The AESO will use a procurement platform called Bonfire (the "Bonfire Site") to manage the RFP stage of the Load Shed Service for imports (LSSi) competition.

This Frequently Asked Questions (FAQ) document is intended to help parties who would like to participate in the RFP stage of the competition to obtain access to and use the Bonfire Site. For additional information, a comprehensive list of questions related to how to use the Bonfire Site is available at https://gobonfire.com/support/.

Setting up a Bonfire Account

1. Is there anything I need to sign in order to be granted access to the Bonfire Site?

Yes. Prior to accessing the Bonfire Site, you will be required to review and sign the Bonfire Site Access and Participant Agreement (Access Agreement).

The Access Agreement sets out important information about your use of the Bonfire Site. Execution of the Access Agreement is required in order to view and participate in the LSSi competition on the Bonfire Site. Parties executing the Access Agreement will need to provide information about the organization or individual executing the Access Agreement.

We encourage you to review this agreement with your legal counsel. Please be advised that the terms of the Access Agreement are not negotiable.

2. If I sign the Access Agreement, do I have to participate in the competition?

No. Signing the Access Agreement does not require you to participate further in the competition.

3. How and when do I register to get access to the Bonfire Site?

Please follow the steps below to request and gain access to the Bonfire Site:

1. Download the Bonfire Site Access and Participant Agreement from the AESO's LSSi procurement website here.

2. Execute and submit the completed and signed Access Agreement electronically via email to LSSi@aeso.ca with the following email subject line, inserting the name of your organization where indicated:

    "LSSi Bonfire Site Access Request for [*Organization Name*]"

3. Once the AESO has received the completed and signed Access Agreement, the AESO will send an email confirming receipt from LSSi@aeso.ca to the User's Representative at the email address identified in the Access Agreement.

Following the AESO's confirmation of receipt of the completed and executed Access Agreement and completion of the registration process:

- The User's Representative will receive an email from No-Reply@gobonfire.com with a message stating
    - "the Alberta Electric System Operator has invited you to submit on their Load Shed Service for imports (LSSi) - Request for Proposals opportunity" (please refer to the sample screenshot below).
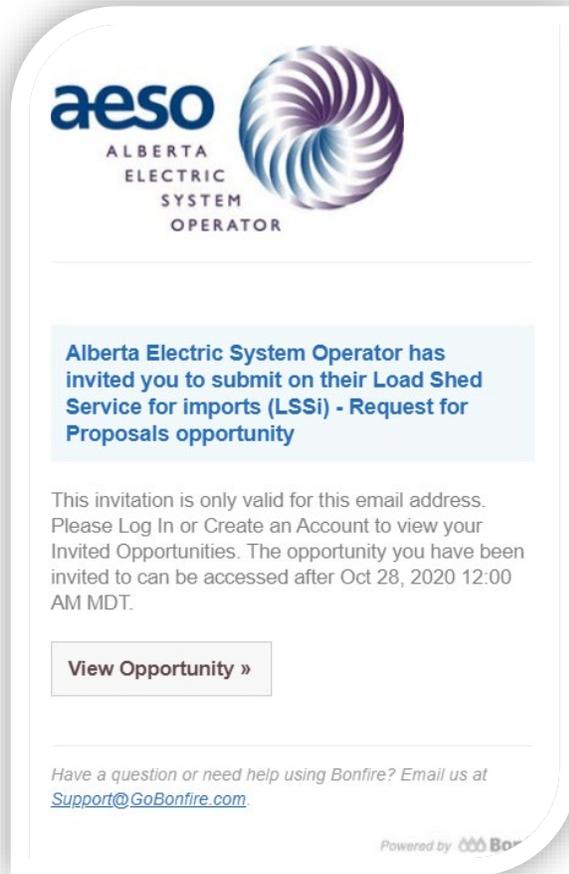
- The User's Representative can click "View Opportunities" from the email to be directed to the Bonfire Site's registration webpage.
- Each User's Representative that is not already registered for the Bonfire Site will be prompted to enter their organization name, first name, last name, email address and password to register for the Bonfire Site.
- Once registration is complete, the User's Representative will have access to the Bonfire Site.
- When the RFP stage opens on October 28, 2020, the User's Representative will be able to view the details of the LSSi competition.

For more information, please refer to the article here: https://support.gobonfire.com/hc/en-us/articles/360011135513-Vendor-Registration.

4. How many people from my company can register?

A Bonfire user profile will be linked to the User executing the Access Agreement and can only contain one user email for login. If you have multiple individuals at your company who are interested in viewing the competition, it is strongly recommended that a shared mailbox be set up by your organization that is LSSi-specific and use this for registration rather than having multiple individuals register in their personal capacity.

For detailed step-by-step instructions for Bonfire registration, please refer to the article here: https://support.gobonfire.com/hc/en-us/articles/360011135513-Vendor-Registration. Any further questions can be directed to LSSi@aeso.ca.

5. I am not part of a company; can I sign up as an individual?

Yes. Individuals will need to complete the same steps to register as outlined in this FAQ document.

6. How can I update my account information?

The User may change the User's Representative information by providing notice of such change to the AESO pursuant to the Access Agreement. A User can thereafter utilize the Bonfire account management tool to update the User's Representative information.

For more information, please refer to the article here: https://support.gobonfire.com/hc/en-us/articles/115012208088-Can-I-add-a-second-email-address-to-my-vendor-profile-

Any further questions can be directed to LSSi@aeso.ca.

7. I am locked out of my account, what should I do?

An account will become locked after too many consecutive failed login attempts. From that point on, you must reset your password in order to unlock your account and successfully log in.

For more information, please refer to the article here: https://support.gobonfire.com/hc/en-us/articles/360009183194-What-do-I-do-if-my-account-is-disabled-

Any further questions can be directed to LSSi@aeso.ca.

Use of the Bonfire Site

8. What will I use the Bonfire Site for?

The Bonfire Site will be used to view and download the RFP documents, for communications with the AESO during the RFP stage through the "Messages" section, using the "Opportunity Q&A" feature where you can submit questions to the AESO and review the AESO's responses and to submit RFP proposals.

Please be advised that should any questions require the exchanging of file attachments other than RFP submissions, this can be initiated upon request through the "Messages" section, using the "Opportunity Q&A" feature in Bonfire.

Note that parties interested in participating in the RFP stage are solely responsible for ensuring that they have obtained access to the Bonfire Site and have received the RFP and any addenda issued by the AESO.

For more information, please refer to the article here: https://support.gobonfire.com/hc/en-us/articles/360034424114-How-do-I-send-an-Attachment-as-a-Vendor-

Any further questions can be directed to LSSi@aeso.ca.

Upload of Information/Security of Information

9. How secure are the information/documents that I've uploaded?

The AESO has completed a security and risk assessment of the Bonfire Site and is satisfied that the site provides appropriate security measures for the LSSi competition.

For details on the security of your submissions, please refer to the FAQ article here: https://support.gobonfire.com/hc/en-us/articles/200531186-How-do-I-know-my-submissions-will-be-secure-

10. How can I access technical support for the Bonfire Site?

The Bonfire Site has technical support available and there are details regarding the availability of technical assistance in the article here: https://support.gobonfire.com/hc/en-us/articles/360010532113-When-is-Bonfire-Support-available-

Use of the Bonfire Site for LSSi submissions

11. Will I need to upload my RFP proposal submissions to the Bonfire Site?

Yes. Participation in the RFP stage of the LSSi competition is through the Bonfire Site and RFP proposal submissions must be via the Bonfire Site using its built-in functionality for an electronic upload. Further details regarding RFP proposal submissions will be provided in the RFP document.

12. If I have questions about my participation in the competition and/or the competition documents, what should I do?

Please log into the Bonfire Site and click the LSSi competition portal. On the Details page, scroll down to the Messages heading and select the Opportunity Q&A tab to enter your question(s).

For more information, please refer to the following article here: https://support.gobonfire.com/hc/en-us/articles/115015333227-How-do-I-contact-the-Buyer-Project-Owner-

13. Can I start my submission then resume it later?

Yes. The Bonfire Site has functionality to automatically save progress by a User, so you will not see a save button to manually save.

For further detail on this functionality and detailed step-by-step instructions with screenshots, please refer to the following article here: https://support.gobonfire.com/hc/en-us/articles/215051718-Can-I-start-my-submission-then-resume-it-later-Work-In-Progress-submissions-

14. How long does it typically take to upload a submission to the Bonfire Site (from beginning to finish)?

Upload time is dependent on your internet connection speed and stability as well as the size of the file being uploaded. Most stable, high-speed internet connections will complete an upload in seconds. Note that the AESO must **receive complete** RFP proposal submissions by the RFP proposal submission deadline as stated in LSSi competition RFP document.

15. How do I know I have successfully uploaded my submissions? Will there be a confirmation provided?

Once your upload completes, a User will receive an automated email notification issued by the Bonfire Site to the User's registered email address confirming that upload of files as their submission has completed.

16. I uploaded my RFP proposal submission but it is still <u>prior</u> to the RFP proposal submission deadline, and I would like to amend my submission or withdraw my submission – how can I do that?

Further detail regarding the amending or withdrawing a submission prior to the RFP proposal submission deadline will be provided in the RFP document. The Bonfire Site has functionality included for submissions to be withdrawn or revised and re-submitted through the Bonfire Site as many times as needed <u>prior</u> to the LSSi competition RFP proposal submission deadline.

For detailed step-by-step instructions with screenshots on how to withdraw and/or revise your submissions, please click here: https://support.gobonfire.com/hc/en-us/articles/200531216-I-finalized-my-submission-but-would-like-to-change-the-files-uploaded.