



Request for Proposals for Distributed Energy Resources Management System (DERMS)

Questions and Answers (posted 6/6/23)

- **Your RFP document states that SVCE wants to “test the process of implementing a DERMS”. Has SVCE purchased a DERMS system to implement and who is the vendor?**
 - SVCE does not currently have a DERMS and has not purchased a DERMS. SVCE has issued this RFP to select a vendor to both provide a DERMS platform for SVCE’s use (their own or from another vendor) *and* assist in implementing it.

- **Your RFP document references DER aggregations and control for summer 2023 – do you currently have any DER control platforms in place? If so, which?**
 - For the targeted projects, SVCE does not currently have a connection to any existing DER control platforms. We expect that some of our member agencies have their own DER control systems in place that the DERMS would be able to connect to (to manage the city facilities, solar+storage systems, etc.).

- **Due to the timeline, could this be broken out into different tasks to be completed for summer 2023 with the larger integration tasks to be completed by summer of 2024?**
 - SVCE is hoping to accomplish as much as possible in summer 2023. Given the tight timeline, SVCE is open to having two phases of the work so long as it fits within the not-to-exceed budget and meets SVCE’s objectives. SVCE strongly desires enrollment of at least some projects for the summer of 2023 and ideally all. Some of the documentation preparation and roadmapping for the future could easily take place after this summer.

- **To understand the relationship between SVCE and your customers, does SVCE operate the distribution network or interconnection points the DERs on located on?**
 - No. SVCE does not operate or control any DERs, distribution networks, or interconnection points at these sites.

- **How many DERs are you targeting with the pilot? What brand/model?**
 - There are a handful (3-5) resilience projects at local member agencies that SVCE would particularly want to enroll. There may be dozens of potential other facilities controlled by SVCE’s thirteen member agencies that this

DERMS could support. And SVCE is open to enrolling other DERs/entities as available and opportune, at the advice of the selected respondent. The main driver of enrollment will be interest by member agency staff or other parties in engaging with SVCE's DERMS: the vendor will help ensure the process is simple, value is being captured, and benefits are communicated so that we can best help prospective participants understand why they should enroll. The specific brands and models are not known to SVCE at this time – proposals should identify any major technologies, brands, and models they are or are not able to support via the proposed DERMS solution.

- **What will be the acquisition channel?**
 - SVCE has strong connections to staff at its member agencies and has already begun outreach to prepare for this summer. This will be the primary acquisition channel for member agency projects. SVCE staff will initiate discussions, leveraging information and materials from the vendor, to identify level of interest and the correct contacts. The vendor will help answer questions and dig into details with the member agency facility manager or third-party controller of the DER to create the plan for interfacing.
 - The acquisition channel for non-city projects will be driven by the selected vendor. SVCE and the vendor will work to agree on any targets of opportunity, which will inform how outreach is performed. SVCE has some customer contact information, but acquisition on this front will be driven more by the vendor.

- **How do any existing load modification efforts by SVCE factor into this project?**
 - SVCE does not currently imagine a connection of this pilot DERMS to either the GridShift app or Sunrun load modifying agreement. Each of those projects have their own vendors who provide services to assist the shaping of the connected DERs. SVCE is open to learning from proposers how/if these other existing programs might be easily connected to the DERMS and what the value add would be.

- **Could you please clarify the size of your marketing and customer engagement teams? Will you need us to produce collateral (online/offline) or support/collaborate on the creation of content for the collateral?**
 - The primary target of this DERMS is a specific customer group: DERs at member agency facilities. A secondary target is other, similar facilities/DERs in SVCE territory. SVCE has several staff that will be available to initiate outreach via existing relationships to connect with potential enrollees across both groups. SVCE is looking for a vendor who can, on the marketing side, (1) understand SVCE's objectives and preferred tone for outreach, (2) produce appropriate collateral to be sent out, and (3) join/lead live or email conversations with facility managers or other third parties to work through technical details to clarify the value of enrollment. SVCE is not going to be able to contribute substantial/broad marketing and outreach support for this DERMS pilot beyond what is articulated here. SVCE is open to proposals that include additional outreach being led by the proposer.