SOUTHERN CALIFORNIA PUBLIC POWER AUTHORITY

QUESTIONS & ANSWERS RELATED TO
Request for Proposals
Electric Vehicle Charging Station Back Office Network Management and Support Services

1. How are the existing EV chargers currently maintained?

RESPONSE: Each member utility has different approaches to maintaining their chargers. Some rely on third-party vendors or their own in-house electricians, while others are still developing plans as they currently do not have any maintenance resources in place.

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2. Can you provide a **list of charger models currently in use** across your network

RESPONSE: Each member utility has a variety of charger models currently in use. Some of the models used across our network are ABB, BTC Power, Control Module Inc. (EVSE LLC), Clipper Creek, Delta, Efacec, EvoCharge, Tritium, and Zerova chargers.

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3. Are there any known **operational issues or challenges** with the existing chargers

RESPONSE: Yes, each member utility faces different levels of issues. One common challenge is chargers going offline, often requiring a power cycle after the companies perform system software upgrades

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4. Can you provide a **list of credit card terminal types** currently deployed?

RESPONSE: Each member utility has a variety of credit card terminal types. Some utilities have Magtek and Payter credit card readers. While others use RFID from an application and plan to remove all EV charger payment swipes

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5. Are the terminals **integrated with a specific payment gateway**, or are they open for configuration with different processors?

RESPONSE: We believe that most terminals can be configured with different payment processors, however, we cannot say for certain

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6. Would each utility or site owner be the **merchant of record**, or is there a centralized payment processing entity?

RESPONSE: Most member utilities have a third-party vender that processes transaction payments and wires the funds on a monthly basis to the owner/utility. The owner/utility is not the PCI merchant.

7. Regarding ongoing maintenance, does the agency prefer: A **full-service contract covering all EV chargers** regardless of current operational status?

RESPONSE: This would be the preferred maintenance option for most member utilities.

8. Regarding ongoing maintenance, does the agency prefer: A **phased approach**, where the awarded contractor conducts an initial survey of?

RESPONSE: Member utilities are interested in exploring this option.

9. Regarding ongoing maintenance, does the agency prefer: A **time and materials (T&M) structure**, where services are provided on an as-needed basis?

RESPONSE: Member utilities are interested in this approach as this will be needed if parts are vandalized. However, others are interested in maintaining inventory for long lead time items to minimize equipment downtime

10. How many stations are in place today? Can you share the type and OEM of these stations?

RESPONSE: Each member utility currently has a diverse range of stations in operation. Some utilities have as few as 20 chargers, while others have more than 100.

Each member utility has a variety of Level 2 and DC Fast Charger models currently in use. Some of the OEMs currently in use across their networks are ABB, BTC Power, Control Module Inc. (EVSE LLC), Clipper Creek, Delta, Efacec, EvoCharge, Tritium, and Zerova chargers.

11. Regarding ongoing maintenance, does the agency prefer: A **time and materials (T&M) structure**, where services are provided on an as-needed basis?

RESPONSE: Member utilities are interested in this approach as this will be needed if parts are

vandalized. However, others are interested in maintaining inventory for long lead time items to minimize equipment downtime

12. Do you have any timeline of planned deployments over the next 3-5 years? If so, can you share details?

RESPONSE: Each member utility is at a different stage in their EV network build-out. Some have already deployed most of their EV infrastructure, while others are still in the planning phase for their future network expansions**.**

13. Is there a centralized NOC / dispatch center that would be responsible for break fix?

RESPONSE: Each member utility has a different approach to maintaining their charging infrastructure. Some rely on third-party vendors or in-house electricians to address issues like breaker fixes, while others are still developing maintenance plans as they do not have dedicated resources