

# Demand Response Program

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*RFP Questions*

June 9, 2020

Please see the Demand Response (“DR”) Request for Proposal (“RFP”) for more information, direction, and requirements for this RFP.

## 4.2 Demand Response Switch Technical Requirements

### Incremental kW savings

Please complete the kW table by including the incremental amount of kW savings generated per switch based on gathered data from other utilities in which your DR switch is implemented. Winter peaking utility information is preferred.

Switches	Incremental amount of kW
One-function (WH)	
Three-function (HVAC)	
Four-function (HVAC & WH)	

## 6.2 Proposal Section 2: Executive Summary

The vendor(s) will provide an Executive Summary that presents a brief, concise summary of the contents in the proposal being submitted. In addition, the Executive Summary shall include detailed information on the recommended strategies and technologies for the DR program.

## 6.3 Proposal Section 3: Vendor Profile and Product History

The vendor(s) will provide a profile of its organization and all other organizations providing products or services in support of their proposed solution, either as a subcontractor or through a separate contract with Santee Cooper (to be negotiated). The vendor may attach any additional literature and product brochures in the *Appendix* section.

All vendor(s), regardless of which section you are bidding, must submit all answers to the questions below.

1.0	Vendor Profile
1.1	Indicate year established. <b>Vendor Response:</b>
1.2	Indicate parent company and the subsidiary offering the product, if any. <b>Vendor Response:</b>
1.3	What is your reporting period (fiscal year)? <b>Vendor Response:</b>
1.4	Does your company issue an annual report? Please answer Yes or No <ul style="list-style-type: none"> <li>If yes, please enclose a copy.</li> <li>If no, please enclose a copy of the latest audited financial statement.</li> </ul> <b>Vendor Response:</b>

1.5	Where is the office anticipated to serve Santee Cooper with this program located, and what is the experience of your project team for this project? <b>Vendor Response:</b>			
1.6	Indicate total number of employees. (Breakdown of staff: Development, Implementation Services, Support, Administrative) <b>Vendor Response:</b>			
1.7	Is the company privately owned? <b>Vendor Response:</b>			
1.8	Is the company funded entirely by sales? <b>Vendor Response:</b>			
1.9	Indicate (total) revenue for the last three years. <b>Vendor Response:</b>	2019	2018	2017
1.10	Indicate yearly gross sales and net income for the last three years. <b>Vendor Response:</b>	2019	2018	2017
1.11	Indicate total customers for the last three years in North America. <b>Vendor Response:</b>	2019	2018	2017
1.12	List any relevant awards in the last three (3) years. <b>Vendor Response:</b>			
<b>2.0</b>	<b>Contractor History</b>			
2.1	Indicate number of electric utility clients (specify investor-owned or publicly owned). <b>Vendor Response:</b>			
<b>3.0</b>	<b>Vision</b>			
3.1	<b>Strategies for Differentiation:</b> How will your company differentiate itself in the marketplace (in terms of products, services, relationships, etc.)? <b>Vendor Response:</b>			
3.2	<b>Plans for Expanding Market Share:</b> Describe ways in which your company plans to expand its market share. Please describe the areas and timing of these efforts. <b>Vendor Response:</b>			
3.3	<b>Future Product Offerings:</b> Describe plans and timing for future product offerings and enhancements. <b>Vendor Response:</b>			
3.4	<b>Future Service Offerings:</b> Describe plans and timing for future service offerings. <b>Vendor Response:</b>			
3.5	<b>Partner Relationships (Other):</b> What additional partner relationships are in existence that are relevant to the product? What relationships are planned in the future? <b>Vendor Response:</b>			

All vendor(s) providing a product or service that is a hosted solution, regardless of which section you are bidding, must submit all answers to the questions below.

If you are not the sole vendor of the proposed solution, complete the *Hosted Solution Vendor Profile and Product History* information FOR EACH PARTNERING ENTITY. Include each component and how those services are classified (i.e., Third-Party Host Partner = Amazon/Hosted component = Servers, Storage/Classification = Infrastructure as a Service (IaaS)).

### Hosted Solution Vendor Profile and Product History

<b>1.0</b>	<b>Vendor Profile</b>			
1.1	Indicate year established. <b>Vendor Response:</b>			
1.2	Indicate parent company and the subsidiary offering the product, if any. <b>Vendor Response:</b>			
1.3	What is your reporting period (fiscal year)? <b>Vendor Response:</b>			
1.4	Does your company issue an annual report? Please answer Yes or No <ul style="list-style-type: none"> <li>If yes, please enclose a copy.</li> <li>If no, please enclose a copy of the latest audited financial statement.</li> </ul> <b>Vendor Response:</b>			
1.5	Where is the office anticipated to serve Santee Cooper with this program located, and what is the experience of your project team for this project? <b>Vendor Response:</b>			
1.6	Indicate total number of corporate employees. <b>Vendor Response:</b>			
1.7	Is the company public or privately held? <b>Vendor Response:</b>			
	<b>Revenue from Hosted Solutions (like proposed)</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>
1.8	Indicate (total) hosting revenue for the last three years.			
1.9	Indicate annual hosting sales and net income for the last three years.			
1.10	Indicate total hosting research and development percent allocation as a percentage of total income for the last three years.			
1.11	Indicate total hosted customers/users for the last three years in the Americas.			
1.12	List any relevant awards in the last three (3) years. <b>Vendor Response:</b>			

<b>2.0</b>	<b>Product History</b>
2.1	How many years have you been providing hosted solutions similar to the one being proposed? <b>Vendor Response:</b>
2.2	How many implementations have you performed similar to the one being proposed? <b>Vendor Response:</b>
2.3	How much of your company's revenue ( <i>see 1.4 above</i> ) is derived from hosted solutions similar to the one being proposed in this RFP? <b>Vendor Response:</b>
2.4	Indicate current product release number, date of release, and detail of enhancement. <b>Vendor Response:</b>
2.5	State expected date of the next release and listing of proposed enhancements. <b>Vendor Response:</b>
2.6	Indicate number of employees focused on the product offering. <b>Vendor Response:</b>
2.7	Indicate number of electric utility client installations. <b>Vendor Response:</b>
2.8	Disclose any manufacturer and/or implementer litigation that relates directly to the product. <b>Vendor Response:</b>
<b>3.0</b>	<b>Vision</b>
3.1	How does your company differentiate itself in the market (in terms of products, services, relationships, etc.)? <b>Vendor Response:</b>
3.2	Does your company plan to expand its market? Which markets do you/will you target? <b>Vendor Response:</b>
3.3	What drives the prioritization of fixes and future development/enhancements? <b>Vendor Response:</b>
3.4	What areas does your company plan to invest? To what goals are the investments linked? Please specify the time frame. <b>Vendor Response:</b>
3.5	Describe plans for future product offerings and enhancements. <b>Vendor Response:</b>
3.6	Describe plans for future service offerings. <b>Vendor Response:</b>

All vendor(s) that are providing a product or service through a third-party, regardless of which section you are bidding, must submit all answers to the questions below.

**Third-Party Vendor Profile (Switch vendor, include manufacturer here)**

<b>1.0</b>	<b>Vendor Profile</b>
1.1	Indicate year established. <b>Supplier Response:</b>
1.2	Indicate parent company and the subsidiary offering the product, if any. <b>Supplier Response:</b>
1.3	Where is the office that is anticipated to serve Santee Cooper with this program located? Does it exist already? What experience does the project team that will be working on this project have? <b>Supplier Response:</b>
1.4	Indicate total number of employees. (Breakdown of staff: Development, Implementation Services, Support, Administrative) <b>Supplier Response:</b>
1.5	Is the company privately owned? <b>Supplier Response:</b>
1.6	List any relevant awards in the last three (3) years. <b>Supplier Response:</b>
<b>2.0</b>	<b>Contractor History</b>
2.1	Indicate number of electric utility clients (specify investor-owned or publicly owned). <b>Supplier Response:</b>
2.2	What are your top three largest deployments? Please describe each of these. <b>Supplier Response:</b>
<b>3.0</b>	<b>Vision</b>
3.1	Please describe all aspects of third-party involvement with this program. Explain the services/products the third-party will provide. <b>Supplier Response:</b>

The vendor(s) shall provide a listing of its current clients that demonstrate the experience required for Santee Cooper's program in the table below. Add rows to the table as appropriate. **These references are a requirement for a complete RFP response. These references may be contacted directly by Santee Cooper, without bidder participation, as part of the evaluation process. Any information obtained will be considered confidential and used only in the context of evaluating the responses to this RFP.**

## Client List (Utilities ONLY – both investor and publicly-owned)

\*Additional references can be included in the *Appendix* section.

Reference 1	
Organization name	
Contact name, title, phone number, and email address	
Type of program – include number of customers, MW reduction and switches used	
Run date of program	

Reference 2	
Organization name	
Contact name, title, phone number, and email address	
Type of Program – include number of customers, MW reduction and switches used	
Run date of program	

Reference 3	
Organization name	
Contact name, title, phone number, and email address	
Type of program – include number of customers, MW reduction and switches used	
Run date of program	

## 6.5 Proposal Section 5: Requirements

The vendor(s) will present their project timeline and approach in this section. Please complete the questions below.

Section 1	Program Questions – All Vendors
Santee Cooper and Vendor Relations	
1.00	Vendor must meet all requirements and responsibilities set forth in the <i>Scope of Work and Technical Requirements</i> section above. If you cannot meet all the roles, responsibilities and requirements, please state which of these you cannot meet and why. <b>Vendor Response:</b>
1.01	State strategies proposed to maintain a high level of customer service. Provide examples of high customer service your organization has displayed. <b>Vendor Response:</b>
1.02	Vendor must meet Santee Cooper's insurance requirements (See <i>Appendix A</i> ). Please verify that you can meet this requirement. <b>Vendor Response:</b>
1.03	Vendor will provide access to resources during the bid process. Please list potential employees who will help with each phase of the process. Include the following details on each employee: <ul style="list-style-type: none"> <li>• Phase of program they are responsible for</li> <li>• Skill level</li> <li>• Related experience</li> <li>• Detailed resumes (Word document)</li> </ul> <i>Note:</i> The cost portrayed in the cost section will need to indicate the cost structure (fixed cost or variable cost per employee) for these employees. <b>Vendor Response:</b>
1.04	Santee Cooper reserves the right to interview all prospective team members as proposed by the vendor, prior to start of work, and in Santee Cooper's sole discretion, to accept or reject any team member. Members may be jointly identified during the development of the project plan. During the project, Santee Cooper has the right to remove any vendor team member. Santee Cooper shall notify vendor and request that such individual be replaced. If any individual is removed, vendor shall replace that team member immediately. The replacement shall be subject to Santee Cooper review and approval. Please provide supporting documentation for depicting the vendor's agreement. <b>Vendor Response:</b>
1.05	Vendor's staff and subcontractors shall comply with Santee Cooper's confidentiality and privacy requirements. <b>Vendor's Response:</b>



1.06	Vendor will provide a timeline from award to implementation showing the roles the vendor team members are planning to fulfill in each phase. Identify each team member as being an employee of the vendor or subcontractor. <b>Vendor Response:</b>
1.07	Provide a project timeline (three years) for a DR program utilizing switches, including residential and commercial sectors, which meet the minimum requirements stated in the <i>Scope of Work and Technical Requirements</i> . Santee Cooper is proposing the following timeline: <ul style="list-style-type: none"> <li>• Residential pilot – Quarter 1 of 2021</li> <li>• Residential full-scale – Quarter 1 of 2022</li> <li>• Commercial pilot – Quarter 4 of 2021</li> <li>• Commercial full-scale – Quarter 4 of 2022</li> </ul> Please provide alternative recommendations to this timeline as you see fit. <b>Vendor Response:</b>
1.08	Describe the solutions presented in the above timeline for the different customer sectors. Specify if these solutions are in production or in a development environment. <b>Vendor Response:</b>
1.09	Vendor will work in coordination with Santee Cooper's Technology Services to meet all cybersecurity requirements. <b>Vendor Response:</b>
1.10	Please provide details on how your product plans to limit any risk to Santee Cooper's exposure to cybersecurity threats. <b>Vendor Response:</b>
1.11	Please provide a brief overview as to why Santee Cooper should select your proposal as the best solution for their DR program. <b>Vendor Response:</b>
<b>Section 2</b>	<b>Switch Vendor Questions and Responses</b>
<b>Integration with DERMS</b>	
2.00	Describe, in detail, the methods in which your system head-end typically interfaces with a DERMS. Would you recommend this strategy at Santee Cooper? If not, please describe the strategy you recommend. <b>Vendor Response:</b>
2.01	Please include any technical and/or informational documents on your interface/API capabilities to connect to a proposed DERMS. <b>Vendor Response:</b>
2.02	Is your DR switch vendor-neutral in its ability to integrate with any DERMS Vendor? <b>Vendor Response:</b>

Data	
2.03	Do you keep data on your servers? How long is this data stored? Who is the owner of the data? <b>Vendor Response:</b>
2.04	What is the frequency at which your DR switch will transmit data? How often do you recommend transmitting data? (i.e., every hour, every two hours, etc.) <b>Vendor Response:</b>
2.05	Santee Cooper previously mentioned one-minute appliance run-time interval data in the <i>Scope of Work and Technical Requirements</i> section. If you can't meet this requirement, please state the amount of time you can meet. <b>Vendor Response:</b>
2.06	How do you verify your one-minute run time data is accurate? <b>Vendor Response:</b>
Cellular Network	
2.07	What User Equipment ("UE") category of the 4G LTE network will you use? What UE category of the 4G LTE network does your modem support? Please list all the supported UE categories (i.e., Category M1, Category 1, etc.). <b>Vendor Response:</b>
2.08	Who do you use as your cellular network vendor? Verizon is the preferred vendor. <b>Vendor Response:</b>
2.09	What is your plan for transitioning from the 4G LTE cellular network to the 5G cellular network? <b>Vendor Response:</b>
2.10	Can your DR switch equipped with 4G LTE modems fully function on 5G cellular network? <b>Vendor Response:</b>
2.11	Will your DR switch equipped with 4G LTE modems fully become desupported at some point? If so, what is the timeframe for this? <b>Vendor Response:</b>
2.12	What would be required to upgrade the 4G LTE modems to 5G modems? (i.e., new switch installs, new modem install, etc.) <b>Vendor Response:</b>
2.13	How does your switch respond and reconnect after losing the cellular connection? <b>Vendor's Response:</b>
2.14	Does your switch have the ability to include an external antenna for better cellular coverage? <b>Vendor's Response:</b>

2.15	Based on your experience with utilities, what is the typical monthly data usage per switch? Please provide assumptions such as interval of the data, frequency of data of transmission, type of data being transmitted, etc. <b>Vendor's Response:</b>
<b>Appliance Control</b>	
2.16	Can the DR switch provide four independent functions and four relays for load control? <ul style="list-style-type: none"> <li>Three functions for HVAC control (compressor/condenser, indoor fan and electric heat strip)</li> <li>One function for WH control</li> </ul> <b>Vendor Response:</b>
2.17	Can the switch provide a single function line voltage (240 VAC) DR switch that can be used to control only the WH? <b>Vendor Response:</b>
2.18	Can the switch provide a three-function, low voltage (24 VAC) DR switch that can be used to control only the HVAC system? <b>Vendor Response:</b>
2.19	Can the single-function DR switch for the WH also contain a 30A, one horsepower inductive-rated relay that supports the ability to control pool pumps? Can your switch(es) control any other appliances? <b>Vendor Response:</b>
2.20	For safety, when the relay that controls the indoor fan is in the shed mode, the DR switch shall always shed the electric heat strip as well. Please describe how your switch does this. <b>Vendor Response:</b>
<b>Installation</b>	
2.21	Describe the typical installation process of the four-function DR switch at the customer site. Please include details regarding installation time, necessary qualifications of installer and required installation training. <b>Vendor Response:</b>
2.22	How does the DR switch, and its accompanying installation testing functionality, support validation of the wiring and control of the residential HVAC unit and/or WH? <b>Vendor Response:</b>
2.23	One of Santee Cooper's goals is to make the install of the DR switch as efficient as possible. Please provide specifics and features about your DR switch that will make the installation job of the implementer straightforward. Some specifics and features may include, but are not limited to, junction box within the switch housing, color-coded wire, length of wire, etc. Please describe these features for each switch you are recommending in your bid and provide spec sheets. <b>Vendor Response:</b>
2.24	Santee Cooper prefers the DR switch to contain an integrated junction box for field wiring connection. Please explain your approach. <b>Vendor Response:</b>

<b>Customer Convenience</b>	
2.25	<p>Ensuring minimal customer inconvenience during DR events is essential to Santee Cooper's program. Please describe your company's approach to ensuring customer convenience and outline any customer convenience offerings your product includes (i.e., equipment monitoring, water heater leak detection, convenience monitoring, etc.).</p> <p><b>Vendor Response:</b></p>
<b>Implementation</b>	
2.26	<p>How do you aggregate and sub-aggregate DR events where various levels of dispatch are required? Is this done on a basis of MWs, region, or both MWs and region?</p> <p><b>Vendor Response:</b></p>
2.27	<p>Is your system head-end scalable and capable of managing 100,000+ switches within a one-minute time frame? If not, please specify the maximum number of switches that can be managed during this time frame.</p> <p><b>Vendor Response:</b></p>
2.28	<p>What is your end-to-end time for operating the load control relay in the switch (i.e., the total elapsed time from the moment the load shed command is started until the relay operates)? How long does it take for the switch to give confirmation of control?</p> <p><b>Vendor Response:</b></p>
2.29	<p>Can you provide the ability to remotely control an external relay (a single pole normally closed relay, 30A 240 VAC)? Can the switch control multiple external relays? Please explain.</p> <p><b>Vendor Response:</b></p>
2.30	<p>What is the maximum number of switches your system head-end can handle?</p> <p><b>Vendor Response:</b></p>
2.31	<p>Does the DR switch have any load usage measuring capability?</p> <ul style="list-style-type: none"> <li>• Is this functionality available for each controlled component?</li> <li>• How frequently is this data uploaded to the system head-end data base for either near-real-time analysis or for subsequent non-real-time review and analysis?</li> <li>• Can any usage or load statistics collected by the DR switches be solicited on demand and/or uploaded on a routine basis? Please explain any options and capabilities.</li> </ul> <p><b>Vendor Response:</b></p>
2.32	<p>Please include any technical and/or informational documents on the system head-end and DR switches.</p> <p><b>Vendor Response:</b></p>

<b>Verification</b>	
2.33	The manufacturer must provide field test equipment to be utilized to verify the correct functionality of the installation. <b>Vendor Response:</b>
2.34	How does the system head-end show the DR switches are healthy and communicating on a periodic basis? <b>Vendor Response:</b>
<b>Information Technology</b>	
2.35	Is the clustering of servers required to scale and control 100,000+ switches? <b>Vendor Response:</b>
2.36	Can the system head-end servers be virtualized? <b>Vendor Response:</b>
2.37	How does the system update DR switches OTA for firmware or security patches, and what is required to perform these updates? What role will the utility play in these updates? What effect will these updates have on Santee Cooper's ability to call an event? <b>Vendor Response:</b>
2.38	Vendor must provide an overview of the proposed technology needed for the switch portion of this program (i.e., hardware, software, interfaces, switches). Provide spec sheets for any switches. <b>Vendor Response:</b>
2.39	What are the software requirements for your system head-end software? <b>Vendor Response:</b>
<b>Security</b>	
2.40	What security measures and anti-tamper detection features do the DR switches and corresponding system head-end controller system have? <b>Vendor Response:</b>
2.41	Please include any technical and/or informational documents on the security of data/IT security. Include an architectural diagram of data paths and related data transfer protocols. <b>Vendor Response:</b>
2.42	Vendor will work in coordination with Santee Cooper's Technology Services to meet all cybersecurity requirements. <b>Vendor Response:</b>
<b>Manufacturing</b>	
2.43	Where are your DR switches manufactured? How long have they been manufactured there? <b>Vendor Response:</b>
2.44	Please describe your manufacturing and inventory processes. <b>Vendor Response:</b>
2.45	Please describe your switch warranty and the warranty process. <b>Vendor Response:</b>

2.46	Will a SIM card be included in the cost? Please verify that you will install this SIM card in the switch. Please describe your process for ordering and receiving the SIM cards and Santee Cooper's involvement. <b>Vendor Response:</b>
2.47	Can you meet all the <i>Ratings and Standards</i> requirements listed in section 4.2? If not, please elaborate. <b>Vendor Response:</b>
2.48	What type of Quality Assurance ("QA") processes do you follow? <b>Vendor Response:</b>
2.49	What is the life expectancy of the switch? Is there adequate memory to support firmware upgrades for the life of the switch? <b>Vendor Response:</b>
2.50	What is the failure rate of the switch? Please describe how you resolve claims against the defective switch. Do you cover the cost of the defective switch and the associated shipping costs? <b>Vendor Response:</b>
<b>Manufacturing Third Party</b>	
2.51	Identify and detail the entity and the bodies of work any third parties (subcontractors) will be responsible for providing. <b>Vendor Response:</b>
2.52	Vendor shall manage the contribution of third parties (subcontractors) for each project. Describe your approach for managing third-party contributors and indicate those legal and operational structures that are required to make the projects successful. <b>Vendor Response:</b>
<b>Section 3</b>	<b>DERMS Vendor Questions and Responses</b>
<b>Implementation</b>	
3.00	How and when do you notify customers of an event? <b>Vendor Response:</b>
3.01	How do customers opt-out of an event, if allowed by the program design? Please list channels of communication for opting-out. <b>Vendor Response:</b>
3.02	Detail how the DERMS will execute a control event when notified of the date and times of the control event. Identify the customer notification period needed. <b>Vendor Response:</b>
3.03	Please provide information and examples of notification that may be sent to Santee Cooper's customers pre-event, during event and post-event. <b>Vendor Response:</b>

Forecasting	
3.04	Please provide information and examples of parameters used for forecasting baseline load forecasts and load shed forecast. <b>Vendor Response:</b>
3.05	What is included in the load shed forecast? Please explain. <b>Vendor Response:</b>
Reporting	
3.06	What is included in your summary of program participation (i.e., full participation, opted-out, offline, etc.)? Please include examples. <b>Vendor Response:</b>
3.07	Vendor will need to send reports to Santee Cooper concerning events (i.e., opt-outs, how many events, etc.). Please explain the type and format of available reports and pertinent information that will be included in the reports. Please provide report examples and/or screenshots. <b>Vendor Response:</b>
3.08	What is reported in the event report? Please provide examples and screenshots of reports generated before, during and after an event such as, but not limited to, forecasted baseline load forecast, load shed forecast, and actual load shed. Please include any additional information it includes. <b>Vendor Response:</b>
Targeted Dispatch	
3.09	Can your DERMS use software to tag and dispatch DERs at the substation, feeder, transformer, or circuit level based on local grid conditions, easing the impact of DERs on the network? Please describe. <b>Vendor Response:</b>
3.10	Can your DERMS deliver pinpointed dispatch of aggregated DERs, either manually or automatically, for operational flexibility? Please describe. <b>Vendor Response:</b>
Usability	
3.11	Please provide information, examples and screenshots of the utility sign-in portal. If available, include Customer Information Management System ("CIMS") details. <b>Vendor Response:</b>
3.12	What is included in your DERMS system event page (i.e., average load shed, maximum load shed, average load shed per device, etc.)? Please include examples. <b>Vendor Response:</b>
3.13	Specify the process you will use to integrate your DERMS into the various Santee Cooper operational systems. <b>Vendor Response:</b>



3.14	Describe how customer information and other program metrics will be compiled and tracked. Explain how this information will be submitted to Santee Cooper. <b>Vendor Response:</b>
3.15	Please provide an overview of the proposed technology to integrate DERMS into this program (i.e., hardware, software, interfaces, devices, etc.). <b>Vendor Response:</b>
3.16	Identify and explain housing, maintaining and operating of the control software and customer interfaces that will be utilized. <b>Vendor Response:</b>
3.17	Is your DERMS supported by a third-party, web-based cloud service or located in your own data centers? <ul style="list-style-type: none"> <li>• If your DERMS is supported by a third-party web-based service, please identify the service that you use (i.e., Amazon Web Services, Microsoft Azure, etc.).</li> <li>• If your own data centers are used, can you provide the specifications of real-time upgrades by utilizing high availability clustering and load balance failover? This would allow Santee Cooper to upgrade the backup and failover to the primary real time with no data loss.</li> </ul> <b>Vendor Response:</b>
<b>Data</b>	
3.18	How long of a data look back period is typically required for the development of the advanced load control strategies that have been previously described? How much data will be kept on file at any one time? <b>Vendor Response:</b>
3.19	How long is data kept in the server? Or, how long do you recommend keeping data on the server? <b>Vendor Response:</b>
<b>Control Strategy</b>	
3.20	What DR parameters (i.e., run-time data, time, temperature, etc.) are utilized to develop load control strategies? <b>Vendor Response:</b>
3.21	Please describe a potential control strategy for a utility that peaks in the winter and has the ability to manage the WH and each function of the HVAC (compressor/condenser, fan and electric heat strips). <b>Vendor Response:</b>
3.22	Please describe a potential control strategy for a utility that peaks in the summer and has the ability to manage the WH and each function of the HVAC (compressor/condenser, fan and electric heat strips). <b>Vendor Response:</b>



3.23	Does your DERMS have the ability to develop control strategies based on short interval run-time data (one minute) for each device and subcomponents that are connected to the DR system? <b>Vendor Response:</b>
3.24	Describe ways in which your DERMS manages demand in aggregate to counteract the impacts of intermittent distributed generation. <b>Vendor Response:</b>
<b>Measurement &amp; Verification</b>	
3.25	Please provide information detailing your process for delivering measurement and verification of the DR system's performance during and after load control events. <b>Vendor Response:</b>
3.26	Please provide information for the accuracy of your measurement and verification for other utilities. <b>Vendor Response:</b>
<b>Integration</b>	
3.27	Can you integrate to Oracle Meter Solution Cloud Service ("MSCS") and Oracle Integration Cloud ("OIC")? This brings together all the capabilities of application integration, process automation, visual application building, and integration analytics into a single, unified cloud service. <b>Vendor Response:</b>
3.28	Does your DERMS support the development of APIs that allow integration with other utility systems, including but not limited to CIS, MDMS, DMS, or market systems? <b>Vendor Response:</b>
3.29	Do you have the capabilities to interact with a corporate extract transform, load process? <b>Vendor Response:</b>
3.30	Is your DERMS vendor-neutral in its ability to integrate with any hardware vendor such as DR switch vendor, EV vendor, smart inverter vendor, etc.? <b>Vendor Response:</b>
<b>Communication &amp; Standards</b>	
3.31	Please list any DER-related industry product standards that you support and explain their purpose. (i.e., OpenADR2.0a, OpenADR2.0b etc.) <b>Vendor Response:</b>
3.32	Please provide an architectural diagram of data transmission from the DR switch system head-end to the DERMS server. Please detail the type of communication and communication protocols within the diagram. <b>Vendor Response:</b>

Additional DER Capabilities	
3.33	<p>Please explain how your DERMS could be expanded beyond DR to include other DERs. What DERs do you currently support and plan to support in the future?</p> <p><b>Vendor Response:</b></p>
3.34	<p>Please describe your approach to providing scalability of communication, dispatch and optimization modules to provide support for a large volume of DERs.</p> <p><b>Vendor Response:</b></p>
3.35	<p>Are you able to cost-effectively scale your DERMS to include many DERs? Please specify (<u>Do not include costs in this section</u>).</p> <p><b>Vendor Response:</b></p>
3.36	<p>Please provide information, examples and screenshots of additional DER modules that your DERMS currently has available. Some of these modules may include, but are not limited to, electric vehicles, smart inverters, BYOT DR, commercial and industrial DR, etc.</p> <p><b>Vendor Response:</b></p>
3.37	<p>Does your DERMS limit photovoltaic output in real time to prevent reverse flows and high local voltages?</p> <p><b>Vendor Response:</b></p>
3.38	<p>Does your DERMS alleviate or eliminate power quality issues by sending targeted power quality settings to groups of smart inverters?</p> <p><b>Vendor Response:</b></p>
3.39	<p>Does your DERMS utilize DR groups for capacity and ancillary service applications through advanced predictive analytics and dispatch optimization?</p> <p><b>Vendor Response:</b></p>
3.40	<p>Does your DERMS provide support for the interface and control of industrial energy management systems and third-party APIs widely used by battery storage and other distributed energy assets?</p> <p><b>Vendor Response:</b></p>
<b>Section 4</b>	<b>Implementor and Marketing Questions and Responses</b>
Implementor Strategies	
4.00	<p>Specify program structure and offerings for a residential and commercial switch program (i.e., program incentive, program implementation strategy, customer service benefits, program materials, etc.) for Santee Cooper and their customers within its retail service areas.</p> <p><b>Vendor Response:</b></p>
4.01	<p>Please describe your strategic direction for implementation (i.e., new and improved methods and processes, etc.).</p> <p><b>Vendor Response:</b></p>

Participant Recruitment & Enrollment	
4.02	Describe the recruiting process to achieve the required number of participants, which is included in BOTH separate electronic <i>Pricing Worksheets</i> . What is the highest adoption rate (total number of utility customers and number of program participants) you have been able to achieve? What is the yearly HVAC adoption that you expect Santee Cooper to encounter, through 2039, with this program? What is the yearly WH adoption that you expect Santee Cooper to encounter, through 2039, with this program? Detail the retention process to retain the recruited customers. <b>Vendor Response:</b>
4.03	Do you have a CIMS? Please describe the design of the customer portal and how the customer utilizes it. How will Santee Cooper be involved in this process? Is this portal used for enrolling and tracking participants? How will this information be sent to Santee Cooper? Please describe your security procedures and measures. <b>Vendor Response:</b>
4.04	This DR program will be contingent upon 4G LTE availability at a customers' premises. Please describe how you will recruit and screen customers based on their 4G LTE availability at their premises. <b>Vendor Response:</b>
Call Center	
4.05	Vendor must have a call center, with English as the primary language, that will handle customer calls that are in both English and Spanish. Please describe the setup of the call center. (i.e., staffing, location, training, technology resources, etc.) <b>Vendor Response:</b>
4.06	Describe the staffing of vendor's call center. How many Customer Service Representatives ("CSRs") will be responsible for program support? <b>Vendor Response:</b>
4.07	Describe typical responsibilities of the call center's CSRs. Please include responsibilities such as customer eligibility screening, program enrollment, appointment scheduling, etc. <b>Vendor Response:</b>
4.08	Describe the process the CSRs will follow to enter customer activity into a database. What database will be used? <b>Vendor Response:</b>
4.09	The call center must have after-hours response. Please describe typical hours and after-hours functionality and staffing. <b>Vendor Response:</b>
4.10	The call center shall be responsible for scheduling installation appointments, service calls and repairs. The CSR must dispatch a technician in an appropriate amount of time. (This time will be provided by Santee Cooper). <b>Vendor Response:</b>

4.11	The call center shall be responsible for enrollment. <b>Vendor Response:</b>
4.12	If a customer cancels a scheduled appointment, what steps will be taken to reschedule the appointment? Please describe this process. <b>Vendor Response:</b>
<b>Customer Interaction</b>	
4.13	Please describe your interaction with a customer, including recruiting, enrollment and install activities. If you cannot make a scheduled appointment with a customer, please describe your cancellation and rescheduling process. <b>Vendor Response:</b>
4.14	How would you resolve a customer complaint? Please provide an example. <b>Vendor Response:</b>
4.15	What are your typical installation hours, and would you be willing to install switches after working hours? What is the duration from a call being received to an appointment being scheduled? What is the typical duration from the time an appointment is scheduled to the time the installation is complete? How many attempts will the contractor make for scheduling an installation appointment? <b>Vendor Response:</b>
4.16	State strategies being proposed to maintain a high level of customer service from first contact through final interaction. Include examples of high customer service from similar programs you have designed and implemented. <b>Vendor Response:</b>
4.17	Please describe how you will respond to service calls? How will you handle customer interactions? <b>Vendor Response:</b>
4.18	Please list the channels the customer can utilize to opt-out of an event. Please describe this process. <b>Vendor Response:</b>
<b>Installation</b>	
4.19	Each installation shall conform to all <i>local</i> and <i>national</i> code requirements. It should be noted that some of the requirements contained herein may exceed NEC requirements based on Santee Cooper requirements. <b>Vendor Response:</b>
4.20	How many individual customer sites (end-users) has your company installed with DR switches? <b>Vendor Response:</b>
4.21	How many new installation premises are planned for 2021 (excluding the sites that may result from a Santee Cooper program)? <b>Vendor Response:</b>

4.22	How many new switch installations have been installed in the last three years? <b>Vendor Response:</b>
4.23	Please describe your experience installing DR switches designed for controlling HVAC and WH. <b>Vendor Response:</b>
4.24	How will you install external relays, specifically for mobile homes? <b>Vendor Response:</b>
4.25	Santee Cooper may decide to include temperature and humidity monitoring devices inside the premises to monitor the customer's convenience. Please describe your experience with such devices. <b>Vendor Response:</b>
4.26	Please describe your experience with local permitting and code enforcement. Does this type of installation typically warrant pulling a permit or obtaining an inspection from local code enforcement? In your past experiences, has this type of installation violated any local ordinances. <b>Vendor Response:</b>
<b>Program Design</b>	
4.27	Please describe the project organization you recommend for governance and management of this program. Define the accountability of each of the organizational roles for both Santee Cooper, your organization and any third parties. <b>Vendor Response:</b>
4.28	If a customer does not own the property in which they reside, describe the procedure and forms that allow the customer to participate in the program. <b>Vendor Response:</b>
4.29	If a customer requests to be removed from the program, please describe the process. <b>Vendor Response:</b>
4.30	Santee Cooper's retail service area includes many multi-family housings such as HOAs, POAs, etc. Explain how these customers will be included in the DR program. <b>Vendor Response:</b>
4.31	Specify and describe the development of program documents including manuals and all forms needed for participation. Please describe the manual and forms that will be developed. Examples are strongly recommended and should be included in the <i>Appendix</i> section. <b>Vendor Response:</b>
4.32	What is your average program stand-up time from contract signature to program launch? Please detail the necessary steps. <b>Vendor Response:</b>
4.33	Vendor may be requested to provide rebate processing for customers. Please describe the rebate process flow. <b>Vendor Response:</b>

<b>Information Technology</b>	
4.34	Please describe your CIMS. Provide screenshots and examples of the following: participant management, scheduling, work order management, device inventory control, incentive payment capabilities, quality control, integration into CIS, report generation tool, integration to DR system, data requirements, and system architecture. <b>Vendor Response:</b>
4.35	What is your file transfer protocol from CIMS to Santee Cooper's systems? <b>Vendor Response:</b>
<b>Quality Assurance</b>	
4.36	QA activities need to be performed by the contractor. Please include a QA plan in the <i>Appendix</i> section of your bid. Please describe this process. <b>Vendor Response:</b>
4.37	Field test equipment will be available from the equipment manufacturer that can be used to verify the correct functionality of the installation. Please describe your experience with such equipment. <b>Vendor Response:</b>
<b>Payment Structure</b>	
4.38	Please explain if you have a pay-for-performance option and describe it in detail ( <u>Do not include costs in this section</u> ). <b>Vendor Response:</b>
<b>Section 5</b>	<b>Marketing Consultant Questions and Responses</b>
<b>Marketing Tactics &amp; Strategies</b>	
5.00	Please describe your experience marketing DR programs in the last three years. <b>Vendor Response:</b>
5.01	Please list all utilities that you have marketed a DR program for and provide examples of marketing materials. <b>Vendor Response:</b>
5.02	Have you marketed a DR program in the southeastern region of the United States? Have you ever marketed a program for a utility that peaks in the winter? If so, please describe your success and failures in this region. <b>Vendor Response:</b>
5.03	The marketing consultant must be able to market to both the residential and commercial customers of Santee Cooper. Please describe your experiences in marketing a DR program to both of these customer sectors. <b>Vendor Response:</b>
5.04	Please describe marketing strategies and marketing avenues. Please provide examples of these (i.e., bill inserts, website information, social media advertisements, etc.) for a DR program. <b>Vendor Response:</b>

5.05	Santee Cooper's objective is to develop a DR program that will deliver reliability while maintaining customer convenience through provided technologies. What marketing strategy will you use to communicate with the customer that Santee Cooper is going to limit any inconvenience during an event? <b>Vendor Response:</b>
5.06	A portion of Santee Cooper's retail service territory is a vacation community which consist of home rentals, second homes and vacation homes. Please describe marketing strategies for the different customer demographics. <b>Vendor Response:</b>
5.07	Please describe your marketing strategy for the following: <ul style="list-style-type: none"> <li>• Residential single-family customers</li> <li>• Residential multi-family customers</li> <li>• Commercial customers</li> </ul> <b>Vendor Response:</b>
5.08	Please describe your experience and working relationship with the implementor contractor that you have partnered with. <b>Vendor Response:</b>
<b>Marketing Tracking</b>	
5.09	Please describe how customer interactions with and responses to social media and other marketing strategies are compiled and tracked. <b>Vendor Response:</b>
5.10	Please describe how you determine which marketing media or channels are successful and which are not. How do you utilize this information to develop additional strategies? <b>Vendor Response:</b>
<b>Incentives</b>	
5.11	Please recommend frequency and amount of incentive offers per customer. Please include logic that supports these recommendations. <b>Vendor Response:</b>
5.12	What is your experience with incentivizing customers based on load shed performance? <b>Vendor Response:</b>

Please complete the Cyber Security Project Questionnaire. (N/A, for not applicable):

### Cyber Security Project Questionnaire

Section 6	Software System Requirements	Delivered or Additional Cost? (Provide costs where applicable)
<b>Functionality Requirements</b>		
6.00	Does the system provide detailed error messages which can be used in troubleshooting problems? Are all errors trapped, logged and displayed? Please explain. <b>Vendor Response:</b>	
6.01	Does the system provide user configurable warning/error messages? <b>Vendor Response:</b>	
6.02	Does the system provide windows-like point and click navigation? <b>Vendor Response:</b>	
6.03	Is on-line help available and can it be printed if necessary, for system, function, screen, and field levels? <b>Vendor Response:</b>	
6.04	Does on-line help provide an index and search capability? <b>Vendor Response:</b>	
6.05	Is on-line help context sensitive? Does the system recognize cursor position for a fast path to the help text? <b>Vendor Response:</b>	
6.06	Is the online help customizable? <b>Vendor Response:</b>	
<b>Usability Requirements</b>		
6.07	Are screens customizable for each user? Please explain. <b>Vendor Response:</b>	
6.08	How does the proposed solution address repetitive data entry situations (i.e., when performing daily tasks and moving between various displays)? <b>Vendor Response:</b>	



6.09	Please describe any shortcut or macro capabilities provided with your solution for automating routine tasks. <b>Vendor Response:</b>	
6.10	To evaluate ease of use, describe the steps taken for a novice user to enter multiple tasks, add a new record, delete record, etc. List primary functions. <b>Vendor Response:</b>	
<b>Data and Querying</b>		
6.11	Please describe the proposed database server configuration. Please include if it is virtual or physical and how the operating system is employed. <b>Vendor Response:</b>	
6.12	In what format is the data stored (i.e., Oracle, SQL, Access, etc.)? <b>Vendor Response:</b>	
6.13	Can existing Santee Cooper data be migrated or exported into your proposed solution? Describe methodology. <b>Vendor Response:</b>	
6.14	Do you provide or are there any specific tools available to assist with data conversion/migration, if needed? If so, please explain. <b>Vendor Response:</b>	
6.15	How many years of history are you proposing to maintain on-line for immediate access? <b>Vendor Response:</b>	
6.16	What options are available for data outside the specified on-line timeframe (i.e., archive or purge)? <b>Vendor Response:</b>	
6.17	Are any methods or tools available to perform direct queries against the database? Please describe below. <b>Vendor Response:</b>	
6.18	If data is permanently returned to Santee Cooper, in what format will the data be provided? The data must be in a format in which Santee Cooper can recover. <b>Vendor Response:</b>	

6.19	If proposing a solution not hosted by Santee Cooper, is the database accessed by Santee Cooper hosted on a single or multi-tenant server at your location? <b>Vendor Response:</b>	
6.20	If proposing a solution not hosted by Santee Cooper, will Santee Cooper have the capability of accessing the data directly on the hosted systems? How will direct access be accomplished? <b>Vendor Response:</b>	
6.21	If proposing a solution not hosted by Santee Cooper, list all URLs that will be accessed when submitting or receiving data via this hosted solution. <b>Vendor Response:</b>	
<b>Reporting</b>		
6.22	Are any tools provided for creating reports? Please describe below. <b>Vendor Response:</b>	
6.23	If tools are provided, are there any graphical report building capabilities? <b>Vendor Response:</b>	
6.24	Can the user create new reports? <b>Vendor Response:</b>	
6.25	Can the user modify existing reports? <b>Vendor Response:</b>	
6.26	Describe any reports delivered with your proposed solution? <b>Vendor Response:</b>	
6.27	Describe any report export capabilities. <b>Vendor Response:</b>	
<b>Solution Design</b>		
6.28	Please include a detailed technical architecture of your proposed solution. <b>Vendor Response:</b>	
6.29	Are there any client-side hardware requirements? If so, please describe. <b>Vendor Response:</b>	
6.30	Are there any known incompatibilities with your proposed solution and existing customer infrastructures, ISP Providers, etc.? Please provide supporting detail. <b>Vendor Response:</b>	
6.31	Do you offer multiple solutions with regard to Santee Cooper's utilization of your resources? Can Santee Cooper pay only for the resources its customers consume, and can they require dedicated single tenant infrastructure, bandwidth and/or database? <b>Vendor Response:</b>	

6.32	Are there any technical requirements not specifically addressed by this proposal that need to be addressed or included? Please explain. <b>Vendor Response:</b>
<b>Software License Fees</b>	
6.33	What is the license type (perpetual/term/service/other)? <b>Vendor Response:</b>
6.34	What is the license model/metric (i.e., server, user, appliance, site, instance or core)? Attach license model and metric definitions and descriptions. <b>Vendor Response:</b>
6.35	What is the initial license fee if this is a perpetual license type? Provide both list and net pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.36	What is the period of each term offered and the pricing for those terms/periods, if this is a term or subscription-based model? Please provide both list and net pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.37	What is the renewal pricing, if term-based? Please provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.38	Provide itemization for any suite bundling to ensure that all separate SKUs, part numbers, product identifiers ("PIDs"), and pricing are identified. Please provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.39	Please include itemized published pricing for all regions and currencies. Identify if variances exist in list and net pricing by country, region or language. Provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.40	What is the delivery method? Is it hosted, on-premises or SaaS? <b>Vendor Response:</b>
6.41	Can software be used worldwide by, for and on behalf of parents, subsidiaries, affiliates and third-party clients at any enterprise location? <b>Vendor Response:</b>
6.42	Is virtualization of servers available and allowed? Provide pricing options for both physical and virtual options. Please provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.43	Is there a fee for hardware or environment changes (i.e., server upgrades, adding processors/cores, site/location changes)? Please attach and describe policies and provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>

6.44	Is there a fee for development, quality assurance or test use? Provide fees, policies and usage allowances. Please provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.45	Are there any product dependencies with this software? If so, provide the list and net prices of any required dependent products. Please provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
<b>End Client</b>	
6.46	Is the proposed solution web-based? <b>Vendor Response:</b>
6.47	Which Internet browsers are supported? Which versions of those browsers? How large are the installations? <b>Vendor Response:</b>
6.48	Are any agents, receivers or plug-ins required for any supported browsers? If yes, how large are they, and how are they installed and updated? Please provide other details. <b>Vendor Response:</b>
6.49	What language has the proposed solution been created with? (i.e., C++, HTML, XML, etc.) <b>Vendor Response:</b>
6.50	What is the optimal recommended screen resolution for each device? <b>Vendor Response:</b>
6.51	Indicate all client requirements. Include: CPU, video, browser, memory, hard drive, operating system, required software, and preferred device. <b>Vendor Response:</b>
6.52	Indicate any other required installs that have not yet been identified in this section. (i.e., Java, SQL.Net, .Net, ODBC) <b>Vendor Response:</b>
<b>Availability (Hosted Solutions Only)</b>	
6.53	What are the availability options? List all options and price increases/decreases associated with each. Please provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.54	How is availability calculated, supported and guaranteed? <b>Vendor Response:</b>
6.55	What is your average current annual uptime for all customers? <b>Vendor Response:</b>
6.56	How often do you perform scheduled maintenance, and what is the typical duration of the outage? <b>Vendor Response:</b>
6.57	How quickly can our web site(s) be scaled up/down to meet demand? <b>Vendor Response:</b>

Facilities Design (Hosted Solutions Only)	
6.58	How many physical hosting facilities do you maintain inside the United States, and where are they located? <b>Vendor Response:</b>
6.59	Do you offer multiple data center locations (at least two) that are at least 250 miles apart and have the ability to host redundant infrastructure at multiple locations with real-time failover between sites? <b>Vendor Response:</b>
6.60	How often are backups made of our data? <b>Vendor Response:</b>
6.61	How long are backups retained? <b>Vendor Response:</b>
6.62	How often do you test your backup and recovery procedures? <b>Vendor Response:</b>
6.63	Who do you use for off-site storage, and how often do you send your media off-site? <b>Vendor Response:</b>
6.64	What is the recovery time to retrieve media? Are there additional fees associated with recovery or recovery times? Please provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.65	Please indicate if your off-site storage is physical media, data-by-wire or both. <b>Vendor Response:</b>
6.66	Please describe the procedures/policies for the identification, removal and destruction of defective backup media. <b>Vendor Response:</b>
Facilities Design (Hosted Solutions Only)	
6.67	Please describe your current ISP architecture including all redundant and high-available infrastructure (i.e., network load balancing, BGP, active-passive and active-active hardware, service drop locations, and total bandwidth per ISP, etc.). <b>Vendor Response:</b>
6.68	The Provider shall provide proposed bandwidth utilization estimates based on: <ul style="list-style-type: none"> <li>Expected bandwidth utilization per typical user (average and peak) in mbps</li> <li>Expected bandwidth utilization for all proposed concurrent users (average and peak) in mbps</li> </ul> <b>Vendor Response:</b>
6.69	Do you charge excess bandwidth fees? Please provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.70	Please describe the standard policies/procedures you have in place to notify customers of outages or degradations in external communications. <b>Vendor Response:</b>

6.71	Describe the architecture utilized to segregate network traffic within and across your data centers. Please attach a diagram with the current topographical design. <b>Vendor Response:</b>
6.72	Will Santee Cooper experience any degradation while load is directed to an alternate site? Please describe. <b>Vendor Response:</b>
6.73	How do you ensure there is no interruption during domain transfer? <b>Vendor Response:</b>
6.74	Does the application require an internet domain name provided by Santee Cooper? <b>Vendor Response:</b>
<b>Disaster Recovery/Resiliency (Hosted Solutions Only)</b>	
6.75	Please describe your recovery/resiliency strategies following a disaster impacting the primary hosting facility. <b>Vendor Response:</b>
6.76	Please describe your procedures for recovering lost or damaged information. What is the maximum potential for data loss? <b>Vendor Response:</b>
6.77	How often do you test your disaster recovery plans? What level of involvement do customers have in this process? <b>Vendor Response:</b>
6.78	Do you have insurance to cover major catastrophes? Please elaborate. <b>Vendor Response:</b>
<b>Other Questions (Hosted Solutions Only)</b>	
6.79	Does your organization have an Information Security Officer (or equivalent) and dedicated information security staff? If so, please provide positions by title and years of security experience. How many of your information security staff are certified information security professionals? <b>Vendor Response:</b>
6.80	Are there automatic procedures in place to address a data breach at any of your facilities? If so, explain your mitigation methodology. <b>Vendor Response:</b>
<b>Maintenance/Subscription/Support Policies</b>	
6.81	What is the warranty period/maintenance start date? <b>Vendor Response:</b>
6.82	Please provide descriptions for all available subscription and support offerings, options and coverage levels (i.e., technical support eight to five versus technical support 24/seven). Please describe your pricing methodology for each of these options in <b>BOTH separate electronic Pricing Worksheets.</b> <b>Vendor Response:</b>

6.83	Are any of these maintenance, subscription and support offerings bundled in licenses? If so, provide the detail and separate the percentage of the license allocated to maintenance, support and subscription costs. Provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.84	Is your maintenance pricing based on a percentage of net license fees? <b>Vendor Response:</b>
6.85	Please identify SKUs, part numbers and PIDs for subscription and support if they exist. <b>Vendor Response:</b>
6.86	What is included in subscription, maintenance and support for all options? Please send descriptions including pricing for each option by providing pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.87	Can the subscription be separated from technical support? If yes, please provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.88	Please provide annual maintenance pricing for year one (if not included in the license fee for the first year) and for years two through three. Provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.89	Describe telephone support options, hours, problem resolutions, and escalation procedures? Please include after-hours and weekend services and include response times and escalation procedures (i.e., 24/7, unlimited vs. limited, etc.). <b>Vendor Response:</b>
6.90	How are updates/error fixes communicated and made available to clients? How often are they released? <b>Vendor Response:</b>
6.91	Please describe your problem resolution and escalation process. <b>Vendor Response:</b>
6.92	What is your response time for getting problems/questions resolved? <b>Vendor Response:</b>
6.93	What support will your help desk handle for us? <b>Vendor Response:</b>
6.94	What customer support tiers are available? Please describe each tier with hours including holidays. <b>Vendor Response:</b>
6.95	Please describe on-line technical support. Indicate number of accounts granted to Santee Cooper. <b>Vendor Response:</b>
6.96	Please describe all support documentation that is supplied with your solution. <b>Vendor Response:</b>



6.97	Please describe the product support organization and number of dedicated staff members. <b>Vendor Response:</b>
6.98	Upon installation completion, a dedicated technician and a consultant must be available at no additional cost for up to 30 days to address residual problems and questions. <b>Vendor Response:</b>
6.99	If Santee Cooper elects to decline the multi-year maintenance program, indicate if there will be any pricing increase caps. <b>Vendor Response:</b>
6.100	Is pay-per-incident an available support option? <b>Vendor Response:</b>
6.101	Would you be willing to have face-to-face periodic meetings to discuss Service Level Agreements (SLA's)? <b>Vendor Response:</b>
6.102	Is unplanned downtime calculated directly from availability? <b>Vendor Response:</b>
6.103	Please describe the procedures and schedules for planned downtime. <b>Vendor Response:</b>
<b>Training</b>	
6.104	What is the minimum recommended training required for basic users? <b>Vendor Response:</b>
6.105	Santee Cooper may request that the Supplier provide end-user training, training materials and technical training for support staff. Supplier is required to identify the content and duration for this type training, including where and when it should occur. Supplier is cautioned to not bundle the costs for this service with any other aspect of the pricing as required in <b>BOTH separate electronic Pricing Worksheets</b> . All training should occur prior to cutover. <b>Vendor Response:</b>
6.106	User training will be customized to focus on additional skills required to learn the new solution to ensure continuing operations. A training syllabus and reference material will be developed jointly with Santee Cooper and tailored to Santee Cooper's feature set, culture, and business processes. <b>Vendor Response:</b>
6.107	In addition, the selected Supplier must provide training for Santee Cooper staff members who will be responsible for subsequent user training of Santee Cooper staff. This "train the trainer" approach must be accounted for in Supplier pricing. Please provide typical pricing structure in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>
6.108	The bidder is requested to state the availability of end user Computer Based Training ("CBT") and any software/licensing costs as an option. Please provide pricing in <b>BOTH separate electronic Pricing Worksheets</b> . <b>Vendor Response:</b>



6.109	The selected Supplier will also provide detailed training for Santee Cooper staff members in two sessions that will be responsible for system administration of the new system. Please provide pricing in <b>BOTH separate electronic Pricing Worksheets.</b> <b>Vendor Response:</b>
6.110	Santee Cooper requires that this training occur prior to system cutover. <b>Vendor Response:</b>
6.111	Supplier shall participate in a review process after each site implementation and shall modify technical implementation plans and other project documentation to reflect lessons learned and emerging best practices. <b>Vendor Response:</b>
Section 7	<b>Software Security Requirements</b>
7.1	What other systems or processes are dependent on this system? <b>Vendor Response:</b>
<b>Data Flow</b>	
7.2	Where and how does data enter the system? <b>Vendor Response:</b>
7.3	Where and how does data leave the system? <b>Vendor Response:</b>
7.4	What are the interfaces between system components? <b>Vendor Response:</b>
7.5	What protocols are used for user access? <b>Vendor Response:</b>
7.6	What protocols are used for administrative access? <b>Vendor Response:</b>
<b>Access Control</b>	
7.7	Who are the end-users/administrators of the system? <b>Vendor Response:</b>
7.8	Is access limited to only those individuals whose job requires such access? <b>Vendor Response:</b>
7.9	Does the system have role-based access control? If so, how are the roles administered? <b>Vendor Response:</b>
7.10	Are there uniquely identifiable accounts for all users requiring access? <b>Vendor Response:</b>
<b>Authentication and Authorization</b>	
7.11	What method is used to authenticate end-users to the system? <b>Vendor Response:</b>
7.12	Do end-users have access to components other than the application front-end? <b>Vendor Response:</b>
7.13	Is any part of the system open to the public or to an anonymous class of users? <b>Vendor Response:</b>

7.14	Where passwords are used, are there minimum complexity requirements? How are they enforced? <b>Vendor Response:</b>
7.15	How do developers gain access to the system components? <b>Vendor Response:</b>
7.16	How do system administrators gain access to the system components? <b>Vendor Response:</b>
<b>Remote Access</b>	
7.17	What technology is used for remote access? <b>Vendor Response:</b>
7.18	What type and level of encryption does it employ? <b>Vendor Response:</b>
7.19	How is the remote user authenticated? <b>Vendor Response:</b>
<b>Network Control Devices</b>	
7.20	What technology is in place to protect network segments from hostile traffic (i.e., firewalls, router/switch ACLs, host-based IP filters, etc.)? <b>Vendor Response:</b>
<b>Application and Database Configuration</b>	
7.21	Are default accounts and passwords disabled or removed from the system components? <b>Vendor Response:</b>
7.22	Is a standard procedure followed for hardening web, application and database components? <b>Vendor Response:</b>
7.23	Is a standard procedure followed for hardening host machines? Are all unnecessary and insecure services and protocols disabled? <b>Vendor Response:</b>
<b>Operating Systems</b>	
7.24	Does your system require currently unsupported or end-of-life operating systems? If yes, please explain mitigating security controls for the end-of-life operating systems. <b>Vendor Response:</b>
7.25	Does your system or solution require appliances with embedded operating systems? Please identify operating systems. <b>Vendor Response:</b>
7.26	Are the embedded operating systems currently supported commercially available or open source platforms? If no, please explain mitigating security controls for the unsupported operating systems. <b>Vendor Response:</b>
<b>Patching and Anti-virus</b>	
7.27	What method is used to keep operating system and application patch levels current? <b>Vendor Response:</b>
7.28	Define the roles and responsibilities for application patching. <b>Vendor Response:</b>

7.29	What method is used to validate and test operating system and application patches before deployment? <b>Vendor Response:</b>
7.30	Are initial and periodic tests performed to validate that network devices, host operating systems, applications, and patches are up-to-date, properly configured and performing as expected? <b>Vendor Response:</b>
<b>Applications</b>	
7.31	Are application proxies used to protect any system components? What kind? <b>Vendor Response:</b>
7.32	Is input data validated against the required formats? <b>Vendor Response:</b>
7.33	Is the format of user-supplied data restricted on input? <b>Vendor Response:</b>
7.34	Is any user-supplied data passed directly into SQL code? <b>Vendor Response:</b>
7.35	Is any user-supplied data passed directly into HTML code? <b>Vendor Response:</b>
<b>Data Integrity and Encryption</b>	
7.36	Is the data or user passwords encrypted while at rest? <b>Vendor Response:</b>
7.37	Is the data encrypted while transmitted over an untrusted network? <b>Vendor Response:</b>
7.38	What type of encryption is used? <b>Vendor Response:</b>
<b>Monitoring and Logging</b>	
7.39	What logs are kept? <b>Vendor Response:</b>
7.40	Can logs link actions to individual users? <b>Vendor Response:</b>
7.41	Are successful/unsuccessful accesses logged? <b>Vendor Response:</b>
7.42	Are UID, event type and timestamp logged? <b>Vendor Response:</b>
7.43	Are logs kept in a central location, separate from the system components? <b>Vendor Response:</b>
7.44	How is access to the logs controlled? <b>Vendor Response:</b>
7.45	Are logs manually or automatically reviewed for anomalies? If so, how? <b>Vendor Response:</b>
<b>For Hosted Solutions Only</b>	
7.46	How is security enforced by your staff on multi-tenant databases? Please describe. <b>Vendor Response:</b>

7.47	How is security enforced by your staff on multi-tenant hardware? Please describe. <b>Vendor Response:</b>
7.48	All host vendors must reside within the continental United States. The staff for each of the proposed data centers must also reside within the continental United States and be able to provide continuous 24/7/365 service. Please respond to your ability to fulfill this requirement. <b>Vendor Response:</b>
7.49	If a data breach occurs at one of your facilities, how quickly will Santee Cooper be notified? <b>Vendor Response:</b>
7.50	Please describe your incident detection, notification, response, and remediation procedures for the services you are proposing. <b>Vendor Response:</b>
7.51	Do you undergo annual independent, third-party security assessments (i.e., SOC II, PCI DSS, ISO 27001, HIPAA, etc.)? Please describe your assessment policy. <b>Vendor Response:</b>
7.52	Will you be outsourcing any portion of this hosted service to another vendor? (i.e., platform, infrastructure, etc.). If so, please identify and provide external security assessment report for this vendor. <b>Vendor Response:</b>
7.53	Please describe your products and procedure(s) for performing vulnerability scans of the networks and servers, which will support this requirement (include remediation processes). <b>Vendor Response:</b>
7.54	Please describe the physical security controls for each of your data centers. <b>Vendor Response:</b>
7.55	Please indicate the methodology in which you audit your physical security. <b>Vendor Response:</b>

Santee Cooper requires the hosting vendor to submit a copy of the most recent Service Organization Controls (“SOC”) Type 2 Report, which addresses all facilities and services used to host or process Santee Cooper applications and data. The SOC 2 Report must address all Trust Principles, Areas, Criteria, and Controls established by the American Institute of Certified Public Accountants (“AICPA”) which are relevant to the hosting services provided. These include:

- Security – The hosted system is protected against all unauthorized access
- Processing Integrity – Hosted system processing requires accuracy, completeness, and must meet established schedules
- Confidentiality – The hosted data is designated “Restricted” by Santee Cooper and must be encrypted

- Availability – System or data availability is an important aspect of this requirement
- Privacy – Personal information of Santee Cooper employees or its customers is not collected and/or maintained on vendor systems
- Secret – Trade secret information is designated as such and data is encrypted in transit and at rest

Santee Cooper will consider alternate certifications where appropriate. Examples include: International Standards Organization Information Security Management System (“ISO 27001”), Payment Card Industry Data Security Standards (“PCI DSS”) and the Health Insurance Portability and Accountability Act (“HIPAA”).