Technical Proposal

Transmittal Letter

Iowa Department of Administrative Services
Electric Vehicle Charging (EVC) Stations
RFP#: 1119005053

8/13/2019

Iowa Dept. of Administrative Services
Attn: Nancy Wheelock, Purchasing Agent
Central Procurement Bureau
Hoover Bldg., Floor 3
1305 E. Walnut Street
Des Moines, IA 50319

Nancy:

Thank you for the opportunity to respond to this proposal to assist the State of Iowa to provide Level 2 AC and Level 3 DC Fast Charging stations for state agencies and political subdivisions.

We believe that LilyPad EV is uniquely positioned as the best, most experienced and most qualified provider of EV charging station equipment and related services for you. We have the experience, knowledge, and skills necessary to ensure a successful deployment of charging stations.

- Since our formation in 2009, developing EV charging infrastructure for our customers has been both our core business and our passion. We enable the shift towards electric transportation thereby enhancing stewardship of our environment and helping our customers' bottom line.
- Our extensive experience ranges from small single charging station installations to a large project deploying over 1000 Level 2 charging stations and 15 Fast DC stations.
- Many of our projects have included: program design help, project management, site identification assistance, site surveys, installation and service/maintenance.
- We are a trusted Premier Plus Reseller Partner of ChargePoint, the leading EVSE manufacturer.

We typically develop long term relationships with our customers. We start with an initial pilot/test project establishing mutual trust. Over time, as some of our customers become ready to consider larger deployments, we help them plan and deploy larger rollouts of stations.

LilyPad EV will always act in your best interest

Feel free to call or email me with any questions you may have. We look forward to working with you.

VP Business Development LilyPad EV
9801 W. 100th Terrace
Overland Park, KS 66212
913-269-2453
keith.anderson@lilypadev.com

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Executive Summary/Experience

LilyPad EV is an experienced full-service provider of electric vehicle charging stations. The stations and services we will be offering are all ChargePoint solutions.

ChargePoint connects EV drivers to the largest network of independently owned charging stations in the world.

The ChargePoint solution includes all levels of EV charging infrastructure, supported by a powerful and open network architecture that allows EV drivers, station owners and service providers to proactively manage stations, track usage, implement flexible billing and authentication, and integrate with backend support systems.

ChargePoint cloud-based software features allow station owners complete control over who uses their charging stations and how much drivers pay to charge. With ChargePoint, the State of Iowa will gain the control and flexibility needed to optimize performance of EV charging operations, monitor and track charging station usage and costs, create viable pricing structures for charging services and inspire driver loyalty.

ChargePoint is dedicated to the continuous development and deployment of electric vehicle (EV) infrastructure and integrating our products and services with the EV infrastructure ecosystem. Alignment and partnerships with automotive manufacturers with plug-in electric vehicles is a core strategic initiative for ChargePoint. All of our product and service offerings are built, maintained and supported with a plug-in EV driver in mind.

LilyPad will take care of the charging stations so you can take care of your core business.

We believe that LilyPad EV is uniquely positioned as the best, most experienced and qualified provider of EV Charging Station equipment and related services for you. We are serious about making sure our customers have the best experience and get the best outcome with their deployment of charging stations.

Formed in June of 2009, LilyPad has provided/installed over 3000 charging ports for cities, counties, electric utility companies, educational institutions, multi-family dwellings, and private enterprise locations for 200 customers in 34 states across the US. We currently have IDIQ (Indefinite Delivery Indefinite Quantity) contracts with 3 states, and 1 more state is expected to sign shortly. Our work as a provider of electric vehicle charging stations has ranged from small projects with 1 or 2 stations at a single location to a large project with a total of 1000 stations installed at more than a hundred locations. LilyPad EV's experience and expertise spans the spectrum required for successful deployments of EV charging stations. We use the best charging station products and provide qualified installation.

We help guide our customers step by step through the process of designing and building out their charging program and ensure the system delivers the functionality they need now and is flexible enough to serve their future needs as their charging needs grow and change.

We:

- have read, understand and agree with your T's & C's, including the provisions in section 7.
- understand the goals of your charging station deployment, provide advice, and recommend products, services, project management and processes for successful deployment.
- anticipate issues that may arise and make recommendations for avoidance/mitigation.
- help identify the best locations for the stations to balance the competing factors of installation cost, usefulness to EV drivers, minimization of impact to gasoline drivers, and ability to get a PR lift and increase favorable brand impressions.
- ensure quality installation.
- ensure top quality support, service, and maintenance.

We promise we will always do what we say we will do

Background Information

Company legal/registered name

LilyPad EV, LLC

Company mailing and physical address

LilyPad EV
9801 W. 100th Terrace
Overland Park, KS 66212

Business Entity

Limited Liability Company – S Corporation

State of Incorporation

Kansas

Company website URL

www.lilypadev.com

Contact information

Larry Kinder
CEO
816-210-9633
larry.kinder@lilypadev.com

Keith Anderson
VP Business Development

913-269-2453
keith.anderson@lilypadev.com

Accounting Firm

Summers, Spencer, & Company, P.A.

LilyPad EV is a ChargePoint Premier Plus Partner

Experience

Samples of Installed Charging Stations

These images of a few installed charging stations give you an idea of how they look when installed.

Available LilyPad EV Services

We have a full set of services available to our customers.

Planning
You can depend on our experience to help you plan your EV charging project.

Sales
We will suggest and provide products that are in your best interest and fit your needs.

Installation (optional)
We can perform the installation of your charging stations and make-ready site preparation if you want.

Maintenance (optional, but recommended)
LilyPad EV can help you with maintenance of your charging stations. You can use ChargePoint's Assure product, or you can manage it yourself….your choice.

Project Management (optional)
Large projects may require project management. If you prefer, we can do that for you to help coordinate your project stakeholders and activities.

Training (included)
LilyPad EV will ensure your staff is trained and understands the charging station usage and management.

Customer Service (included)
Rest assured you have access to LilyPad EV and ChargePoint for questions, concerns, repairs.

EV Parking Signs and Pavement Painting Stencil (optional)
LilyPad EV offers EV Charging Station parking signs and parking lot painting stencils as options.

The signs can be mounted on a pole in the parking lot or on a wall by the charging stations. The stencil can be used by your parking lot painter to mark a parking place for EV charging. It will create a four-foot blue square with a white EV charging symbol (shown below) in the center.

Parking Sign

Pavement Stencil

Letters of References

Franklin Township
County of Somerset

DEPARTMENT OF PUBLIC WORK$

40 CHURCHILL AVENUE
SOMERSET, N.J. 08873
TEL: 908--248- 7800
FAX: 908--249-7810

Franklin Township in Somerset NJ purchased 5 dual electric vehicle charging stations form Lilypad EV. We purchased the charge point CT4000. The company was very helpful and accommodating when we were purchasing the equipment. The equipment came in within a short time from when we issued the PO to the vendor. The installers were also just as quick and did a great job. We had such an easy time we purchased two more stations that are being installed next week. The ChargePoint equipment has been running perfectly with no issues.

Lilypad EV is a great company to do business with.

Maureen Sturgeon
Senior Engineer
Township of Franklin

Gunnison County Electric Association

TRI-STATE G&T
A Touchstone Energy® Cooperative

37250 Hwy. 50 · P.O. Box 180
Gunnison, CO 81230

Phone: 970-641-3520
Fax: 970-641-5302

Toll Free: 1-800-726-3523
Web Site: www.gcea.coop

July 24, 2019

LilyPad EV
Keith Anderson
9801 W 100th Terr.
Overland Park, KS 66212

Dear the State of Iowa:

It's my pleasure to recommend Keith Anderson with LilyPad EV. Keith and I worked on two EV charging station projects that involved five EVSE charging stations for Gunnison County Electric Association, Inc. (GCEA) in Gunnison County, Colorado. Keith and LilyPad EV were a reliable partner in providing information and services on time. Their expertise and understanding of our needs went above and beyond our expectations.

My first involvement with Keith was on a project to install four level 2 EVSE charging stations around Gunnison County, Colorado. He was very thorough in explaining what we needed, and provided equipment to help us determine cell signal strengths at each station location prior to installation. The shipping, installation, network setup, invoicing, and follow up were handled professionally and on time.

I have had a positive relationship with Keith and LilyPad EV over the past 14 months with the products and services rendered to us. I highly recommend Keith with LilyPad for your EVSE program.

Please contact me at agarrison@gcea.coop or 970-641-7319 if you need more information.

Sincerely,

Alantha Garrison

Alantha Garrison Energy Use Specialist

evergy

July 30, 2019

Keith Anderson
Vice President, Business Development
LilyPad EV

Dear Keith,

We are pleased to provide a letter of reference for LilyPad related to the installation of electric vehicle charging stations within Westar Energy service area.

For the past year LilyPad has been coordinating the delivery and installation of 10 ChargePoint CPE 200 DCFC stations, 6 ChargePoint CPE 250 DCFC stations and 30 ChargePoint CT 4000 Dual Port level two charging stations.

LilyPad was chosen as our partner for this strategic initiative based on their work coordinating the successful implementation of 1,000 ChargePoint CT 4000 charging stations within the KCP&L service area, and their stellar representation within the industry and with ChargePoint.

LilyPad has proven to be a strategic partner, performing all aspects of the project in a timely and professional manner, and in maintaining excellent relationships with all key stakeholders within Westar and in the public arena.

I would be happy to provide additional information as needed.

Sincerely,

Mark Cosby
KCP&L and Westar, Evergy Companies
Senior Manager, Non-Regulated Products & Services
Evergy Energy Solutions
1200 Main
Kansas City, MO 64131
816-701-7832

Termination, Litigation, Debarment

LilyPad has never had a contract for our stations and services terminated, suspended or go through any litigation process.

Firm Proposal Terms

LilyPad guarantees the goods and services in our proposal are available and that all Proposal terms, including price, will remain firm for the 120 days indicated in this RFP following the deadline date of August 13th, 2019.

Specifications

Mandatory Specifications

All items listed in this section are Mandatory Specifications. Respondents must mark either **"yes" or "no"** to each specification in their Proposals. By indicating "yes" a Respondent agrees that it shall comply with that specification throughout the full term of the Contract, if the Respondent is successful. In addition, if specified by the specifications or if the context otherwise requires, the Respondent shall provide references and/or supportive materials to verify the Respondent's compliance with the specification. The Agency shall have the right to determine whether the supportive information and materials submitted by the Respondent demonstrate the Respondent will be able to comply with the Mandatory Specifications. If the Agency determines the responses and supportive materials do not demonstrate the Respondent will be able to comply with the Mandatory Specifications, the Agency may reject the Proposal.

5.1.1 Proposed equipment must be Level 2 AC charging and/or Direct-Current Fast Charging (DCFC), sometimes referred to Level 3 charging. Yes. Level 2 ChargePoint CT4000 Family of charging stations, CPF25 Family of fleet stations, and DCFC – CPE250 Level 3 stations.

5.1.2 The proposed solution must provide Green House Gas Savings Reporting. Yes. You will have access to how much GhG is being avoided through any browser with your login credentials for display and reporting.

Scored Technical Specifications

Proposed Equipment

5.1.2.1 Equipment Specifications

Please detail the make and model of the proposed equipment and provide a summary overview of the benefits and features of the proposed equipment. In addition, please describe in detail how the proposed equipment will meet and/or exceed the performance needs of state agencies and political subdivisions. Attach an information specification sheet for the

Electric Vehicle Charging Stations being proposed in the Proposal. Yes

CT4000 Family

The CT4000 Level 2 stations are ideal for public charging, workplace and fleet applications. The CT4000 family of easy-to-use ADA compliant Level 2 charging stations integrate design and functionality with superior reliability and durability. All CT4000 models offer one or two standard SAE J1772™ Level 2 charging ports, each supplying up to 7.2kW (208/240VAC @ 30A). Bollard and wall mount configurations are available for easy installation anywhere.

CleanCord™ Technology

Every CT4000 comes standard with cord management, with 18' and 23' cable length options available. The need for drivers to coil up the cord is eliminated with the self-retracting cord management system, ensuring that the cord is always off the ground when not in use. The cord management utilizes a counterweight system to ensure that the pull on the cord is not excessive and maintenance is minimal.

CT4000 Specifications

- UL listed for USA and UL certified for Canada; Complies with UL 2594, UL 2231-1, UL 2231-2, and NEC Article 625
- Rated for outdoor usage, NEMA 3R
- Full -30C to +50C (-22F to 122F) operation including cord management
- AC Input (208V to 240VAC) @ 30 Amps
- LED status indicators and 5.7" LCD display providing driver instructions and station status
- Downloadable full motion videos
- Replaceable signage on cord management pole
- Bollard style pedestal mount and wall mount options available, ADA compliant
- Modular assembly for fast installation and service
- Next generation charging cord that remains flexible even at low temperature
- RFID supports virtually all formats, including ChargePoint cards, contactless credit cards, and NFC (including Apple Pay, Android Pay)
- Locking Holsters – deters vandalism, improves safety
- Advanced CCID, fault retry, and overcurrent detect features avoid truck rolls from vehicle induced faults
- Dual modem technology (GSM and CDMA) assures plug and play communications
- Fully software upgradable over-the-air
- Each port individually metered

Every CT4000 charging station has an interactive help menu driven by 5 touch buttons located below the LCD screen, and a toll-free number is provided for drivers to call for 24/7/365 support. Support is

available in English, French, and Spanish.

CPF25 Product Family

The CPF25 charging station is a 7.7kW single output station designed for multifamily and "behind the fence" fleet charging applications. The station delivers Level 2 (208/240V @ 32A) charging and is compatible with plug-in electric vehicles that comply with the SAE J1772 plug-in electric vehicle charging standard, including Tesla with their inlet adapter.

- Networked, 32A, Level 2 Smart Charger
- Metered & UL Listed
- Rated for indoor and outdoor use (NEMA-3R)
- RFID access control
- Multi-colored LED Status Indicator and Beeper
- Secure encrypted Wi-Fi connectivity to ChargePoint Gateway (CPGW),
- Separate Gateway (CPGW) provides cellular connectivity to up to 9 stations, providing flexibility of station installation
- Works with Clean Cord Technology, 18 and 23 foot J1772 cable options
- Multiple configurations (Wall/Pedestal, Single/Dual, Optional CMK) The

CPF25 provides speed and power all in a compact, ultra-thin design.

CPE250 DC Express Charger

Next generation DC fast charger capable of 50 to 62.5kw of power providing a maximum rate of 250 RPH (miles of Range Per Hour).

Integrated cable management prevents cables from lying on the ground and increases the effective cable length.

Innovative Features

- Driver friendly: Large format 20" LED display signals station status from a distance, 10" LCD touchscreen for driver interaction and display of car charging status, instructional videos and more. Integrated cameras enhance security, area lighting improves safety at night. Swing arms make it easy to reach vehicle charging ports in any location and keep them off the ground.
- Connectors: Universal compatibility ensures any EV with fast charging capabilities can be accommodated with open standard connectors: CHAdeMO, CCS1 (SAE J1772™ Combo), CCS2 (IEC 61851-23), GB/T (20234.3-2011 DtC).

- Form Factor: Exceptional charging capacity in a slim package provides considerable installation flexibility and is visually pleasing.
- Serviceability: Modular components are field installable without any specialized tools or expertise.
- Low Maintenance Costs: Minimal moving parts and liquid cooling technology increase reliability and minimize ongoing field service for maintenance.
- High Availability: ChargePoint support monitors stations and power modules remotely 24x7. Intelligent diagnostics and machine learning techniques predictively prevent failures and ensure stations are always available for drivers.
- Wireless 4G/LTE networking allows for fully turnkey installations without having to install and support local IT infrastructure
- Cord Length 4.4 m (14.5 ft) horizontal reach with cable management
- Top Display Full-color 20-inch LED display for notification with tri-color LED status bar Authentication
- RFID: ISO 15693, ISO 14443, NEMA EVSE 1.2-2015 (UR) Tap to Charge (NFC on Apple & Android) Plug and Charge: IEC 15118-1 Remote: Mobile and in vehicle (if supported by vehicle)

ChargePoint Express Plus

Express Plus is a future-proof ultra-fast DC charging platform that grows with demand and accommodates the battery technologies of today's and tomorrow's EVs. The modular, scalable architecture allows up to 4 Power Blocks to serve each station and send up to 500 kW to a single vehicle.

Station owners can expand charging capacity without any stranded investment by adding Power Modules, Stations and Power Blocks as demand increases. Express Plus is ideal for short dwell time parking, like freeway locations, metro fast charging centers and quick turnaround fleet charging.

Innovative Features

- Speed: Express Plus is capable of delivering up to 500 kW to a single vehicle. The modular architecture scales as demand for power increases.
- Range: A single Express Plus Station can add hundreds of miles of range to a vehicle in 15 minutes.
- Dynamic Power Sharing: Utility connections can be oversubscribed and power is intelligently allocated among vehicles based on each battery's state of charge (SoC) and instantaneous maximum charge rate. Every car always charges as fast as possible to minimize driver wait times.

- Cost-Effective Operations: Station owners can start small and expand to the highest charging capacity in the industry without any stranded investment by adding Power Modules, Stations and Power Blocks as demand increases. High-efficiency power conversion (> 95% efficiency) reduces electricity costs and wasted energy.

- Universal Compatibility: Any EV with fast charging capabilities can be accommodated with up to three different connector types, configurable per station.

- Liquid Cooled Cables: Proprietary liquid cooling technology makes charging cables incredibly flexible and lightweight, so they're easy for drivers to handle.

- Express Plus 250 will support Plug & Charge on the CCS Combo featuring the IEC/ISO 15118 standard which prescribes the means by which a charger and network can identify and authenticate a specific vehicle to allow for a charging session automatically, by simply "plugging in".

Vehicles Capable of Being Charged

Provide a detailed listing of the vehicles (responses should include make/model information) that proposed Electric Vehicle Charging Stations are able to charge. Listing provided shall include all vehicles capable of being charged. In the event future vehicle types will be accommodated but are not currently implemented, these vehicles shall be noted to include the projected date proposed EVSE system will be compatible with all known future model year vehicles. Yes

The CT4000 and CPF25 charging stations are compatible with all plug-in electric vehicles equipped with the SAE J1772 connector standard which is a universal connector that can charge all EV's being manufactured, including Tesla with their inlet adaptor. The CPE250 is universal compatible with all EV's that have the open standard connectors: CHAdeMO and CCS1.

Charging Complete Notification

Describe and detail methods Respondent is able to notify customer when charging is complete. Indicate whether notifications can be sent, at a minimum, via SMS, text, or e-mail. Yes

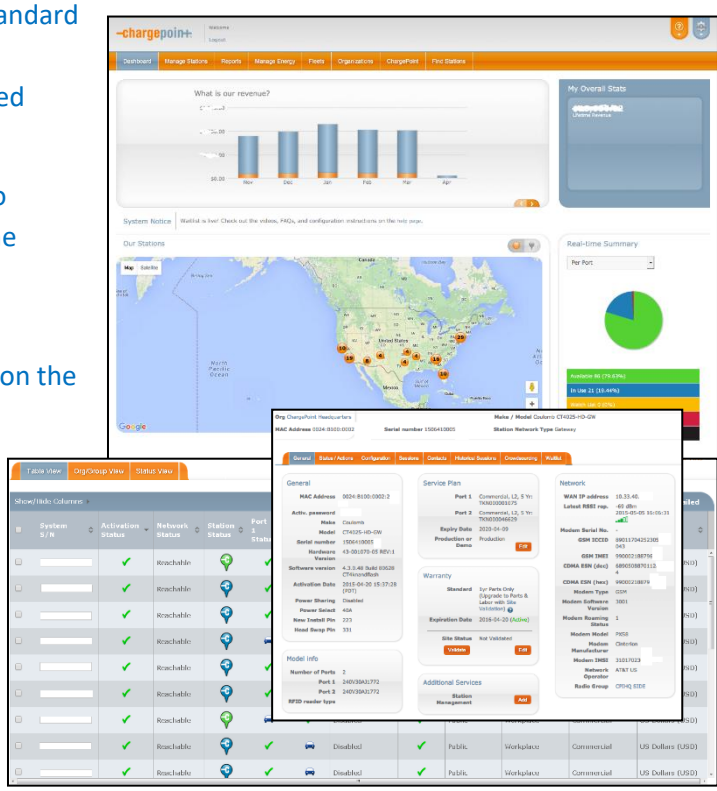
ChargePoint's network makes it easy for drivers to get status notifications during charging sessions. Drivers can setup on their driver account to be notified via SMS, text, email or both when charging is complete or if there has been a disruption during charging.

Customer Dashboard

Explain the proposed solutions customer dashboard for networked EVSE which allows the site host to monitor their site(s) and obtain information about the station status, usage patterns, revenue, greenhouse gas savings, and other details as applicable to the solution. If any screen shots or examples of

the dashboard are available, please submit those in the Proposal. Yes

ChargePoint provides extensive monitoring and reporting capabilities in a user-friendly and highly flexible web interface. Access to the web portal and the standard set of reports is included in the network service plan at no additional cost. Energy Management functions and advanced analytics are available for an additional fee.



The ChargePoint web portal provides the tools necessary to actively monitor and manage all stations, including real-time status for each port; making it easy to view important information in a clear and concise table format.

Detailed real-time status for individual stations is available on the Station Properties page, including active charging sessions.

Administrators have the ability to:

- Get live status, including network connectivity and port status
- Reboot the station
- View live charging sessions
- View a history of charging sessions

All reports may be exported to Excel or CSV format from the reports page directly. Alternatively, data may be retrieved using the ChargePoint Web Services API.

The categories of reporting available on ChargePoint are:

Analytics: A large collection of information, including peak occupancy, session information, energy dispensed, and GHG savings. There are several reports that should be highlighted:

The **Energy** Report shows the amount of electricity output by your charging stations by day, week, or month.

The **Unique Driver** Report shows how many different drivers utilize the station in a given timeframe. This is very useful in determining whether you have the same people charging all the time at the stations or if there are a wide variety of drivers using the stations

The **Session Length Histogram** Report shows the average stay time at a station. When stations are used all the time it is important to look at how long people are staying.

The **Average Utilization** Report shows how many hours during the day stations are being used.

Financial: If a fee is associated with charging, this report shows the monthly Flex Billing statement, including how much Drivers spent charging at the Organization's stations, and how much money the Organization receives on a monthly basis.

Logs: a chronology of configuration changes and the success or failure of any attempt by the ChargePoint cloud to download information to the stations.

Audit Trail: All configuration and other actions including the user account that performed the action

Alarms: a table of station events, including service-affecting faults

Equipment Accessibility and Integration

5.2 Accessibility without Subscription

Describe and detail how proposed solution ensures that the Electric Vehicle Charging station infrastructure is open to all drivers without requiring subscriptions. Responses shall include detailed information on how Respondent's infrastructure operates. Yes

ChargePoint stations are open to all drivers without any subscription. When a driver uses a ChargePoint station they can either tap their RFID card or they may use the mobile app to identify themselves to the station and authorize a session.

ChargePoint Driver accounts are offered as a convenience for the driver - they are not a subscription. **Drivers pay no monthly fees and there is no setup fee to join ChargePoint.**

Locating Charging Stations Via Web

Describe in detail the ability of the proposed solution to locate charging stations via web enabled cellular phones as well as any other methods Respondent utilizes to ensure the parking community is able to easily locate a charging station. Yes

ChargePoint stations that are publicly accessible are visible on the ChargePoint website map, on ChargePoint mobile applications (available for both Apple IOS and Android), as well as many in-dash POI systems from EV car manufacturers. All publicly accessible ChargePoint connected stations are listed in the Alternative Fuels Database (AFDB) of the Department of Energy, which is managed by the National Renewable Energy Laboratory (NREL) for use with 3rd party services.

Stations that are restricted for use by only employees will only be visible on the ChargePoint network map to those employees included on the access control policy. The general public will not see the stations on the map, and unless they physically see the station, the general public will not even know of the existence of the stations.

This flexibility allows station owners to ensure that the only the appropriate parties have visibility to stations, if it's in use or occupied, and when a port comes available should they be waiting.

Cable Management Strategy

Describe how EVSE charging station cables will be stored to keep them clean, prevent cable wear and tripping hazards. Yes

The need for drivers to coil up the cord is eliminated with the self-retracting cord management system, ensuring that the cord is always off the ground when not in use. The cord management utilizes a counterweight system to ensure that the pull on the cord is not excessive and maintenance is minimal.

Equipment Integration

Describe in detail any potential equipment integration with other EVSE networks that may be integrated at a later date throughout the State of Iowa. Yes

ChargePoint designs, develops and deploys best in class EV charging stations, user-friendly software applications, and data networking intelligence aimed at creating a successful, scalable, and grid-friendly EVSE charging infrastructure. As an open network platform, ChargePoint also supports charging stations manufactured by others using a simple process to integrate stations to the ChargePoint Network using OCPP (Open Charge Point Protocol, v1.6). ChargePoint also is a founding member of ROEV which is a non-profit organization created with a goal enabling roaming between networks using OCPI, an industry standard open protocol, such that a single driver account may be used to fund charging on any participating charging network.

The ChargePoint Network supports all the standard functionality within the OCPP v1.6 protocol specification, including authentication, authorization and accounting. We hereby confirm that ChargePoint's Electric Vehicle charging stations and associated ChargePoint Cloud service support the OCPP 1.6J protocol. ChargePoint stations support advanced features through extensions to the OCPP protocol, including offline reliability, advanced power management, and Waitlist (driver queueing allowing more efficient use of EVSE in workplace environments).

Smart Grid Integration

Describe in detail how or whether, the proposed solution includes a smart grid integration to utilize load management with future V2G capabilities. Yes

ChargePoint provides 15-minute energy usage data and advanced web services APIs for integration with utility smart grid automated solutions to improve energy efficiency and reduce peak load. ChargePoint also supports Open ADR 2.0b, an open and interoperable information exchange model and emerging Smart Grid standard for automated demand response, such that dynamic price and reliability signals can be delivered in a uniform and interoperable fashion among utilities and energy management and control systems. EV charging station load can be dynamically controlled by any of these systems. Additionally, the ChargePoint web portal includes powerful and flexible Power Management features, allowing station operators to impose power limits on custom-defined groups of stations.

Site Infrastructure

Describe how the power needs to be provided to the proposed EVSE stations. Responses should include, but are not limited to, the requirement for purchasing entity to provide power ready cabling. Yes

ChargePoint Level 2 Stations require electrical input of 208/240V, and in an ideal installation each EV charging plug will have its own dedicated 40 A branch circuit. Specifications for all of ChargePoint's hardware products can be found at https://www.chargepoint.com/products/guides/ . These include specifications like input power requirements (amperage, voltage, conduit sizing) and output capabilities of each product, as well as installation guides and site preparation materials.

Conduct a site evaluation and assess construction requirements to determine associated costs based upon the number of stations for initial and future needs. Evaluate available capacity of existing electrical panels and identify any electrical panel upgrades that may be required.

Charging Fees and Payment Methods

Fees for Charging Vehicle and Charging Payment Methods

Describe in detail the methods available for charging customers for charging their vehicle at proposed EVSE stations which are networked. The State is interested in a solution where the customer can be charged a fee directly. Yes

ChargePoint handles the entire billing process from end to end, collecting fees from drivers on behalf of station owners. All payment processing, funds transfer and collections are handled automatically, with payments to the station owners processed at the end of every month.

Station owners may set pricing using any of the following options:

- **A fixed rate for the session**. The driver pays a set fee for the entire session.
- **An hourly rate**. The driver pays per hour, similar to how a parking meter operates.
- **An energy rate**. The driver pays for the energy consumed on a per kWh basis.
- **Length-of-Stay pricing**. One price is charged during the first x hours and another price is charged for every hour afterwards.
- **Time-of-Day pricing**. One price is charged during peak hours and another during off-peak hours.
- A **minimum** and/or a **maximum** fee per session.
- ***A combination of the above***. For example, a flat session fee PLUS an hourly rate or an hourly rate PLUS per kWh pricing, or a minimum session fee PLUS an hourly rate. One may also configure an energy rate on a per kWh basis and an hourly rate that goes into

effect only after a configurable grace period when the vehicle stops drawing energy.

- **Driver groups.** Station owners may set unique policies for different classifications of drivers (e.g. students, faculty & staff vs. visitors) using the options above.
- **Scheduled Pricing.** All of the above options may be set by time of day and day of week. For example, free for employees during business hours M-F but $1/hour for everyone during evenings and weekends.

Charging sessions are authorized at the charging station by use of a credit card (with RFID chip), a ChargePoint account RFID card, via the ChargePoint mobile application, using Apple pay, Android pay, one-time payment by a mobile friendly payment option, or by authorized driver support representatives over the phone 24/7 via a toll-free phone number using a credit card. Driver support is available to all drivers using any station on the ChargePoint network – whether the driver is registered with ChargePoint or not. If the station requires a fee to charge, the driver may enter their credit card number and expiration date from their smartphone keypad when prompted by a secure Interactive Voice Response (IVR) service prior to the start of their charging session. Live phone support is available in English, French, and Spanish.

Describe in detail the method of payment proposed EVSE stations are capable of processing. Response shall identify any payment methods that are not accepted.

RFID supports virtually all formats, including ChargePoint cards, contactless credit cards, and NFC (including Apple Pay, Android Pay)

Credit Card Processing

Include documentation describing the EVSE station's ability to comply with Payment Card Industry Data Security Standards (PCI-DSS), and any features or capabilities of the system that must be added, enabled, disabled, or changed in order for the system to operate in compliance with the PCI-DSS standards. Yes

ChargePoint is PCI Certified as both a Service Provider and Merchant and audited by 3rd party QSA. The ChargePoint Network undergoes regular PCI-DSS compliance certification testing from a third party auditor. The current Attestation of Compliance is available to customers under NDA. Tier 1 service providers host ChargePoint's data centers. All data centers are SSAE16 compliant. The hosted data center has physical security in place and prevents any access to servers by unauthorized parties, and undergoes independent physical security audits as part of their own PCI certification process. The ChargePoint Network is running in two physically independent (hundreds of miles apart) secure hosted data centers, providing fail-over capabilities for disaster recovery and business continuity.

Security

Customer Data

Describe in detail what customer account information is collected, where the customer account information is stored (country), and what security requirements and systems are in place to protect customer account information. (System backup and recovery.) Yes

Customer information collected from drivers includes payment method information, home address, name, email, and other items requested by station owners/hosts that drivers choose to divulge. By default station owners/operators are able to see drivers only by an anonymized User ID and the make/model of their vehicle. Data is stored in Oregon at a secure location provided by Amazon Web Services, with a backup location in Virginia. As reflected by ChargePoint's ongoing PCI compliance we take information security seriously, and as such we conduct regular audits of our network security including incident response, backup, and recovery plans.

Access Authentication

In an effort to eliminate energy theft it is required that the proposed solution incorporate a method of authentication to access the charging stations. Describe in detail the options available for authentication with the proposed solution. Yes

Drivers are identified by their ChargePoint driver account. Each account may have one or more RFID cards activated to it and each account also is tied to the ChargePoint smartphone mobile application. When a driver uses a ChargePoint station they can either tap their RFID card or they may use the mobile app to identify themselves to the station and authorize a session.

PCI DSS Compliance

Describe the process to stay current with Payment Card Industry Data Security Standards (PCI-DSS) requirements as they are updated. Responses shall include a copy of the current certification. Yes

Note: Respondents will be required to be PCI DSS complaint in alignment with the State's policies and procedures.

ChargePoint is PCI Certified as both a Service Provider and Merchant and audited by 3rd party QSA. The ChargePoint Network undergoes regular PCI-DSS compliance certification testing from a third-party auditor. The current Attestation of Compliance is available to customers under NDA. The ChargePoint Network is running in Amazon Web Services (AWS) secure hosted data centers, providing fail-safe and fail-over capabilities for disaster recovery and business continuity. All data centers are SSAE16 compliant. The hosted data center has physical security in place and prevents any access to servers by unauthorized parties, and undergoes independent physical security audits as part of their own PCI certification process.

Monitoring

Parking Enforcement

Describe in detail the proposed solution's ability to monitor and notify the purchasing entity if a vehicle has been there for a longer than pre-set time for the charge, whether the vehicle is fully charged and still there, or paid for an hour charge and no longer being charged but the vehicle is still in the charging parking space. Yes

To encourage drivers to move their vehicles after they are fully charged we recommend charging one fee for the first few hours and then raising the fee after those first few hours to encourage driver behavior to move their vehicles.

You can also enable the Waitlist feature. Waitlist can maximize the utilization of stations and does not require the administrator to do anything once it has been configured. The feature may be enabled during business hours and automatically disabled off hours.

Waitlist works by allowing drivers to get in line for the next available charging station, informing them when a station becomes available, and even holding it for them while they walk to their vehicle, drive it to the station, and plug in. The driver decides which ports he wishes to line up for, and joins a "virtual lineup". As ports free up notifications are sent to the first driver in line and the port is temporarily reserved just for that driver. The driver has the ability to accept the reservation and use the port, or the driver may decide to skip his turn and let the person behind go ahead – while retaining his place in line, or may simply opt-out of line altogether.

Remote Monitoring and Diagnostics

Describe in detail the capabilities of the proposed solution to be monitored and have diagnostics completed remotely for superior quality of service. Yes

For all service affecting fault conditions, the ChargePoint technical support proactive monitoring system alerts are automatically generated for review and response within one business day.

Support

Technical Support

It is required, at a minimum, that technical support personnel are available from 6:00 AM to 6:00 PM (central time), Monday through Saturday. Respondent shall clearly detail hours of support, methods of contacting support, and response times for technicians to be on-site. Yes

Driver Support

ChargePoint provides 24/7 toll-free live driver support to anyone using a ChargePoint station, including non-ChargePoint cardholders, **all at no cost to the driver**. With over 50,000 charging spots across the country, ChargePoint has a long track record of success and provides the highest level of support in the industry.

Station Host Support

ChargePoint offers dedicated support for station hosts that require assistance, available weekdays from 8AM EST to 9PM EST.

Issue Resolution/Escalation Process

In the event of ongoing performance issues or technical support is unable to address a performance issue, please explain the escalation process that will be available to the purchasing entity to ensure concerns are addressed in an efficient and effective manner. Yes

A trouble ticket is generated and escalated to the proper group for resolution. You can also contact LilyPad to bring the issue to resolution with ChargePoint.

Sustainability

Incentive Opportunities

Explain any sustainability funding opportunities associated with the implementation of EVSE that Respondent is aware of or can assist with obtaining the documentation needed to qualify for such incentives. Such opportunities may include but are not limited to Volkswagen Settlement funding, utility rebates, other incentives. Yes

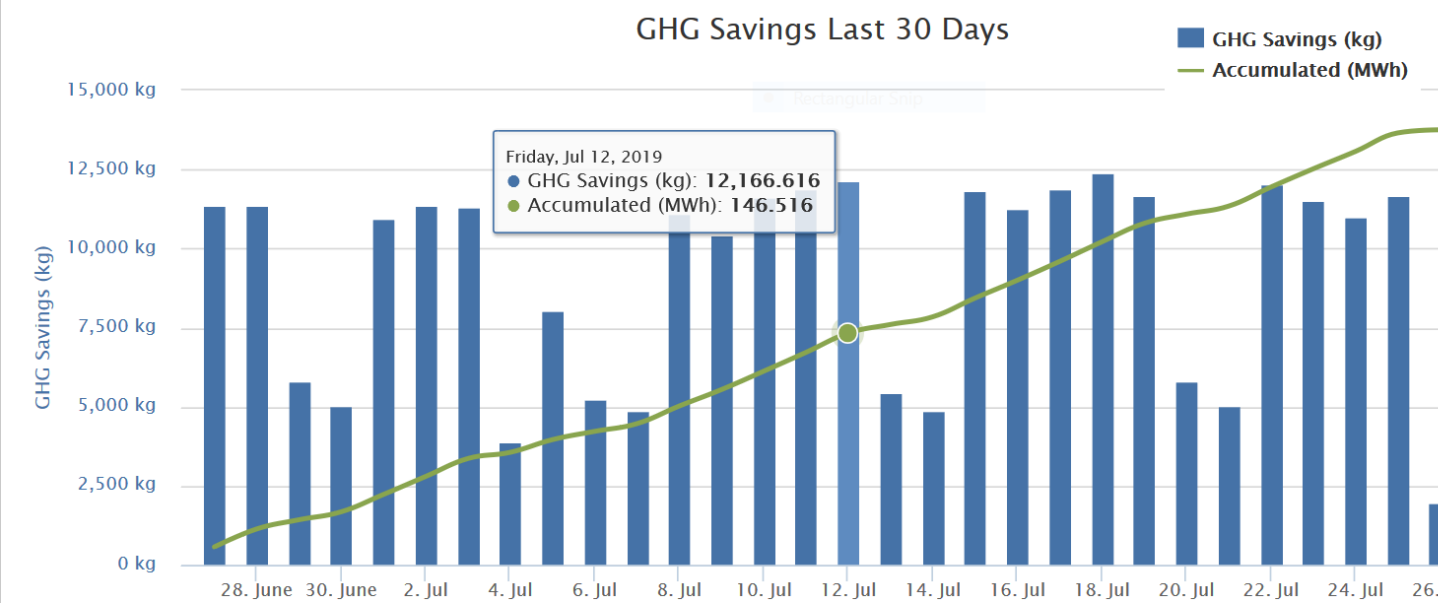
There currently are no incentive opportunities available for the State of Iowa. However, as part of the VW settlement Iowa is expected to receive $21M in funds with ~15% to go for EV infrastructure.

Green House Gas Savings

Describe in detail how the proposed solution provides reporting on Green House Gas savings per driver and fleet. Submit an example report in the Proposal if available. Yes

ChargePoint use Environmental Protection Agency (EPA) estimates in a formula that derives the greenhouse gas (GHG) emissions you've prevented, based on how much you've charged your EV, which is a measure of how many miles you've driven on electricity instead of gasoline. Here are the estimates they use in their calculation:

- Driving an internal combustion engine (ICE) vehicle emits 8.8 kg of CO_2 per gallon (19.4 lbs CO_2/gal).
- The US passenger car average fuel efficiency for ICE vehicles is 23.9 mi/gal (mpg)
- An electric vehicle has an average efficiency of 3.0 mi/kWh. [Note: This is our estimate based on data for several types of electric vehicles.]
- The US average for emissions from generating electricity to fuel electric vehicles, is 1.55548 lbs CO_2/kWh
- $CO_2$is 95% of GHG emissions



Fleet Vehicle Management

Describe the proposed solution's capabilities for fleet vehicle management. Yes

ChargePoint offers a variety of smart, networked charging stations to serve the needs of every fleet. The ChargePoint CPF25 Level 2 charging station is specifically designed for fleet depot applications, where the stations are used exclusively by fleet vehicles. For mixed-use applications, where fleet vehicles share charging stations with drivers of personal vehicles, ChargePoint offers the CT4000 family of charging stations.

Fleet Services

Easily manage your electric vehicle fleet and charging stations, all in one place. Get real-time information on your fleet vehicles whenever they are plugged into a charging station. You can track the location and station where your vehicles are charging, know when they are fully charged and view usage reports both by vehicle ID and by fleet. Set access control policies to ensure that only fleet vehicles can use your depot charging stations. We also offer APIs and other tools that enable you to easily integrate with your existing fleet management platform.

ChargePoint provides hardware and software solutions for fleet management, encompassing intelligent EVSE infrastructure and integration with leading vehicle telematics providers that address common challenges of EV fleet management:

- **Time of Use Access Controls**. Control access to your stations based on time of day and day of week. During normal business hours, say 8am to 5pm you may open the stations for use by your employees as well as your fleet vehicles to use. At 5pm the stations will become restricted so that only your fleet vehicles may use them. This is an important feature to ensure that your stations are used appropriately and ensure your fleet vehicles are able to charge overnight.
- **Fleet fueling cards**. ChargePoint supports WEX and Voyager, allowing fleet vehicle drivers to pay for electric fueling using a payment card associated with their ChargePoint account.

ChargePoint also offers our own fuel card option for EV fleets and provides APIs to support potential integration with other systems.

- **Fraud Prevention**: Avoid employees using fleet access cards to charge their personal EVs or those of others.
- **Automatic odometer** capture, as today's method is manual and error-prone.
- Ability to measure and optimize ROI on electric vehicle purchases and infrastructure investments.
- Integrate vehicle and station data with existing reporting systems.
- World Class support for Fleet Drivers, Personal Drivers, and Station Administrators

Telematics hardware installed in the fleet vehicles provides GPS tracking, automatic odometer capture, real-time battery state of charge, vehicle health, energy consumption, and driving efficiency reporting.

ChargePoint EVSE collect detailed charging session details, including start and stop time, station location, session duration, time that the vehicle is actively charging (as opposed to simply being plugged in), energy dispensed, the fee (if any), as well as RFID card and user ID information.

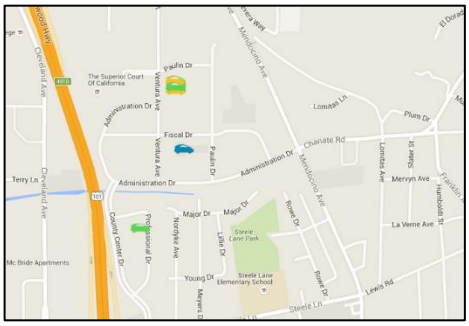
ChargePoint provides tools for Fleet Managers to activate ChargePoint cards to vehicles, and to group vehicles into fleets. Coupled with ChargePoint smart charging stations, the fleet functionality allows you to:

- Track energy use by vehicle and by fleet
- Enter a fuel card or other payment method to allow your vehicles to charge at stations requiring payment

A fleet is a group of vehicles sharing the same information that is configured for the fleet, such as pricing, telematics integration, etc. Each individual vehicle in the fleet is associated with a vehicle identifier (license plate) and a unique ChargePoint RFID Card serial number.
Using the fleet features allow you to :

- Save capital expense through panel sharing
- Save operational expense through scheduled charging and other energy management features
- Restrict use to just fleet vehicles, preventing other vehicles from charging (for example, the general public)
- Perform capacity planning and other analytics
- Use a fuel card to allow your vehicles to charge at stations that require payment

The vehicle and EVSE information is collected and aggregated on the backend providing a seamless reporting experience.



3rd Party Fuel Management

ChargePoint has the ability to integrate with 3rd party fuel management systems and already has integrated with various fueling card providers (including WEX and Voyager) and electric vehicle telematics providers (FleetCarma).

The most effective integration is by using ChargePoint's API Web Services, which we make available for all fleet customer integrations.

Fleet Funding Sources

Fleet vehicles that have a need to charge at independently operated EVSE require a way to pay for the charging session. To meet this need, ChargePoint provides several options to fund fleet accounts:

1. Associate a WEX or Voyager fuel card to each fleet vehicle, tied to a ChargePoint fleet card.
2. ChargePoint fuel card. The fleet operator provides ChargePoint a purchase order, which ChargePoint invoices against as fleet vehicles use EVSE that require payment.
3. ChargePoint will support other fuel cards in the future based on customer needs.

Optional Specifications

All items listed below are optional, non-mandatory specifications. These specifications will not be evaluated and scored in the technical proposal. Cost for optional specifications shall be identified in the cost proposal; however, costs for optional specifications will not be considered in the determination of the cost score.

Value Added Opportunities

Describe all value-added opportunities that are available including, but not limited to, Volkswagen Settlement funding, utility rebates, other financial incentives, etc.

VW Settlement funding

Equipment Installation

This RFP is for the use by state agencies and political subdivisions and therefore does not contain any specific project requirements regarding installation. However,

Respondents may include information about the equipment installation services they provide in their Technical Proposal and include any associated costs for installation in their Cost Proposal. Yes

LilyPad is a turnkey provider of the EV charging stations that includes installation. We sub-contract with a local ChargePoint certified electrician/installer to conduct installations. First of all, we coordinate with host and electrician to conduct a site visit to determine the installation costs. LilyPad will then provide to host a turnkey quote including equipment and installation.

Quarterly Report

LilyPad EV Quarterly Report to the State of Iowa for sales made under contract #(tbd)							
Year	Quarter						
yyyy	Qx						
Date	Customer Name	Customer Address	SKU	Description	Quantity	Unit Price	Extended Price

Attachments

RFP Attachments

Addendum One

Addendum Two

Attachment #1 – Certification Letter

Attachment #2 – Authorization to Release Information

Attachment #3 – Form 22 Request for Confidentiality

Attachment #4 – Response Checklist

Attachment #6 – Federal Contract Clauses

ChargePoint Data Sheet Documents

ChargePoint CT4000 Data Sheet

Level 2 Commercial Charging Station

ChargePoint Network Commercial Service Plan Data Sheet

Describes the commercial service plan

ChargePoint Assure Data Sheet

Describes the Assure Extended Warranty & Maintenance Plan

ChargePoint as a Service (CPaaS) Lease Option

July 17, 2019

To: All Potential Respondents
From: Nancy Wheelock, Purchasing Agent
Subject: RFP1119005053 – Electric Vehicle Charging Stations

Addendum One

Please amend the subject RFP to include the following:

The State is amending the due date for Respondents to submit RFP written questions, requests for clarification, and suggested changes from July 17, 2019 to July 25, 2019. **All questions are due by July 25, 2019 no later than 3:00 p.m. central time.**

The State is amending the due date for Proposals from August 2, 2019 to August 13, 2019. **All proposals for this RFP are now due on August 13, 2019 no later than 3:00 p.m. central time.**

Please amend the subject RFP to include answers to the following timely submitted questions:

Q1. Can the State provide a description of one or several potential depots including information on the number and type of EVs that will be deployed over time, the duty cycle of the vehicles, a description of the existing utility interconnection including utility power delivery capabilities?

A1. The purpose of this RFP is to provide access to Electric Vehicle Charging Stations (EVCS) for public entities who will be receiving funding from the Volkswagen Clean Air Act Civil Settlement. The resulting contracts will also be available for the purchasing of EVCS outside of the VW Settlement funding. The Department of Administrative Services – Central Procurement Bureau will create master agreements from this RFP which state agencies, cities, counties and public schools may use to purchase EVCS without the need for further competitive bidding per their individual entity policies and procedures.

Initial funds are expected to be released use by public entities sometime in the Fall of 2019. Therefore, the State is unable to provide project details, expected usage, duty cycle of vehicles, or current interconnectivity capabilities because this RFP is not for any specific upcoming project, but potentially for many upcoming projects by various public entities in Iowa.

Q2. Does the State presently have a common fueling software platform and does it wish to retain this platform for EVs?

A2. State agencies do not currently have any EVCS installed.

Q3. What is the time frame over which the State contemplates or otherwise forecasts a deployment of EVs in its fleets?

i. What vehicle classes does the State wish to transition on a priority basis to EVs?

ii. What is the State's objectives in connection with any transition to EVs; sustainability, reduced maintenance expense, reduced fuel costs?

A3. The State does not anticipate a large replacement of fleet vehicles with PHEV/EV vehicles at this time.

i. The vehicle classes for state agency use would potentially be sub-compact, compact and mid-size sedans.

ii. For public use chargers, a wider variety of vehicles should be anticipated. Please see A3 above. Each public entity purchasing from the resulting contracts has their individual objectives.

Q4. Will the State entertain entering into a comprehensive develop, construct and finance EV solution under a long-dated services agreement to cover a portfolio of state fleet depots?

A4. No, that is not the purpose of this RFP.

Please acknowledge receipt of this addendum by signing in the space provided below, and <u>return this letter with your offer (do not send back separately).</u>

I hereby acknowledge receipt of this addendum.

Keith Anderson _____ 8/5/2019

Signature Date

Keith Anderson

Typed or Printed Name

July 26, 2019

To: All Potential Respondents
From: Nancy Wheelock, Purchasing Agent
Subject: RFP1119005053 – Electric Vehicle Charging Stations

Addendum Two

Please amend the subject RFP to include answers to the following submitted questions:

Q1. Section 3 – 3.1.4 states: Proposals shall not contain promotional or display materials.

Scope of Work Section 5.2.1 - Proposed Equipment - 5.2.1.1 Equipment Specifications states: Attach an information specification sheet for the Electric Vehicle Charging Stations being proposed in the Proposal.

The RFP contains a request in the Scope of Work to provide a variety of EVSE solutions (non-networked, networked, Level 2 and DC, etc.) and instructs to attach specification sheets. Would data sheets on these various types of EVSE be considered "promotional" in nature?

A1. The State does not consider data sheets with technical information, equipment photos, explanations of how the equipment works, etc., to be "promotional" in nature.

Q2. Section 3 - 3.1.6 states: If a Respondent proposes more than one solution to the RFP specifications, each shall be labeled and submitted in a separate Proposal and each will be evaluated separately.

Since the Scope of Work requests multiple solutions this apparent requirement to submit each option in a "separate Proposal" will add a great deal of additional work in preparing our response. Please clarify so we might consider avoiding submission of numerous proposals.

A2. The State will accept the proposal of multiple types of equipment within the same proposal. Respondents may also have several methods of payment such as through an outright purchase or a lease program which may be proposed within the same proposal. It's at the discretion of the Respondent as to whether they choose to separate their solutions into multiple proposals.

Q3. Attachment #5 – Cost Proposal and the pricing table for the "Deliverable Items" only has a single (1) line for the unit cost of Electric Vehicle Charging Station and Annual License Fee.

As stated above the State of Iowa is requesting multiple solutions, that result in multiple pricing amounts so where can we place all the station types and license pricing?

A3. Respondents may adjust the number of lines as needed in Attachment #5 – Cost Proposal. An Excel spreadsheet may be used in lieu of the template provided in Attachment #5 with the same and additional categories as needed. The State asks that the pricing be provided in a readable format.

Please acknowledge receipt of this addendum by signing in the space provided below, and <u>return this letter with your offer (do not send back separately).</u>

I hereby acknowledge receipt of this addendum.

Keith Anderson

Signature

8/5/2019

Date

Keith Anderson

Typed or Printed Name

Attachment # 1
Certification Letter

[Date]

Nancy Wheelock, Issuing Officer
Iowa Department of Administrative Services
1305 E. Walnut Street
Des Moines, IA 50319

Re: RFP1119005053 - PROPOSAL CERTIFICATIONS

Dear Nancy:

I certify that the contents of the Proposal submitted on behalf of [**Name of Respondent]** (LilyPad EV) (**Respondent**) in response to Iowa Department of Administrative Services for RFP1119005053 for Electric Vehicle Charging Stations are true and accurate. I also certify that Respondent has not knowingly made any false statements in its Proposal.

Certification of Independence

I certify that I am a representative of Respondent expressly authorized to make the following certifications in behalf of Respondent. By submitting a Proposal in response to the RFP, I certify in behalf of the Respondent the following:

1. The Proposal has been developed independently, without consultation, communication or agreement with any employee or consultant to the Agency or with any person serving as a member of the evaluation committee.

2. The Proposal has been developed independently, without consultation, communication or agreement with any other Respondent or parties for the purpose of restricting competition.

3. Unless otherwise required by law, the information found in the Proposal has not been and will not be knowingly disclosed, directly or indirectly prior to Agency's issuance of the Notice of Intent to Award the contract.

4. No attempt has been made or will be made by Respondent to induce any other Respondent to submit or not to submit a Proposal for the purpose of restricting competition.

5. No relationship exists or will exist during the contract period between Respondent and the Agency or any other State agency that interferes with fair competition or constitutes a conflict of interest.

Certification Regarding Debarment

6. I certify that, to the best of my knowledge, neither Respondent nor any of its principals: (a) are presently or have been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal Agency or State Agency; (b) have within a three year period preceding this Proposal been convicted of, or had a civil judgment rendered against them for commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of antitrust statutes; commission of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are presently indicted for or criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses enumerated in (b)

of this certification; and (d) have not within a three year period preceding this Proposal had one or more public transactions (federal, state, or local) terminated for cause.
This certification is a material representation of fact upon which the Agency has relied upon when this transaction was entered into. If it is later determined that Respondent knowingly rendered an erroneous certification, in addition to other remedies available, the Agency may pursue available remedies including suspension, debarment, or termination of the contract.

Certification Regarding Registration, Collection, and Remission of Sales and Use Tax

7. Pursuant to *Iowa Code sections 423.2(10) and 423.5(4) (2016)* a retailer in Iowa or a retailer maintaining a business in Iowa that enters into a contract with a state agency must register, collect, and remit Iowa sales tax and Iowa use tax levied under *Iowa Code chapter 423* on all sales of tangible personal property and enumerated services. The Act also requires Respondents to certify their compliance with sales tax registration, collection, and remission requirements and provides potential consequences if the certification is false or fraudulent.

   By submitting a Proposal in response to the (RFP), the Respondent certifies the following: (check the applicable box)

   ☐ Respondent is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by *Iowa Code Chapter 423*; or

   ☒ Respondent is not a "retailer" or a "retailer maintaining a place of business in this state" as those terms are defined in *Iowa Code subsections 423.1(47) and (48)(2016)*.

   Respondent also acknowledges that the Agency may declare the Respondent's Proposal or resulting contract void if the above certification is false. The Respondent also understands that fraudulent certification may result in the Agency or its representative filing for damages for breach of contract in additional to other remedies available to Agency.

Sincerely,

Keith Anderson
Signature

Keith Anderson VP Business Development — 8/5/2019
Name and Title of Authorized Representative **Date**

Attachment #2
Authorization to Release Information Letter

8/5/2019

Nancy Wheelock, Issuing Officer
Iowa Department of Administrative Services
1305 E. Walnut Street
Des Moines, IA 50319

Re: RFP1119005053 - AUTHORIZATION TO RELEASE INFORMATION

Dear Nancy:

[Name of Respondent] (LilyPad EV) **(Respondent)** hereby authorizes the Iowa Department of Administrative Services ("Agency") or a member of the Evaluation Committee to obtain information regarding its performance on other contracts, agreements or other business arrangements, its business reputation, and any other matter pertinent to evaluation and the selection of a successful Respondent in response to RFP1119005053.

The Respondent acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The Respondent acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the State or may otherwise hurt its reputation or operations. The Respondent is willing to take that risk.

The Respondent hereby releases, acquits and forever discharges the State of Iowa, the Agency, their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the undersigned that it may have or ever claim to have relating to information, data, opinions, and references obtained by the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to the RFP.

The Respondent authorizes representatives of the Agency or the Evaluation Committee to contact any and all of the persons, entities, and references which are, directly or indirectly, listed, submitted, or referenced in the Respondent's Proposal submitted in response to RFP.

The Respondent further authorizes any and all persons and entities to provide information, data, and opinions with regard to its performance under any contract, agreement, or other business arrangement, its ability to perform, business reputation, and any other matter pertinent to the evaluation of the Respondent's Proposal. The Respondent hereby releases, acquits and forever discharges any such person or entity and their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the Respondent that it may have or ever claim to have relating to information, data, opinions, and references supplied to the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to RFP.

A photocopy or facsimile of this signed Authorization is as valid as an original.

Sincerely,

Keith Anderson
Signature

Keith Anderson VP Business Development
Name and Title of Authorized Representative

8/5/2019
Date

Attachment #3
Form 22 – Request for Confidentiality
SUBMISSION OF THIS FORM 22 IS REQUIRED

THIS FORM 22 (FORM) MUST BE COMPLETED AND INCLUDED WITH YOUR PROPOSAL. THIS FORM 22 IS REQUIRED WHETHER THE PROPOSAL DOES OR DOES NOT CONTAIN INFORMATION FOR WHICH CONFIDENTIAL TREATMENT WILL BE REQUESTED. FAILURE TO SUBMIT A COMPLETED FORM 22 WILL RESULT IN THE PROPOSAL TO BE CONSIDERED NON-RESPONSIVE AND ELIMINATED FROM EVALUATION. COMPLETE PART 1 OF THIS FORM 22 IF PROPOSAL DOES NOT CONTAIN CONFIDENTIAL INFORMATION. COMPLETE PART 2 OF THIS FORM 22 IF PROPOSAL DOES CONTAIN CONFIDENTIAL INFORMATION.

1. **Confidential Treatment Is Not Requested**
   A Respondent not requesting confidential treatment of information contained in its Proposal shall complete Part 1 of Form 22 and submit a signed Form 22 Part 1 with the Proposal.

2. **Confidential Treatment of Information is Requested**
   A Respondent requesting confidential treatment of specific information shall: (1) fully complete and sign Part 2 of Form 22, (2) conspicuously mark the outside of its Proposal as containing confidential information, (3) mark each page upon which the Respondent believes confidential information appears **and CLEARLY IDENTIFY EACH ITEM for which confidential treatment is requested; MARKING A PAGE IN THE PAGE MARGIN IS NOT SUFFICIENT IDENTIFICATION**, and (4) submit a "Public Copy" from which the confidential information has been excised.

   Form 22 will not be considered fully complete unless, for each confidentiality request, the Respondent: (1) enumerates the specific grounds in Iowa Code Chapter 22 or other applicable law that supports treatment of the information as confidential, (2) justifies why the information should be maintained in confidence, (3) explains why disclosure of the information would not be in the best interest of the public, and (4) sets forth the name, address, telephone, and e-mail for the person authorized by Respondent to respond to inquiries by the Agency concerning the confidential status of such information.

   The Public Copy from which confidential information has been excised is in addition to the number of copies requested in Section 3 of this RFP. The confidential information must be excised in such a way as to allow the public to determine the general nature of the information removed and to retain as much of the Proposal as possible.

   Failure to request information be treated as confidential as specified herein shall relieve Agency and State personnel from any responsibility for maintaining the information in confidence. Respondents may not request confidential treatment with respect to pricing information and transmittal letters. A Respondent's request for confidentiality that does not comply with this form or a Respondent's request for confidentiality on information or material that cannot be held in confidence as set forth herein are grounds for rejecting Respondent's Proposal as non-responsive. Requests to maintain an entire Proposal as confidential will be rejected as non-responsive.

   If Agency receives a request for information that Respondent has marked as confidential and if a judicial or administrative proceeding is initiated to compel the release of such information, Respondent shall, at its sole expense, appear in such action and defend its request for confidentiality. If Respondent fails to do so, Agency may release the information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction. Additionally, if Respondent fails to comply with the request process set forth herein, if Respondent's request for confidentiality is unreasonable, or if Respondent rescinds its request for confidential treatment, Agency may release such information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction.

Part 1 – No Confidential Information Provided

Confidential Treatment Is Not Requested
Respondent acknowledges that proposal response contains no confidential, secret, privileged, or proprietary information. There is no request for confidential treatment of information contained in this proposal response.

This Form must be signed by the individual who signed the Respondent's Proposal. The Respondent shall place this Form completed and signed in its Proposal.

- ***Fill in and sign the following if you have provided no confidential information. If signing this Part 1, do not complete Part 2.***

LilyPad EV, LLC	1119005053	Electric Vehicle Charging (EVC) Stations
Company	RFP Number	RFP Title
Keith Anderson	VP Business Development	8/5/2019
Signature (required)	Title	Date

(Proceed to the next page only if Confidential Treatment is requested.)

ATTACHMENT #6
REQUIRED FEDERAL CONTRACT CLAUSES

All contracts, including small purchases, awarded by recipients and their Contractors shall contain the procurement provisions as outlined below: These provisions are available on the following website.
OMB: http://www.whitehouse.gov/omb/circulars_a110#48

2 CFR 215.48

Equal Employment Opportunity

All contracts shall contain a provision requiring compliance with E.O. 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR, 1964-1965 Comp., p. 339), as amended by E.O. 11375,"Amending Executive Order 11246 Relating to Equal Employment Opportunity," and as supplemented by regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

Copeland "Anti-Kickback" Act (18 U.S.C. 874 and 40 US.C. 276c)

All contracts and subgrants in excess of $2000 for construction or repair awarded by recipients and subrecipients shall Include a provision for compliance with the Copeland "Anti-Kickback" Act (18 U.S.C B74), as supplemented by Department of Labor regulations (29 CFR part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient shall be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he Is otherwise entitled. The recipient shall report all suspected or reported violations to the Federal awarding agency.

Davis-Bacon Act, as amended (40 U.S.C. 276a to a-7)

When required by Federal program legislation, all construction contracts awarded by the recipients and subrecipients of more than $2000 shall include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 276a to a-7) and as supplemented by Department of Labor regulations (29 CFR part 5, "Labor Standards Provisions Applicable to Contracts Governing Federally Financed and Assisted Construction"). Under this Act, contractors shall be required to pay wages to laborers and mechanics at a rate not less than the minimum wages specified in a wage determination made by the Secretary of Labor. In addition, contractors shall be required to pay wages not less than once a week. The recipient shall place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation and the award of a contract shall be conditioned upon the acceptance of the wage determination. The recipient shall report all suspected or reported violations to the Federal awarding agency. This does not apply to Federal disaster funding unless otherwise specified by local regulations.

Contract Work Hours and Safety Standards Act (40 U.S.C 327-333)

Where applicable, all contracts awarded by recipients in excess of $2000 for construction contracts and in excess of $2500 for other contracts that involve the employment of mechanics or laborers shall include a provision for compliance with sections 102 and 107 of the Contract Work Hours and Safety

Standards Act (40 U.S.C. 327-333), as supplemented by Department of Labor regulations (29 CFR part 5).

Under section 102 of the Act, each contractor shall be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work In excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than 1 ½ times the basic rate of pay for all hours worked in excess of 40 hours in the work week. Section 107 of the Act is applicable to construction work and provides that no laborer or mechanic shall be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Rights to Inventions Made Under a Contract or Agreement

Contracts or agreements for the performance of experimental, developmental, or research work shall provide for the rights of the Federal Government and the recipient in any resulting invention In accordance with 37 CFR part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act (33 U.S.C. 1251 et seq.) as amended

Contracts and subgrants of amounts in excess of $100,000 shall contain a provision that requires the recipient to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251 et seq.).

Violations shall be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)

Contractors who apply or bid for an award of $100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.5.C.

1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient.

Debarment and Suspension (E.O.s 12549 and 12689)

A contract award with an amount expected to equal or exceed $25,000 and certain other contract awards (see 2 CFR 180.220) shall not be made to parties listed on the government-wide Excluded Parties List System, in accordance with the OMB guidelines at 2 CFR part 180 that Implement E.O.s 12549 (3

CFR, 1986 Comp., p. 189) and 12689 (3 CFR, 1989 Comp., p. 235), "Debarment and Suspension." The Excluded Parties List System contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than E.O. 12549. [69 FR 26281, May 11, 2004, as amended at 70 FR 51879, Aug. 31, 2005]

_____

I have read and agree to comply with all of the Federal requirements contained in Attachment #6.

Keith Anderson _____ 8/5/2019

Signature Date

Keith Anderson

Printed Name

LilyPad EV, LLC

Company Name

Attachment #4
Response Check List

RFP REFERENCE SECTION	RESPONSE INCLUDED		LOCATION OF RESPONSE
	Yes	No	
TECHNICAL PROPOSAL			
3. One (1) Original and One (1) Electronic copy of the Proposal	X		Original & Electronic
3. One (1) Public Copy with Confidential Information Excised		X	
3. Transmittal Letter	X		Page 1
3. Table of Contents	X		Pages 2-4
3. Executive Summary	X		Pages 4-5
3. Respondent Background Information	X		Pages 5-6
3. Experience	X		Pages 6-8
3. Specifications (See Sections 5.1 and 5.2)	X		Pages 12-28
3. Terminations	X		Page 12
3. Acceptance of Terms and Conditions	X		Proposal Submitted
3. Certification Letter (Attachment #1)	X		Pages 34-35
3. Authorization to Release Information (Attachment #2)	X		Pages 36-37
3. Firm Proposal Terms	X		Page 12
5.1 Mandatory Specifications	X		Page 12
5.2 Scored Technical Specifications	X		Pages 12-27
5.3 Optional Specifications	X		N/A
Form 22 – Request for Confidentiality (Attachment #3)	X		Pages 37-38
Federal Contract Clauses (Attachment #6)	X		Pages 39-41
COST PROPOSAL (Attachment #5) (submitted in separate, sealed envelope)			
One (1) Original and One (1) Electronic copy of the Proposal	X		Pages 1-7

CT4000 Level 2 Commercial Charging Stations

Specifications and Ordering Information

Ordering Information

Specify model number followed by the applicable code(s). The order code sequence is: **Model-Options**. **Software**, **Services** and **Misc** are ordered as separate line items.

Hardware

Description		Order Code
Model	1830 mm (6') Single Port Bollard Mount 1830 mm (6') Dual Port Bollard Mount	CT4011 CT4021
	1830 mm (6') Single Port Wall Mount 1830 mm (6') Dual Port Wall Mount	CT4013 CT4023
	2440 mm (8') Dual Port Bollard Mount 2440 mm (8') Dual Port Wall Mount	CT4025 CT4027
Options	Integral Gateway Modem - USA Integral Gateway Modem - Canada	-GW1 -GW2
Misc	Power Management Kit Bollard Concrete Mounting Kit	CT4000-PMGMT CT4001-CCM

Software & Services

Description	Order Code
ChargePoint Commercial Service Plan	CTSW-SAS-COMM-*n*[1]
ChargePoint Service Provider Plan	CTSW-SAS-SP-*n*[1]
ChargePoint Assure	CT4000-ASSURE*n*[2]
Station Activation and Configuration	CPSUPPORT-ACTIVE
ChargePoint Station Installation and Validation	CT4000-INSTALLVALID

Note: All CT4000 stations come with 1 year of ChargePoint Assure coverage at no charge for qualified installations. Other conditions apply. All CT4000 stations require a network service plan.

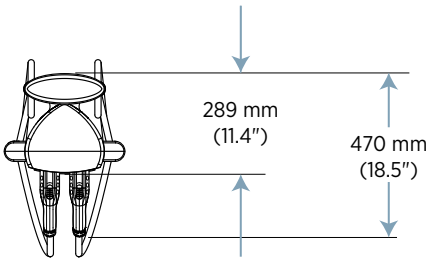
[1] Substitute *n* for desired years of service (1, 2, 3, 4, or 5 years).
[2] Substitute *n* for the duration of the additional coverage (1, 2, 3, or 4 years).

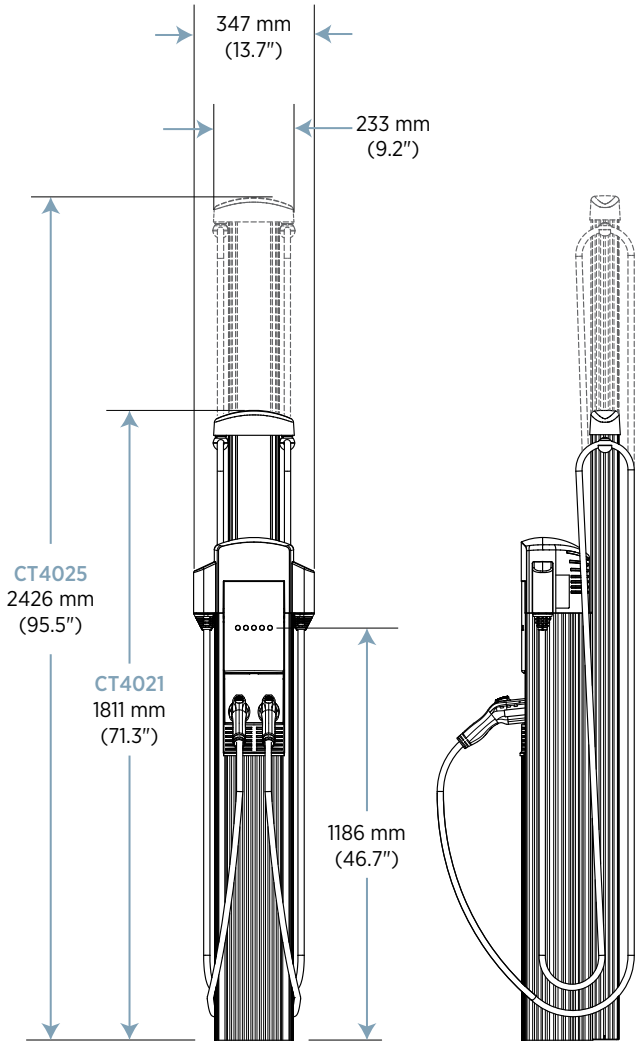
Order Code Examples

If ordering this	the order code is
1830 mm (6') Dual Port Bollard USA Gateway Station with Concrete Mounting Kit	CT4021-GW1 CT4001-CCM
ChargePoint Commercial Service Plan, 3 Year Subscription	CTSW-SAS-COMM-3
ChargePoint Station Installation and Validation	CT4000-INSTALLVALID
2 Additional Years of Assure Coverage	CT4000-ASSURE2
1830 mm (6') Single Port Wall Mount Station	CT4013
ChargePoint Commercial Service Plan, 5 Year Subscription	CTSW-SAS-COMM-5
4 Additional Years of Assure Coverage	CT4000-ASSURE4
Station Activation and Configuration	CPSUPPORT-ACTIVE

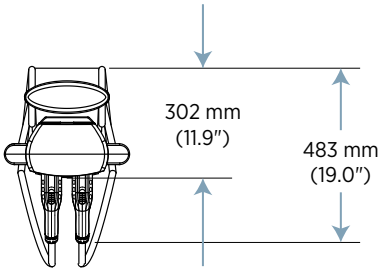
CT4021

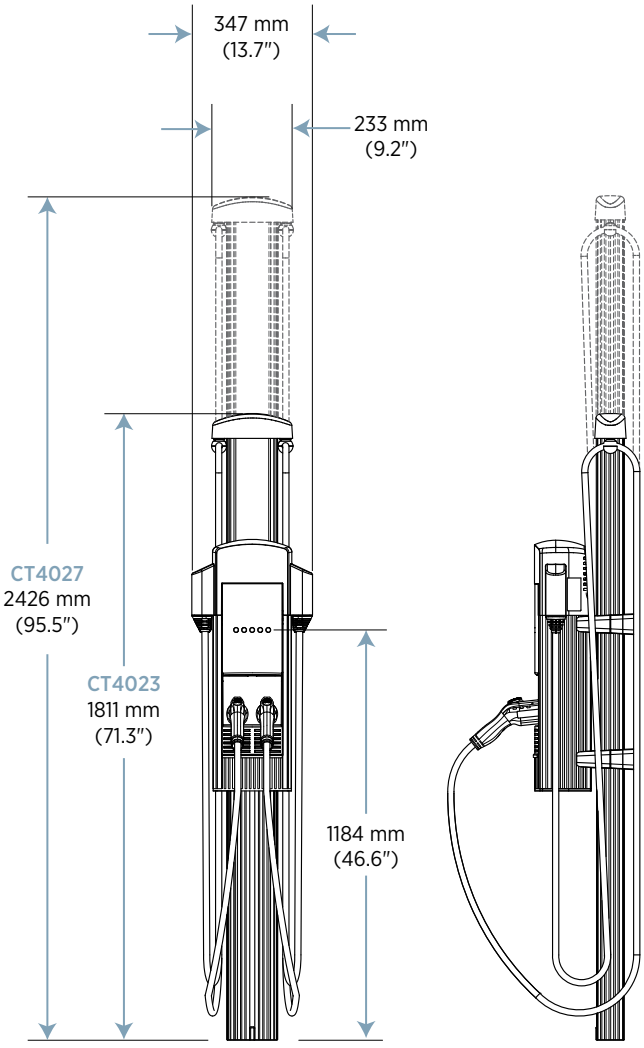
CT4021 1830 mm (6′)
CT4025 2440 mm (8′)
Bollard





CT4023 1830 mm (6′)
CT4027 2440 mm (8′)
Wall Mount





CT4000 Family Specifications

Electrical Input

	Single Port (AC Voltage 208/240V AC)			Dual Port (AC Voltage 208/240V AC)		
	Input Current	Input Power Connection	Required Service Panel Breaker	input Current	Input Power Connection	Required Service Panel Breaker
Standard	30A	One 40A branch circuit	40A dual pole (non-GFCI type)	30A x 2	Two independent 40A branch circuits	40A dual pole (non-GFCI type) x 2
Standard Power Share	n/a	n/a	n/a	32A	One 40A branch circuit	40A dual pole (non-GFCI type)
Power Select 24A	24A	One 30A branch circuit	30A dual pole (non-GFCI type)	24A x 2	Two independent 30A branch circuits	30A dual pole (non-GFCI type) x 2
Power Select 24A Power Share	n/a	n/a	n/a	24A	One 30A branch circuit	30A dual pole (non-GFCI type)
Power Select 16A	16A	One 20A branch circuit	20A dual pole (non-GFCI type)	16A x 2	Two independent 20A branch circuits	20A dual pole (non-GFCI type) x 2
Power Select 16A Power Share	n/a	n/a	n/a	16A	One 20A branch circuit	20A dual pole (non-GFCI type)
Service Panel GFCI	Do not provide external GFCI as it may conflict with internal GFCI (CCID)					
Wiring - Standard	3-wire (L1, L2, Earth)			5-wire (L1, L1, L2, L2, Earth)		
Wiring - Power Share	n/a			3-wire (L1, L2, Earth)		
Station Power	8W typical (standby), 15W maximum (operation)					

Electrical Output

Standard	7.2kW (240V AC @ 30A)	7.2kW (240V AC@30A) x 2
Standard Power Share	n/a	7.2kW (240V AC@30A) x 1 **or** 3.8kW (240V AC@16A) x 2
Power Select 24A	5.8kW (240V AC@24A)	5.8kW (240V AC@24A) x 2
Power Select 24A Power Share	n/a	5.8kW (240V AC@24A) x 1 **or** 2.9kW (240V AC@12A) x 2
Power Select 16A	3.8kW (240V AC@16A)	3.8kW (240V AC@16A) x 2
Power Select 24A Power Share	n/a	3.8kW (240V AC@16A) x 1 **or** 1.9kW (240V AC@8A) x 2

Functional Interfaces

Connector(s) Type	SAE J1772™	SAE J1772™ x 2
Cable Length - 1830 mm (6') Cable Management	5.5 m (18')	5.5 m (18') x 2
Cable Length - 2440 mm (8') Cable Management	n/a	7 m (23')
Overhead Cable Management System	Yes	
LCD Display	145 mm (5.7") full color, 640x480, 30fps full motion video, active matrix, UV protected	
Card Reader	ISO 15693, ISO 14443, NFC	
Locking Holster	Yes	Yes x 2

Safety and Connectivity Features

Ground Fault Detection	20mA CCID with auto retry
Open Safety Ground Detection	Continuously monitors presence of safety (green wire) ground connection
Plug-Out Detection	Power terminated per SAE J1772™ specifications
Power Measurement Accuracy	+/- 2% from 2% to full scale (30A)
Power Report/Store Interval	15 minute, aligned to hour
Local Area Network	2.4 GHz Wi-Fi (802.11 b/g/n)
Wide Area Network	3G GSM, 3G CDMA

Safety and Operational Ratings

Enclosure Rating	Type 3R per UL 50E
Safety Compliance	UL listed for USA and cUL certified for Canada; complies with UL 2594, UL 2231-1, UL 2231-2, and NEC Article 625
Surge Protection	6kV @ 3000A. In geographic areas subject to frequent thunder storms, supplemental surge protection at the service panel is recommended.
EMC Compliance	FCC Part 15 Class A
Operating Temperature	-30°C to +50°C (-22°F to 122°F)
Storage Temperature	-30°C to +60°C (-22°F to 140°F)
Non-Operating Temperature	-40°C to +60°C (-40°F to 140°F)
Operating Humidity	Up to 85% @ +50°C (122°F) non-condensing
Non-Operating Humidity	Up to 95% @ +50°C (122°F) non-condensing
Terminal Block Temperature Rating	105°C (221°F)
Charging Stations per 802.11 Radio Group	Maximum of 10. Each station must be located within 45m (150') "line of sight" of a gateway station.

Contact Us

To order your CT4000 charging station:

Visit chargepoint.com/sales

Call +1.408.705.1992

Email sales@chargepoint.com

chargepoint

ChargePoint, Inc.
254 East Hacienda Avenue | Campbell, CA | 95008-6617 USA
+1.408.841.4500 or toll free +1.877.370.3802
chargepoint.com

Printed on paper made with 100% post-consumer fiber and 100% certified renewable energy, and processed chlorine free.

100% Recycled Fiber PCF

Listed by Underwriters Laboratories Inc. c UL us LISTED

ChargePoint Commercial Cloud Plan

Features and Ordering Information

The ChargePoint® Commercial cloud plan makes it simple to manage stations with a real-time graphical dashboard and detailed map. Charging session analytics and reports simplify operations and satisfy management requests for information. Additional features for fleet managers make it easy to electrify fueling, including controlling access to chargers and integration with other fleet systems.

Power management software allows site administrators to maximize the number of charging ports they can deploy while still ensuring EV drivers get an adequate charge. Power management features can also be used to reduce electricity costs.

When demand for charging exceeds supply EV drivers have to contend for charging spots. Waitlist lets drivers tap their card at stations to get in a queue and receive notifications when a station is available. Stations are held until the next driver in line arrives to plug in.

Setting fees for charging allows electricity costs to be recovered and motivates drivers to move their vehicles when they're done charging to make room for another car. Seven pricing models meet any requirement and a wizard simplifies configuration. Station owners who want to limit access to charging stations at their sites can take advantage of access controls that determine who can charge, and when.

Managing large charging networks can be challenging, especially when they're widely distributed. Features in the Commercial plan allow configuration of stations and reporting data to be securely delegated to third parties. Station managers also get access to support experts during business hours.

EV drivers who use connected stations get real-time availability of stations, simple navigation, the most convenient charging, tracking of their activity and reporting of helpful tips to assist other drivers. They also get 24-hour phone support so they're never stranded. Full-color, high-resolution instructional (or promotional) videos for drivers can be downloaded to stations with displays.

More advanced cloud plans, available with a simple upgrade, enable advanced analytics (with 15 minute reporting interval), integration with OpenADR and Building Management Systems through energy management APIs and many other useful capabilities to maximize station return on investment and the driver experience.

Commercial Cloud Plan Summary

Feature	Description
Flex Billing	Gives station managers the option to set prices that drivers pay to use their stations. Funds collected from drivers are electronically transferred to a designated bank account once a month. Different prices can be applied to different driver groups. Prices can be based on energy cost, duration, time of use or session. A pricing wizard is included with suggested pricing plans for different industries.
Waitlist	Lets drivers get in line to use ChargePoint stations.
Driver Access Controls	Empowers station managers to manage who can access their stations and when.
Administrative Controls (Rights Granting)	Allows secure delegation of configuration tasks and reports to third parties.
Roaming and Interoperability (where available)	Lets drivers of supported third-party networks use accessible ChargePoint stations with one card and one account.
Plug-and-Charge (supported stations only)	Authenticates vehicles automatically when they plug in (IEC 15118) based on ChargePoint driver account information.
Videos	Allows branded video content to be delivered to supported stations.
Power Management	Manages available power at a circuit, panel or site level so more charging stations can be installed without upgrading existing electrical facilities; also reduces electricity costs by managing the load.
Scheduled Charging	Schedules the time when charging starts to reduce electrical costs.

Commercial Cloud Plan Summary continued

Feature	Description
24/7 Driver Support	Assists EV drivers with questions about charging.
Station Manager Support	Supports station managers over the phone (5 AM – 6 PM PT) or via email.
Charging Data and Analytics	Reports on key station metrics, including status, power and energy use, charging session details and more.
Fleet Vehicle Management	Allows fleet managers to activate RFID cards for fleet vehicles and track their station usage by vehicle.
Fleet Ecosystem Integration	Integrates fleet telematics, fuel card and asset management systems.
Fleet Access Controls	Limits charging to authorized fleet vehicles.
Valet Dashboard	Notifies station managers when cars are done charging so they can be moved.
Power Select	Permits stations to be provisioned on smaller circuits without exceeding the rated capacity.
Network Connection	Enables 24/7 remote monitoring and status of stations.
Automatic Station Software Updates	Downloads software upgrades over the air so the latest features and performance enhancements are always available.
Station Inventory	Displays real-time station availability and details in a simple online dashboard.

Ordering Information

One ChargePoint cloud plan is *required* per port to activate a charging station on the ChargePoint Network.

Description	Order Code
Commercial Cloud Plan for Level 2 (1, 2, 3, 4 or 5 years)	CPCLD-COMMERCIAL-*n*[1,2]
Commercial Cloud Plan for DC (1, 2, 3, 4 or 5 years)	CPCLD-COMMERCIAL-DC-*n*[1,3]
Commercial Cloud Plan for Express Plus (1, 2, 3, 4 or 5 years)	CPCLD-COMMERCIAL-EXPP-*n*[1]

[1] Substitute *n* for desired years of service (1, 2, 3, 4 or 5 years)
[2] Order Code CTSW-SAS-COMM-*n* has been deprecated: use CPCLD-COMMERCIAL-*n*
[3] Order Code CTSW-SAS-COMM-DC-*n* has been deprecated: use CPCLD-COMMERCIAL-DC-*n*

Contact Us

To order the Commercial Cloud Plan:

Visit chargepoint.com/sales

Call +1.408.705.1992

Email sales@chargepoint.com

ChargePoint, Inc.
254 East Hacienda Avenue, Campbell, CA
95008-6617 USA
+1.408.841.4500 or toll free +1.877.370.3802
chargepoint.com

ChargePoint Assure

Industry-leading support, maintenance and warranty deliver peace of mind.

ChargePoint® Assure is the most comprehensive support, maintenance and warranty program in the industry. Assure covers everything needed to keep ChargePoint electric vehicle (EV) charging stations up and running. With Assure, ChargePoint takes responsibility for fixing hardware issues by providing parts, labor and orchestration of repairs by expert support specialists. Proactive monitoring, regular reports and unlimited changes to station policies are included with Assure, as well as one business day response to requests and a 98% annual uptime guarantee. You can also get professional guidance when configuring your stations to make the most of EV charging.

ChargePoint EV charging stations are the most advanced and reliable in the world, but site conditions can change, wear and tear occurs, and accidents or equipment failures can happen. High-quality service and support start with high-quality products, site preparation and installation, but these elements alone aren't enough. An EV charging station is a smart investment, so it's smart to protect it with the best warranty. With Assure, you don't have to spend time figuring out how to fix or maintain your station. It's always ready to charge so you get a good return on your investment.

What Does Assure Include?

Stay on Top of Operations with Proactive Monitoring

- Find out about problems before your drivers do with remote monitoring
- Get 98% annual station uptime with a non-performance penalty for outages caused by station hardware or software failures
- Keep your stations up and running with proactive troubleshooting and dispatch services
- Fix problems with on-site labor that ChargePoint dispatches and manages
- Call us during business hours (5 AM – 6 PM Pacific) for expert support

Count On a Fast Fix with One-Business-Day Response Time

- We respond to all issues within one business day
- ChargePoint certified technicians will be onsite to repair your station within one business day of receiving any required parts
- U.S.–based support specialists coordinate all repairs

Rest Easy with the Industry's Leading Parts and Labor Warranty

- We offer the EV charging industry's first and most comprehensive warranty for parts and on-site labor
- We cover labor to repair issues that often aren't covered under warranty, such as vandalism, auto accidents and excessive wear and tear

Optimize with Expert Advice and Unlimited Changes

- U.S.–based EV charging experts advise you on best practices for station configuration and management in your region and industry
- Our team makes unlimited station configuration and policy changes for you, so you can control access to your station, set charging rates and make adjustments based on driver behavior

Get a Glimpse into Driver Behavior with Robust Reporting

- See how your stations are being used in an easy-to-read format with monthly summaries
- Prove success and make improvements with quarterly reports on station utilization, performance, energy usage and environmental impact
- Compare your station use with organizations like yours

What Does Assure Require?

Because installation quality affects the long-term reliability and availability of EV charging stations, ChargePoint requires that all stations covered by Assure are validated to ensure they meet installation specifications. Validation is performed on-site and includes inspection of power availability, panel, breaker and wiring; confirmation of cellular and local network coverage (through WiFi) and verification that all ChargePoint installation requirements are met. Choose one of the following ways to validate stations and activate Assure:

1. Authorized ChargePoint operations & maintenance (O&M) partners who perform site preparation and station installation will automatically validate the stations and enable Assure.
2. Authorized ChargePoint reseller partners certified to perform self-validation may validate station installations and enable Assure.
3. When independent or in-house installers are used, validation may be purchased from either of the partners above. After the partner successfully validates site preparation and station installation, Assure is enabled.

Warranty Options

Feature	No Warranty	Exchange Warranty	Assure
Price	Installations not performed by a ChargePoint certified installer are not covered under warranty	Included for free on all stations installed by a ChargePoint certified installer	First year included for free on stations installed and validated by a ChargePoint certified installer; additional years available at a nominal cost
Parts Covered	—	Defective parts are exchanged	Included and coordinated by a ChargePoint support specialist
Certified On-Site Labor	—	Not included: station owner must find a ChargePoint certified installer to perform any repairs	Included and coordinated by a ChargePoint support specialist
Monthly Station Summary Report	—	—	Included
Detailed Quarterly Reports	—	—	Included
Uptime Guarantee	None	None	98% with non-performance penalty
Proactive Monitoring	—	—	Included
Service Level Agreement	—	—	1 business day response time 1 business day from parts arrival for on-site labor
Labor Coverage	—	—	Included for damage caused by accidents, vandalism and excessive wear and tear
Unlimited Station Configuration	—	—	Included

Ordering Information

All ChargePoint commercial charging stations receive a complimentary year of Assure coverage once the station is validated. You can get additional years of Assure coverage using the ordering information below.

Description	Order Code
Assure for CT4000 Family	CT4000-ASSURE*n*[1]
Assure for Express 100	CPE100-ASSURE*n*[2]
Assure for Express 200	CPE200-ASSURE*n*[2]
Assure for CPF25	CPF25-ASSURE*n*[1]

[1] Substitute *n* for desired years of service (1, 2, 3, 4 or 5 years).

[2] Substitute *n* for additional years of service desired (1 or 2 years).

Companion Services

Description	Order Code
Station Activation and Configuration	CPSUPPORT-ACTIVE
Station Installation and Validation	CT4000-INSTALLVALID
Validation	CPSUPPORT-SITEVALID
Fleet Plan	CPCLD-FLEET*n*[1]
Commercial Plan	CTSW-SAS-COMM*n*[1]
Service Provider Plan	CTSW-SAS-SP*n*[1]

Contact Us

To order ChargePoint services and warranties:

Visit chargepoint.com/service

Call +1.408.705.1992

Email sales@chargepoint.com

chargepoint

CHARGEPOINT PARTNER

ChargePoint, Inc.
254 East Hacienda Avenue | Campbell, CA | 95008-6617 USA
+1.408.841.4500 or toll free +1.877.370.3802
chargepoint.com

ChargePoint as a Service

CPaaS

CPaaS – All the control, none of the responsibility

The Easiest Way to Provide Comprehensive EV Charging

- Cut your cost of entry to providing EV charging
- Conserve CapEx funds and use annual OpEx funds to pay for your charging infrastructure
- Protect and get the most out of your investment: stations are always proactively monitored and never technically obsolete
- Save time and money with minimal overhead and predictable operational expenses

All repairs covered by ChargePoint!

Choose the term that works for you: 1, 3 or 5 years

ChargePoint as a Service - Pricing

Pricing	5 Year**	3 Year**	1 Year
Dual Port Annual Price Per Station	**$2,400**	**$2,750**	**$3,000**
Which equates to:			
Per Month Per Port*	$100	$115	$125

** Early termination fees may apply

* Dual port CT4000

How it works in 3 simple steps

1. You prepare the site…
- We take it from there

How it works in 3 simple steps

How it works in 3 simple steps

Thank You

For further information on ChargePoint,
please contact Keith Anderson:
keith.Anderson@lilypadev.com

(913)269-2453