



Duke Energy EE Contactor Management Fundamentals

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Relationship Planning

- **EE contractor needs**
 - Which program(s) require a contractor?
 - How much of the program do you outsource?
 - Can or should one vendor support more than one program?



Relationship Planning

- **EE contractor needs (cont'd)**
 - What type of Contactor matched your needs?
 - Specialist or generalist
 - Experience
 - Coverage
 - Size
 - Term of agreement(s)?
 - Goals for program(s)?



Request For Proposal (RFP)

- **Detailed RFP provides relationship foundation**
 - Specific contactor responsibilities
 - A to Z program needs (statement of work)
 - Process description
 - Internal subject matter experts
 - IT
 - Call center



Request For Proposal (RFP)

- **Detailed RFP provides relationship foundation (cont'd)**
 - Performance expectations
 - Service level categories for "fee at risk"
 - "Terms and Conditions"



Wide Net / Level Playing Field

- **Potential partner list**

- Utilities
- Trade associations
- Research groups

- **Robust and simple RFP system/process**

- 24/7 access
- Question/answer bulletin board



Wide Net / Level Playing Field

- **Bidders meeting or conference call**
 - Overview
 - Timeline
 - Questions from each vendor



The Right Partner

- **Structured review process**

- Key areas to score
- Weighting the areas
- Diverse review team

- **Apples to apples**

- Clarifying questions
- Site visits when appropriate
- Face-to-face presentations



The Right Partner

■ More information

- Organization structure and existing personnel assigned
- Implementation task & timeline
- Demonstration of reporting, call center & IT capabilities



Contract

■ Relationship roadmap

- RFP “statement of work” is contract framework
- Good faith negotiations
- Roles and responsibilities
- Organizational chart



Contract

- **Reference document for performance reviews**
 - Services and standards agreed to in pricing structure
 - Clarity that limits interpretation latitude
 - Agreement scope
 - Program evolution guidelines
- **Contract review meeting**
 - Make sure all program personnel are present



Managing The Relationship

- **Extension of your internal staff**
 - Together you succeed or fail
- **Respect and trust**
 - Open and honest communications
 - Commitment
 - Communication



Managing The Relationship

- **Single point of contact**

- Roles and responsibilities
- Corresponding positions

- **Goals and expectations**

- Joint goals
- Monthly and YTD targets
- Web based - near real time reporting



Managing The Relationship

- **Structured meeting schedule**
 - Weekly, monthly or quarterly
 - Agenda for each meeting
 - Defined meeting process
 - Key personnel participation
 - Meeting documentation



Managing The Relationship

- **Robust reporting system**
 - Operational transparency
 - 24/7 access
 - Web based
 - Multiple users at one time
 - Virtual meeting room



Managing the Relationship

■ Project management

- Tasks that need to be completed
- Assignments
- Timeline for each task
- Critical path activities



Managing the Relationship

- **Periodic project status meetings**
 - Expectations and meeting structure
 - Agenda
 - Project status update
 - Tasks that are behind schedule



Monitoring Operations

- **Develop a weekly checklist**
 - Contractual performance obligations
 - Reporting system is the information source
 - Areas of concern
 - Record of the weekly review
- **Focus on the expectations and requirements**



Monitoring Operations

- **Onsite presence**
 - Dedicated work space
 - Frequent presence
 - Part of the operation
 - Continual improvement



Performance Issues

- **Performance issue resolution**
 - Define
 - Diagnose
 - Solution(s)
 - Action plan process
 - Personnel assignments
 - Completion date
 - Commitment



Performance Issues

- **Service level agreements**
- **Senior management**
- **Legal action**



Questions??