required, but Consultant must execute a declaration that it has no employees.

4) Professional Liability/Errors & Omissions Insurance with minimum limits of Two Million Dollars (\$2,000,000.00) per claim and in aggregate.

B. Acceptability of Insurers. The insurance policies required under this Exhibit F must be issued by an insurer admitted to write insurance in the State of California with a rating of A:VII or better in the latest edition of the A.M. Best Insurance Rating Guide.

C. Additional Insured/Additional Named Insured. The automobile liability policies must contain an endorsement naming Ava, its officers, employees, agents and volunteers as additional insureds. The commercial general liability policy must

contain an endorsement naming Ava, its officers, employees, agents and volunteers as additional named insureds.

D. Primary and Non-Contributing. The insurance policies required under this Agreement must apply on a primary non-contributing basis in relation to any other insurance or self-insurance available to Ava. Any insurance or self-insurance maintained by Ava, its officers, employees, agents or volunteers, will be in excess of Consultant's insurance and will not contribute with it.

E. Consultant's Waiver of Subrogation. The insurance policies required under this Agreement will not prohibit Consultant and Consultant's employees, agents or Subconsultants from waiving the right of subrogation prior to a loss. Consultant hereby waives all rights of subrogation against Ava.

F. Deductibles and Self-Insured Retentions. Any deductibles or self-insured retentions must be declared to and approved by Ava. At Ava's option, Consultant must either reduce or eliminate the deductibles or self-insured retentions with respect to Ava, or Consultant must procure a bond guaranteeing payment of losses and expenses.

G. Cancellations or Modifications to Coverage. Consultant agrees not to cancel any insurance coverage during the term of this Agreement. Consultant further agrees not to reduce or otherwise modify the insurance policies required by this Agreement during the term of this Agreement, without the prior written approval of Ava. The commercial general and automobile liability policies required under this Agreement must be endorsed to state that should the issuing insurer cancel the policy before the expiration date, the issuing insurer will endeavor to mail 30 days' prior written notice to Ava. If any insurance policy required under Agreement is canceled or reduced in coverage or limits, Consultant must, within two business days of notice from the insurer, phone and notify Ava via electronic mail and certified mail, return receipt requested, of the cancellation of or reductions to any policy.

H. Ava Remedy for Noncompliance. If Consultant does not maintain the policies of insurance required under this Agreement in full force and effect during the term of this Agreement, or in the event any of Consultant's policies do not comply with the requirements of this Exhibit F, Ava may either immediately terminate this Agreement or, if insurance is available at a reasonable cost, Ava may, but has no duty to, take out the necessary insurance and pay, at Consultant's expense, the premium thereon. Consultant must promptly reimburse Ava for any premium paid by Ava or Ava, in its sole discretion, may withhold amounts sufficient to pay the premiums from payments due to Consultant.

I. Evidence of Insurance. Prior to the performance of the Work under this Agreement, Consultant must furnish Ava with a certificate or certificates of insurance and all original endorsements evidencing and effecting the coverages required under this Agreement. The endorsements are subject to Ava's approval. Ava may request, and Consultant must provide complete, certified copies of all required insurance policies to Ava. Consultant must maintain current endorsements on file with Ava. Consultant must provide proof to Ava that insurance policies expiring during the term of this Agreement have been renewed or replaced with other policies providing at least the same coverage. Consultant must furnish such proof at least two weeks prior to the expiration of the coverages.

J. Indemnity Requirements not Limiting. Procurement of insurance by Consultant will not be construed as a limitation of Consultant's liability or as full performance of Consultant's duty to indemnify Ava under Section 12 of this Agreement.

K. Subconsultant Insurance Requirements. Consultant's insurance coverage must include its Subconsultants or Consultant must require each of its Subconsultants that perform Work under this Agreement to maintain insurance coverage that meets all the requirements of this Exhibit F.