

ADDENDUM NO. 2

RFP – DEMAND RESPONSE PROGRAM

Questions & Responses Round 2

#	Question	Response
1	<p>“If your event performance cannot be calculated due to unavailability of meter data, you will receive the average incentive for the event.”</p> <p>In what frequency and process would the selected vendor receive the interval meter data?</p>	<p>Interval data for participants will be provided by CPA 30-60 days after a demand response event through a secure data sharing platform.</p> <p>The selected Proposer and CPA will determine the best frequency if interval data is needed for non-event days.</p>
2	<p>“Confirm assets are not participating in multiple markets, utilizing the CAISO Demand Response Registration System (“DRRS”) process, or other CPA approved process, and manage notification to customers of program rejection due to dual enrollment”</p> <p>Would Electric Rule 24 process be enforced?</p>	<p>Rule 24 is not a requirement, as customers agree to sharing their data as part of their agreement to the program terms and conditions.</p>
3	<p>“Prior to payment of the Incentive, your event performance and incentive calculation may change based on updated meter data CPA receives from SCE. CPA will not seek reimbursement from you for any Incentives already paid, even if new data received from SCE indicates the calculation should have been different.”</p> <p>Would SCE share interval meter data or will CPA supply them?</p>	<p>See CPA’s response to Question #1.</p>
4	<p>“Proposer must provide qualifications for all team members, including the principal, company official(s), and other personnel who Proposer anticipates will be assigned to work on behalf of CPA. This requirement includes, but is not limited</p>	<p>CPA will set the criteria for dispatching, with input from the selected proposer, and the selected proposer will be responsible for dispatching events. Please refer to Attachment A (Scope of Services) Task #2, Section 2 & 3 for the services requested for this RFP.</p>



	<p>to, Proposer’s anticipated subcontractors or teaming partners.”</p> <p>Would the energy trading desk of CPA dispatch the events, or their role is to set the criteria for dispatch and selected vendor will perform the dispatch?</p>	
5	<p>“3.1.Execute approved dispatch strategies for CPA’s DER portfolio.</p> <p>3.2.Regularly review dispatch strategies, provide guidance and recommend adjustments to maximize the value of CPA’s resource portfolio.</p> <p>3.3.Monitor CAISO pricing to forecast high price days and integrate market pricing into the dispatching strategy as requested by CPA.”</p> <p>Will dispatches occur for all of the subLaps covered by CPA at the same time or separately? Who would decide that?</p>	<p>CPA intends to dispatch all participants during an event, regardless of subLap. Dispatch times for an event may differ by participation pathway (Smart Home, Home, & Commercial Leaders). CPA will determine the dispatch strategy with input from the selected proposer.</p>
6	<p>Will customer enrollment verification be performed by CPA or the bidder?</p>	<p>The selected proposer will be responsible for establishing an API connection with CPA, where CPA will verify the customer status using the customer information collected by the selected proposer’s customer interface. Please refer to Attachment A (Scope of Services), Task #2, Section 4.5 and Task #5, Section 8.</p>
7	<p>What level of aggregated or anonymized customer data will be available to support enrollment targeting?</p>	<p>CPA will provide zip codes for our service territory.</p>
8	<p>Can CPA provide campaign performance data (historical conversion rates, segments, etc.)?</p>	<p>The selected Proposer will collaborate with CPA to inform future outreach efforts based on combined expertise and any relevant historic performance.</p>
9	<p>How will success be measured if CPA controls direct marketing?</p>	<p>Enrollment targets will be a shared goal. The selected Proposer’s user experience, on-boarding, and communications will have a significant role in meeting these targets, along with Proposer controlled aspects such as OEM relationships.</p>
10	<p>What are the expected payment timelines for incentive reimbursement?</p>	<p>CPA intends to negotiate the scope of services, including incentive payment, with the selected Proposer. Proposers are encouraged to recommend the best approach to facilitating this process. CPA encourages incentive payment approaches that will</p>

		facilitate a positive customer experience and result in continuing satisfaction and participation.
11	Will CPA provide pre-funding or reimbursement guarantees?	CPA does not have a preferred funding mechanism, and Proposers should suggest their recommended approach.
12	Are there caps or controls on total incentive liability?	See CPA's response to Question #10.
13	Will CPA define the dispatch strategy, or is the vendor expected to optimize and execute it?	See CPA's response to Question #4.
14	Are there requirements for event frequency, duration, or seasonal targets?	The program currently operates with a maximum of 20 events per season for residential participation pathways, and a maximum of 15 events for commercial participation pathways. Events are currently limited to 4 hours, and no more than 3 events per week. Proposers are encouraged to recommend their approach to maximize the value of the program.
15	What level of real-time visibility/control is expected?	Proposers are encouraged to recommend their approach to maximize the value of the program to CPA and participating customers.
16	Are there financial penalties tied to enrollment or performance targets?	Specific contract terms for the program will be negotiated by CPA with the selected Proposer.
17	How will CPA evaluate program success (kW vs. participation vs. engagement)?	Please refer to Attachment (Scope of Services), Task #1, Section 2.1.
18	Will CPA provide access to historical data for baseline development?	Historical data may be provided as needed for participating customers to support program development and operations.
19	What are the expectations for reporting format and cadence?	Please refer to Attachment A (Scope of Services), Task #2, Section 3 and Task #5. Further specifications on format and cadence will be negotiated by CPA with the selected Proposer.
20	CAISO Integration Expectations: CPA notes that CAISO market participation is not part of the current scope but may be pursued in the future. Question: Should proposers include optional pricing and technical requirements for potential future CAISO market participation, or exclude these elements entirely from the proposal?	Proposers are encouraged to include any optional tasks, including items such as CAISO market participation, in Task #7 outlined in Attachment A (Scope of Services).

21	Load Shifting Strategy Requirements: The RFP references daily load shifting and event-based dispatch. Question: Will CPA provide dispatch rules and event calling criteria, or should proposers recommend the full dispatch strategy?	See CPA's response to Question #4.
22	CPA-branded Customer Interface for Enrolled Customers. The RFP states that the Proposer provide a CPA-branded customer interface for enrolled customers. Is CPA amenable to co-branding of the customer interface within its platform?	CPA is willing to consider this approach.
23	Non Digital Enrollment Pathways Question: What volume of non digital enrollments does CPA anticipate, and does CPA expect the proposer to staff phone based enrollment support?	CPA wants to ensure access to all customers and seeks recommendations from proposers on how to best accomplish this goal. CPA anticipates this will be a small volume of total enrollments.
24	Customer Support Requirements Question: Does CPA require 24/7 customer support, or is business hours support acceptable?	At a minimum, Proposers should anticipate providing support during normal business hours (Pacific Time) but are encouraged to provide pricing for extended support if available. Final details will be negotiated with the selected Proposer during contract negotiation.
25	Definition of Incremental Costs Question: How does CPA define "incremental costs" in the pricing matrix (e.g., per enrollment, per device, per event, or other)?	Fixed fees refer to flat fees associated with completion of the task. Incremental fees refer to fees that may change due to changes in the quantity/volume of services related to that task, if applicable.
26	Travel & Expenses Question: Does CPA require pre approval for reimbursable travel, and are such expenses expected to be minimal?	Yes.
27	Scoring Methodology Question: Will CPA publish detailed scoring rubrics or sub criteria for each evaluation category?	The scoring criteria detailed in RFP Section 6.4. (Proposal Evaluation Criteria) represent the entire methodology.
28	Cybersecurity Standards: The RFP references CPUC D.12 08 045 and CPA's Privacy Policy. Question: Does CPA require compliance with additional cybersecurity standards (e.g., SOC 2, ISO 27001, NIST 800 53)?	Proposer is expected to have their own robust cybersecurity standards, but CPA does not require compliance with additional cybersecurity standards, outside of what is detailed in Attachment D (Data Protection Requirements).
29	Data Retention & Destruction Question: What specific data destruction processes or certifications does CPA require at contract end?	Please review RFP Attachment C (CPA Sample Contract) and Attachment D (Data Protection Requirements) for additional

		details regarding confidentiality, records retention, and data protection requirements.
30	SSO Requirements Question: Will CPA provide Azure AD tenant information and configuration requirements for Microsoft Single Sign On integration?	CPA will provide the selected Proposer with configurations, API token, and other security requirements in the on-boarding stage.
31	Pro Forma Contract Redlines Question: Does CPA permit material redlines to the Pro Forma Contract, or only clarifications?	Please see RFP Section 7 (Proposal Requirements). Proposals shall include the following components: Any required changes to CPA's Pro Forma Contract or Data Protection Requirements. See Attachments C and D.
32	Insurance Requirements Question: Will CPA provide insurance requirements prior to contract execution?	Please review Attachment C (sample Contract) Section 11 (Insurance).
33	Proposal Validity Period The RFP does not specify a validity period. Question: What proposal validity period does CPA require (e.g., 90, 120, or 180 days)?	Please review RFP Section 6.1 (RFP Schedule) for details regarding the schedule for the RFP process, including contract negotiation and execution.
34	Which provisions, if any, in RFP Attachments C and D are non-negotiable?	Please see CPA's response to Question 31. CPA does not intend to suggest negotiation strategies to Proposers.
35	Event Notification Timing Question: What is CPA's required minimum notice period for event notifications to customers?	Customers must be notified of an event at least 24 hours prior to the event start time.
36	Reporting Frequency Question: Beyond monthly reporting, does CPA require weekly or real time dashboards for internal use?	Yes, CPA does require weekly enrollment status reporting and customer journey metrics. Please refer to Attachment A (Scope of Services), Task #5, Section 2 and Section 3.
37	Customer Performance Reports Question: Should customer performance reports be customized by customer segment (residential, SMB, commercial), or is a single format acceptable?	Customer performance reports should have the ability to be segmented by the participation pathway.
38	Enrollment Ramp Expectations Question: Does CPA expect enrollment to be evenly distributed across the three program years, or front loaded?	Please refer to Attachment A (Scope of Services), Task #1, Section 2.1. While CPA has provided annual enrollment target, proposers are encouraged to propose alternative annual distribution to meet the 3-year goal based on their approach and experience.
39	When existing participants are migrated to the new platform, will their current OEM API tokens and device authorizations transfer to the incoming vendor, or will participants need to actively re-authorize their devices through the new platform?	Proposers should assume the OEM API tokens will not transfer. The selected Proposer will need to establish and manage all OEM relationships. CPA does not hold direct agreements with OEMs.



	(Reference: Attachment A, Section 5.3.3)	Please refer to Attachment A (Scope of Services), Task #1, Section 5 for more information.
40	Beyond the procurement team, which internal CPA groups will participate in proposal evaluation? (Reference: Section 6.4)	CPA will make that determination at its discretion.
41	Will CPA provide the incoming vendor with historical event data, participant performance records, and load shed calculations from the existing program, and if so, in what format and covering what time period? (Reference: Attachment A, Section 5.2)	See CPA's response to Question #18.
42	Has CPA identified the current number of Power Response participants with SolarEdge devices who may also be enrolled in SolarEdge's Demand Side Grid Support program, and does CPA expect the incoming vendor to manage any active dual-enrollment disputes as part of the transition? (Reference: Attachment A, Section 5.3.1)	Not currently, but any future requirement to check for dual enrollment in DSGS would be led by CPA.