



**ADDENDUM NUMBER 2: CLARIFICATIONS, QUESTIONS  
AND ANSWERS**

**FOR**

**CUSTOMER RESOURCE CENTER: PROVIDING ENERGY-  
RELATED INFORMATION AND ENABLING SERVICES TO  
SVCE CUSTOMERS**

**RFI Issued: May 17, 2019**

**Addendum Number 2 Issued: June 7, 2019**

**Question #1:** *If an organization feels we have some relevant information as to the context of the landscape of the RFI topic, or recommendations for SVCE's consideration, but are not necessarily a party or vendor that would respond to any formal RFQ/RFP to host a CRC platform, may we simply submit a written response? Does SVCE still need the "slide deck" if this is just a transmission of information that may be helpful for SVCE to consider as it drafts any proposal for an online CRC?*

**Answer #1:** SVCE welcomes the submission of any relevant information to better inform us of considerations for the CRC, even if the organization is not a party or vendor that would respond to a potential RFP. However, the written responses are focused on organizational information – SVCE requests that relevant, contextual, background information be included in the slide decks to streamline our review process.

**Question #2:** *Does SVCE currently anticipate that any eventual online CRC "vendor" will develop and/or control content curation? If the vendor or SVCE is not the author or copyright owner of any content, how will any notifications or permissions be established with those authors or copyright owners?*

**Answer #2:** SVCE expects that the vendor will provide content for their solutions. The information hosted by the vendor should follow all copyright laws. If information or statistics are being used that are provided by third parties, then the appropriate references must be cited.

**Question #3:** *Is it SVCE's intent to use such an online CRC platform to post any results of their past or future Innovation Onramp or other grant development initiatives?*

**Answer #3:** SVCE innovation programs are expected to have their own process for sharing information, including white papers, case studies, and presentations, some of which may be posted on our website. However, the innovation programs are separate from what SVCE desires in the CRC in terms of outcomes and goals. If a pilot produces relevant information or functionality for the CRC, then it could potentially be incorporated as one of the tools available to customers in the CRC.

**Question #4:** *The RFI says "After deciding on pursuing a behavior, product or service, the CRC should help customers with key steps needed to install and/or utilize." Our solution has an option, "Request Quote," for the customer to take action after they have learned and understood the value of a given product. In this implementation, we would be paid a referral fee by the vendor supporting the*

*product installation. We would like to know if SVCE has any restrictions with our approach.*

**Answer #4:** This is a question that SVCE is hoping to explore and learn about through this solicitation. Please provide all relevant information about your solution with regards to business models, finances, and customer/contractor impacts, as outlined in the RFI.

**Question #5:** *Given that a key value for SVCE is for the customer to take key steps such as installation, we would like to know if SVCE would like to use vendors they select, SVCE would be fine with our vendors, or if SVCE would like to discuss with us and work together on the vendor selection.*

**Answer #5:** This is a question that SVCE is hoping to explore and learn about through this solicitation. Please provide all relevant information about your solution with regards to business models, vendor selection, and liability, as outlined in the RFI.

**Question #6:** *The Gridworks discussion draft VPP final paper is supposed to be released in June. We would like to know if this is out yet and if not, when will it be out.*

**Answer #6:** The discussion draft for the Virtual Power Plant (VPP) initiative can be found at: <https://gridworks.org/initiatives/virtual-power-plants/>. The SVCE and Gridworks teams are currently working to incorporate feedback on this discussion draft into the final paper, which will likely be released in the coming month.

**Question #7:** *Could you provide us the breakdown (actual numbers) for SVCE territory in terms of the SFH, Townhomes, Multi-family units, and disadvantaged communities?*

**Answer #7:** For the purposes of this RFI, SVCE does not plan to release any additional information than what was provided in Addendum 1. Please note in your response if additional information would be necessary for you to effectively respond to a possible RFP and why.

**Question #8:** *In the December Roadmap strategy we see the \$350K number mentioned as a budget. Is this still applicable and over what time frame would it be associated with?*

**Answer #8:** SVCE plans to evaluate the appropriate budget when issuing an RFP, based on information learned through this RFI. The \$350,000 budget is what SVCE staff currently expect the total cost to be over a two-year span (FY19 and FY20).

**Question #9:** *To what extent is SVCE willing and able to provide internal marketing support for this solution? Will the solution be able to leverage SVCE email lists, social media accounts, and/or spaces on the SVCE website to draw traffic to any provided web elements?*

**Answer #9:** Ideally, all solutions in the CRC will become fully integrated into the SVCE website. The CRC will be heavily marketed to SVCE customers and will be a multi-year marketing campaign incorporated into SVCE's annual communications plan. This will be managed by SVCE staff or a marketing consultant acting as an extension of SVCE's community relations department.