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**Telematics-Based Electric Vehicle Managed Charging**

**Request for Proposals**

**Q&A Responses**

*Peninsula Clean Energy, locally-controlled by the San Mateo County community, provides lower prices, clean energy, and community reinvestment.*

**Responses are due September 27, 2021 at 5pm Pacific Time**

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| **#** | **Question** | **Answer** |
| 1 | When is Peninsula Clean Energy looking to have the new pilot and solution launched for customers? | The target launch date is around the beginning of Q2 2022. |
| 2 | Can we share this RFP with a potential partner that we may team with? If we do team with them, would they be able to serve as the prime and us as the subcontractor? | Yes. Bidders are free to propose partnerships in their RFP response and may structure these partnerships as they see fit. |
| 3 | Can PCE share findings from the first phase of the pilot? | Phase 1 of this pilot was a small "friends and family" scale, proof of concept pilot. Some findings from this phase are included in slides 35-36 from the June 2021 Board of Directors meeting, available at <https://www.peninsulacleanenergy.com/wp-content/uploads/2021/04/00-2021-06-24-COMBINED-Master-Presentation-Slides.pdf> |
| 4 | The customer interface requirements state it must be available “as a mobile app and desktop website” – does the customer interface need to be both an app and a website, or can it be either/or? | The platform can be available either as a mobile app or a desktop website. |
| 5 | In expanded charge management abilities, hardware solutions are mentioned – are EVSEs part of the scope of this RFP and the EV Managed Charging Pilot? | This question is referring to section 12.3 in the RFP. This section is asking for bidders to demonstrate a plan to further expand the total number of vehicles with which they can conduct managed charging and reach the most vehicles as possible over time, including those without active connected services subscriptions and/or technical capabilities. How bidders choose to demonstrate this is up to them. Options, such as EVSE, other hardware, contractual relationships, etc. are included to provide examples, but are not required components. |
| 6 | Who tells us which treatment group a user is in? PCE, or the customer, or can it be either? | PCE, in collaboration with UC Davis, will work with the contractor to assign customers into various groups for the experiment. The platform should have the ability to “tag” or otherwise indicate which customers are in which groups. |
| 7 | Who defines and executes marketing to customers for this pilot? PCE? Vendor? or both? | PCE is planning to lead customer recruitment and marketing. |
| 8 | Should the driver be asked to enter their Service Agreement ID (SAID) or will PCE provide an automated mechanism to look up SAID’s? | This component of customer onboarding has not been determined yet. |
| 9 | Will PCE dispatch and track Demand Response events to customers in this trial? | The pilot, as currently envisioned, is focused on managing day to day charging. However, future development, including event-based demand response may be desirable at a later date. |
| 10 | Will program rules be limited to residential charging or will it allow workplace and other charge location participation too (within PCE’s service territory)? | The program will focus on residential charging initially. Other use cases may be considered for future development. |
| 11 | Rate schedules can be complex to enter via a web site. Will different rate schedule types and parameters need to be entered via a web portal or will sending rate schedule information to the vendor be allowed for back-end coding/entry while allowing the drivers and/or PCE program managers to choose the pre-coded rate schedule per account via the portal and/or the app? | PCE can make rate schedules available to the contractor.  Please note the change indicated in question 4, the platform can be available either as a mobile app or a desktop website. |
| 12 | Similarly, incentive structures can be very diverse for entry via a web portal. Will incentive definition and parameters need to be entered via a web portal or will sending the incentive options to the vendor be allowed for back-end coding/entry while allowing the drivers and/or PCE to choose the pre-coded incentives per account via the portal and/or the app?  If the latter, What type of incentives should we start modeling? Can you provide an example or two? | Customers will not have the option of choosing incentives in the pilot. They will be randomly placed into one of several groups with varying incentive levels. Therefore, the platform will need to have these groupings coded on the backend.  The incentives are subject to change as the experimental component is finalized, but they include a group that received no incentive, a group receiving a flat monthly incentive, and a group receiving a discount on off-peak charging rates. |
| 13 | For email notifications, are you looking for DR notifications, program details changes, summary program statistics, other? Will notifications be selected by email or by app by each individual account or will PCE make that as a program decision? | The RFP specifies that the platform have the ability to communicate with customers via email, though a specific ongoing communication strategy has not yet been identified. Monthly charging reports (and savings) is a potential option. DR notifications, program detail changes, summary program statistics are other potential options and will be determined with the platform provider later. |