



**REQUEST FOR PROPOSALS**  
**for**  
**TWELVE (12) LEVEL 2 EV CHARGING STATIONS**

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## I. Introduction / Background

### Rhode Island Convention Center Authority

Located in the heart of downtown Providence, the Rhode Island Convention Center Authority (RICCA) operates the Rhode Island Convention & Entertainment Complex, which includes the Rhode Island Convention Center and garages (RICC), Amica Mutual Pavilion (AMP PVD), Veterans Memorial Auditorium (the Vets), and the Innovation District Garage.

RICCA is requesting the submission of proposals from qualified firms to provide twelve (12) Level 2 EV charging stations: (4) at the RICC North Garage, (4) at the RICC South Garage and (4) at the Innovation District Garage. Proposer's proposal should include all hardware, software and services for system design, integration and testing, training, warranty and maintenance, documentation and all associated equipment required to provide fully functional Level 2 EV charging stations as described in this Request for Proposal (RFP). All proposals shall also include expected delivery dates if ordered in **September** of 2023.

This RFP does not commit RICCA to pay for any costs incurred in the preparation or submission of any proposal or to contract for any services. RICCA will, at its discretion, award a contract to the responsible Proposer submitting the lowest and best proposal that complies with the requirements stated in this RFP. The lowest priced proposal may not necessarily be the one selected.

1) **The following are critical dates and times:**

RFP Release Date: **August, 04,2023**

Mandatory Pre-Bid Walk-Through: **August,11,2023-10:00am**-Rhode Island Convention Center Loading Dock.

One Sabin Street, Providence, RI 02903

Questions Period Ends on **August 16, 2023, by 2:00 pm**

Questions will be answered on **August 18, 2023, by 2:00 pm**

Proposals Due: **August 29,2023. at 10:00 am**

2) **Questions**

All questions regarding this RFP should be sent to Howard Allen, Complex Purchasing Manager at [hallen@pvdricenter.com](mailto:hallen@pvdricenter.com) in the form of a WORD document no later than August **16, 2023, at 2:00 pm**. All questions and subsequent responses will be shared with all interested parties on RICCA's website: Rhode Island Convention Center Authority.Com. "RFP's and Financials" tab.

3) **RFP Conditions to Tender**

This RFP is not an offer to contract. Acceptance of a proposal neither commits the RICCA to award a contract to any Proposer, even if all requirements stated in this RFP are met, nor limits RICCA's right to negotiate in its best interest. RICCA reserves the right to contract or not to contract with Proposer for any reason whatsoever.

All materials submitted in response to this RFP will become the property of RICCA and will be returned to the Proposer only at RICCA's option. RICCA will be entitled to use, modify, or reject any of the content contained in each proposal submitted in response to this RFP as the RICCA deems appropriate whether or not the Proposer is selected.

#### 4) **Response Requirements**

All proposals are due by 10:00 am on August 29,2023. Proposals shall be sealed and mailed or dropped off to:

Attn: Howard Allen Complex Purchasing Manager  
Rhode Island Convention Center  
1 Sabin Street  
Providence, RI 02903

The outside envelope or package shall have written on it "Charging Station Response".

All proposals shall include the following:

1. Cover letter with contact information
2. Three (3) printed copies of completed proposal, including a separate tab within the proposal for pricing.
3. Three (3) thumb drives with copy of the cover letter and entire proposal

## II. Structure and Content of RFP Responses from Proposers

### 1) **Company Background and Capabilities**

RICCA is looking for an electric vehicle (EV) charging solution partner that can deliver a complete ecosystem to support public charging including seamless integration of hardware, software, and services along with the ability to easily scale in terms of both quantity/quality of deployment and locations. RICCA is seeking a single prime vendor that can serve all RICCA's needs. Proposers that are proposing multiple sub-contractors/vendors to support charging hardware, software, and services must demonstrate how the various providers work together to provide the overall solution while minimizing risks and costs to us as the station owner/operator.

#	Description
1	Proposer must demonstrate considerable experience in the EV charging market, specifically for public charging. Please provide information on total years of market experience, stations sold/networked, number of customers, etc.
2	Solution must include charging hardware, charger software, and services supporting deployment and ongoing service. Please indicate coverage of those elements and any exceptions.
3	Solution approach must ensure seamless integration and operation of the charging hardware, software, and services. Preference is for a single vendor providing all elements. If solution includes multiple vendors for hardware and/or software, please describe how integration is conducted and how functional issues are addressed, communicated, and coordinated between the multiple parties to ensure no added risk or costs to the customer.
4	Proposer shall describe global markets served.
5	Proposer shall describe partners supporting sales of products, installation, and ongoing service of stations.
6	Proposer shall demonstrate financial viability in terms of revenue over the past 3 years, funding sources, etc.
7	Proposer shall describe number of employees actively working full time on the products/services offered through this solicitation
8	Proposer shall indicate what percent of overall corporate sales is related to EV charging versus non-EV charging business.
9	Proposer shall outline how their proposed solution will scale to support additional public charging at this site or multiple sites.

## 2) Charging Equipment

RICCA is seeking an EV charging hardware solution that is of the highest quality and capabilities, which is forward compatible and flexible to meet a range of use-cases, vehicle types, and other factors of consideration. The units outlined below are based on the ChargePoint CT4021-GW1 and the CPE280, but Proposer can provide equivalent.

This section provides minimum charging station specifications for AC Level 2 charging equipment, covering safety, electrical input/output, cables and cable management, operating conditions, and user interaction. Each charging station should have the capability of charging two (2) vehicles. Charging stations can be wall or pedestal mounted. The AC Level 2 requirements below are based on the ChargePoint CT4021-GW1, but Proposer can provide equivalent.

Proposers must respond “Yes or No” to meeting these minimum criteria, then may also provide specific details and/or explanation.

#	Description	Compliant (Y/N – Explain)
	<b>Basic EV Charger Requirements</b>	
1	Input Power Supply – 208V/240V 60Hz single phase	
2	Output Amperage/Power Capacity – up to 7.2kW (30 continuous amps at 240 V)	
3	SAE J1772 Connector	
4	UL listed	
5	UL2231 (Parts 1 and 2) – UL standard for Personnel Protection Systems for EV supply circuits	
6	UL916 – UL standard for energy management	
7	Enclosure Rating - NEMA 3R or better, per UL 50E	
8	NEC Article 625 and related articles and tables	
9	Open Safety Ground Detection – continuously monitors presence of safety (green wire) ground connection	
10	Surge Protection – 6kV @ 3000A	
11	Ground Fault Detection – 20mA CCID with auto retry	
12	Operating Temperature – -22F to 122F (-30C to +50C)	
13	Operating Humidity – up to 95% @ 50C (122F) non-condensing	
14	Cable Length – standard 18’ cable length, longer cable lengths should be available	
15	Available automatic cable retraction to keep cables from lying on the ground	

#	Description	Compliant (Y/N – Explain)
	<b>Basic EV Charger Requirements - Continued</b>	
16	LED display that provides station and charging status, displays pricing, and provides driver interaction for other advanced features.	
17	ENERGY STAR® certified	
18	Energy Measurement: +/- 2% from 2% to full scale with 15-minute interval recording	
19	EVSE must provide local data storage in the event of a network communication failure. All data should automatically be uploaded when connectivity is restored. Must have sufficient storage to hold at	

	least 30 days of offline data.	
20	Proposer must conduct vehicle interoperability testing with the charging equipment. Please describe. For vendors proposing different hardware and software solutions, please elaborate on how systems are tested together including software/firmware updates.	
21	Proposer must conduct reliability and environmental testing of hardware. Please explain capabilities and testing.	
22	Station must provide the ability for custom branding. Please explain how this is accomplished.	
<b>Security Requirements</b>		
23	Must support secure RFID cards that utilize NEMA EVSE 1.2-2015 EV Charging Network Interoperability Standard Part 2: Contactless RFID Credential for Authentication (UR interface).	
24	All data must be encrypted at the station using industry standard measures. All data, including in-memory and on-device must be encrypted.	
25	Each station must have a unique digital device certificate. The certificate ensures proper authentication to the network and prevents unwanted devices from impersonating a trusted device.	
26	All firmware for the station must be digitally signed to prevent tampering and malicious code injection.	
27	Stations must routinely undergo a 3rd party vulnerability assessment, which includes a tear down of the station looking for ways to break into the station and access data, load/inject malicious code, or otherwise compromise the integrity and security of the station and the connected services.	
28	Station must not use local IT resources for cloud connectivity. This includes use of 3rd party Wi-Fi or Ethernet networking equipment, or other means of connectivity that could be exploited.	

#	Description	Compliant (Y/N – Explain)
<b>Security Requirements - Continued</b>		
29	All data between the station and the cloud must be encrypted end-to-end using industry standard measures.	
30	The stations must not rely on the public Internet for communication and must not be addressable from the Internet.	
31	Must support secure NFC (Apple Pay, Google Pay), allowing mobile devices to be used in lieu of RFID cards.	



32	Station must never store any payment card information locally and instead must support real-time payment processing via secure VPN to a PCI compliant payment processor recommended by RICCA	
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### 3) EV Charger Software/Network

This section covers communication from the charging stations to the Cloud and guidance on what the Cloud management platform should support. The software requirements below are based on the ChargePoint Cloud Management Software. Proposer must respond "Yes or No" to meeting these minimum criteria, then may also provide specific details and/or explanation.

#	Description	Compliant (Y/N – Explain)
	<b>Required Basic Charger Software Functionality</b>	
1	Must provide a charger management software platform to remotely communicate and provide relevant features associated with the proposed EV chargers.	
2	Solution must offer real-time status of EVSEs and must be available to station owners via secure website.	
3	Solution should be capable of OCPP 1.6J, or later, governing communication between the station and the network.	
4	Communications to EVSE must be via cellular network, either directly via integrated 4G/LTE modem or via a 4G/LTE gateway or better without relying on any local IT infrastructure (cell repeaters may be necessary).	
5	Solution must provide web-based dashboard showing charging status (charging, charge complete, error), session duration, charging rate (kW), and energy (kWh)	
6	Must have ability to grant access to allow 3 <sup>rd</sup> party data collection and/or administrative access to stations via secure web interface or API.	
7	For each charging session, EVSE must collect (minimally) station identifier, session start/stop times, total energy (kWh), session fee, active charging time, unique user ID (non-PII), at session level with the option for 15-minute meter data.	

#	Description	Compliant (Y/N – Explain)
	<b>Required Basic Charger Software Functionality - Continued</b>	
8	Solution must offer power management features, including but not limited to ability to intelligently oversubscribe the available infrastructure (at the circuit, panel, or site level), scheduled charging, demand response, etc.	

9	Solution must provide existing reporting features including but not limited to energy usage, maximum power, sessions, utilization, greenhouse gas savings, etc. Data shall also be exportable.	
10	Must be able to apply different fees to different classifications of drivers (e.g., employees, visitors, commercial tenants) if station to be shared by various user types.	
11	Proposer software must be capable of setting, collecting, and remitting driver fees based on a variety of driver pricing structures including time, sessions, and/or energy.	
12	Must support a queuing function, allowing drivers to join a virtual lineup and be served in the order that they joined.	
13	Proposer must offer EV driver services including a mobile app to find, authenticate, and pay for charging station use.	
14	Vendor must be OpenADR2.0b certified	
15	Network service provider must have a SOC 2 Type II report available or show evidence that such an audit is in progress and will be available within a reasonable timeframe.	
16	Hosting facilities (either in-house or contracted through a hosting provider) must comply with industry standard certifications, including FIPS, PCI, and FedRAMP. Explain if not applicable.	
17	All data stored within the hosting facilities or in transit to or from other systems (including but not limited to charging stations, mobile devices, laptops/ computers, third party services, roaming partners, etc.) must be encrypted using industry standard measures.	
18	Network service provider and the hosting facilities must comply with applicable data privacy regulations, including GDPR and CCPA. Explain if not applicable	
19	Network must be PCI (Payment Card Industry) compliant.	

#### 4) Customer Support & Professional Services

The following are support, warranty, repair, and maintenance services for all charging stations.

The Warranty requirements below are based on the ChargePoint Assure Platform.

#	Description	Compliant (Y/N – Explain)
1	EVSE must come with minimum one year parts warranty.	
2	Must provide toll-free EV driver customer support 24/7/365.	
3	Must provide technical support for station owners at least during business days with option for 24/7 coverage.	
4	Must offer Driver Support in multiple languages. Please state which languages.	
5	Must offer Driver Support that is able to activate stations and process payments over the phone in the event a driver is unable to do so at the station.	
6	Customer Support must not be contracted out and primary support must be in North America. Please describe.	
7	Must offer optional full-service parts and labor warranty that includes proactive monitoring and repairs to provide an uptime guarantee of at least 98%.	
8	Proposer must offer deployment services and support, including but not limited to, site design guidance, modeling, commissioning, and training. Please briefly indicate which services are offered.	

#### 5) Deal Structuring Options

This section clarifies the deal structure options which Proposer must offer. Proposer must affirm their ability to meet this criterion and provide concise explanation/additional detail if necessary.

EVSE Proposer must offer both of the following for any charging solution:

- 1) an equipment purchase option, with associated ongoing network services/software and maintenance/warranty services paid on an annual or prepaid (e.g., up to 5 years) basis; and,
- 2) some form of third-party owner option (equipment lease, “as a Service” or other form) which bundles together equipment, network/software services, and warranty/repair services for one annual, recurring fee. Warranty and repair services must offer 98% uptime SLA or better.

Please elaborate on the requested options and note any exceptions. Do not provide pricing in this section as that will be included in Section III.

#### 6) References

Please provide a minimum of three (3) references for identical charging solutions of similar use, case, and scale.

### III. Pricing

Proposer shall provide summary pricing below for the requested charging stations where networking/software and full-service warranty costs must be provided as both year-to-year and a five (5) year prepaid option.

To ensure equal comparison, full-service warranty is defined as the Proposer providing labor and parts coverage, proactive monitoring and creation of service tickets, and full coordination of all remote troubleshooting and dispatch of onsite labor to provide an uptime guarantee of at least 97%. Please provide any exception to this with your pricing.

#### Direct Equipment Purchase Option

Model #	Description	Equipment	Network/Software Services for 5-year Period	Full-Service Warranty with Uptime Guarantee for 5-year Period
		Cost (\$)	Cost (\$)/Dual Port Station	Cost (\$)/Dual Port Station
	Dual-port wall-mount L2 station			
	Dual-port pedestal L2 station			

#### Third Party Owned/ Leased/ "As a Service" Option

Model #	Description	Equipment/Network/Software/Full-Service Warranty Bundle for a 5-year Term COST (\$) PER YEAR per Dual Port Station
	Dual-port L2 wall mount station	
	Dual-port L2 pedestal mount station	

### IV. General Terms & Conditions

Proposer is asked to provide their Terms and Conditions specific to the products and services proposed within this submission.

## **RIGHTS RESERVED TO RICCA**

Notwithstanding any other provision of this RFP, RICCA reserves to itself the rights listed below.

A. Right to Modify RFP Document

RICCA reserves the right to modify or amend any provision of this RFP. Proposer's shall review the Authority's website to ascertain if there have been any addendum.

B. Right to Reject Any and All Proposals

Notwithstanding the foregoing. Whenever. RICCA deems it in its best interest. RICCA reserves the right, In its sole discretion. To reject any or all proposals: to waive minor irregularities or informalities. Except That RICCA will not waive the requirement that a proposal be received by RICCA prior to the deadline for submission of proposals. to re-advertise: to make the award on the basis of the initial responses: or to proceed with or to provide the services in a manner other than by awarding one or more contracts under this RFP.

C. Right to Cancel Award

RICCA reserves the right to cancel negotiations with any Proposer at any time prior to a contract being fully executed by the Proposer and RICCA.

D. Additional Cause for Rejection

In addition to any other cause for rejection of any proposal in response to this RFP. A proposal may Be rejected by RICCA if there is evidence of collusion among proposers, if the proposer submitting it is in default or arrears under any prior existing contract with RICCA or any other State of Rhode Island Agency.

Any direct contacts made or attempted to be made by any Proposer with any Authority Board Member Prior to the selection of a qualified Proposer will automatically disqualify a Proposer from any further consideration.

Proposers are advised that RICCA is a quasi-public agency of the State of Rhode Island and statements submitted in response to this RFP are public records unless otherwise exempted under state law.