



REQUEST FOR PROPOSALS

EXPANDING AND RENEWING CITY OF VANCOUVER'S EXISTING PUBLIC ELECTRIC VEHICLE CHARGING NETWORK

RFP No. PS20180339

Issue Date: December 10, 2018

Issued by: City of Vancouver (the "City")

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PART A - INFORMATION AND INSTRUCTIONS

PART A - INFORMATION AND INSTRUCTIONS

1.0 THE RFP

- 1.1 This Request for Proposals (the "RFP") provides an opportunity to submit proposals for review by the City and, depending on the City's evaluation of proposals, among other factors, to potentially negotiate with the City to enter into a contract. **EXCEPT WHERE EXPRESSLY STATED OTHERWISE IN APPENDIX 1 TO PART C OF THE RFP: (I) NO PART OF THE RFP CONSISTS OF AN OFFER BY THE CITY TO ENTER INTO ANY CONTRACTUAL RELATIONSHIP; AND (II) NO PART OF THE RFP IS LEGALLY BINDING ON THE CITY.**
- 1.2 The RFP concerns the City's interest in procuring electric vehicle charging services to expand and renew the City's existing electric vehicle public charging network. Details of the City's objectives and requirements to which the RFP relates are set out in Part B of the RFP. The City welcomes proposals that are responsive to this RFP ("Proposals") respecting innovative or novel approaches to the City's objectives and requirements.
- 1.3 The City is interested in selecting an entity, which is not, by the terms hereof, barred from submitting a Proposal, and which does submit a Proposal (each such entity, a "Proponent") with the capability and experience to efficiently and cost-effectively meet the objectives and requirements described in the RFP. The City currently expects to select such a Proponent and then enter into negotiations with that Proponent, which will conclude in the execution of a contract between the Proponent and the City (such a contract, an "Agreement"). However, the City may: (i) decline to select any Proponent; (ii) decline to enter into any Agreement; (iii) select multiple Proponents for negotiation; or (iv) enter into one or more agreements respecting the subject matter of the RFP with one or more Proponents or other entities at any time. The City may also terminate the RFP at any time.
- 1.4 The City currently intends that Proposals will be evaluated by the City in relation to their overall value, which will be assessed in the City's sole and absolute discretion. In assessing value, the City expects to consider the factors described in Section 8 below, among others.
- 1.5 **NO BID SECURITY IS REQUIRED FROM PROPONENTS IN CONNECTION WITH THE SUBMISSION OF PROPOSALS BECAUSE NO PROPOSAL WILL BE DEEMED TO BE AN IRREVOCABLE OR OTHERWISE BINDING LEGAL OFFER BY A PROPONENT TO THE CITY. THE LEGAL OBLIGATIONS OF A PROPONENT THAT WILL ARISE UPON THE SUBMISSION OF ITS PROPOSAL WILL BE LIMITED TO THE TERMS AND CONDITIONS STATED UNDER THE HEADING "LEGAL TERMS & CONDITIONS" IN APPENDIX 1 TO THE FORM OF PROPOSAL.**
- 1.6 The execution of an Agreement may be contingent on funding being approved, and the relevant Proposal being approved, by the Vancouver City Council.
- 1.7 The RFP consists of four parts, plus appendices:
- (a) PART A - INFORMATION AND INSTRUCTIONS: This part is intended to serve as a guide to the RFP process for Proponents.
 - (b) PART B - CITY REQUIREMENTS: This part describes the subject matter of the RFP, in respect of which the City invites Proposals.
 - (c) PART C - FORM OF PROPOSAL: This is the form in which the Proposal should be submitted.

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- (d) PART D - FORM OF AGREEMENT: This part contains a model Agreement (the "Form of Agreement"). Any Agreement resulting from the RFP is expected to be substantially in the form of the Form of Agreement.

2.0 KEY DATES

2.1 Potential Proponents should note the following key dates:

Event	Time and Date
Deadline for Enquiries	3:00pm on February 11, 2019
Closing Time	3:00om on February 18, 2019

2.2 All references to time in the RFP are references to the time in the City, as indicated in the electronic timestamp the Proposal receives upon delivery to the email address specified herein, which is in turn synchronized to Network Time Protocol (NTP) provided by the National Research Council of Canada adjusted to local Pacific Time Zone.

CONTACT PERSON

All enquiries regarding the RFP must be addressed to:

3.0 Nina Wood, Buyer nina.wood@vancouver.ca

3.1 All enquiries must be made in writing. In-person or telephone enquiries are not permitted.

3.2 IF A POTENTIAL PROPONENT BELIEVES THAT THE CITY MAY BE UNABLE TO SELECT IT DUE TO A CONFLICT OF INTEREST, BUT IS UNCERTAIN ABOUT THIS, THE POTENTIAL PROPONENT IS URGED TO CONTACT THE ABOVE-MENTIONED INDIVIDUAL AS SOON AS POSSIBLE WITH THE RELEVANT INFORMATION SO THAT THE CITY MAY ADVISE THE POTENTIAL PROPONENT REGARDING THE MATTER.

SUBMISSION OF PROPOSALS

4.0 Proponents should submit their Proposals on or before the time and date specified in the bottom row of the table in Section 2.1 above (the "Closing Time").

4.1 Each Proponent should submit its Proposal by email in accordance with the following:

4.2

- Subject of the file to be: PS20180339 - EXPANDING CITY OF VANCOUVER'S EXISTING PUBLIC ELECTRIC VEHICLE CHARGING NETWORK - Vendor name.
- Document format for submissions:
 - RFP Part C in PDF format - 1 combined PDF file, and;
 - Any other attachments if necessary
- Zip the files to reduce the size or email separately if needed.
- Send your submissions to Bids@vancouver.ca; do not deliver a physical copy to the City.
- If you did not receive an automated email within few minutes, check your junk folder first, and then contact Purchasing@vancouver.ca.

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- Submitting the files via Drop box, FTP, or similar programs, is not acceptable.
- 4.3 Proposals must not be submitted by fax.
- 4.4 To be considered by the City, a Proposal must be submitted in the form set out in Part C (the "Form of Proposal"), completed and duly executed by the relevant Proponent.
- 4.5 Amendments to a Proposal may be submitted via the same methods, at any time prior to the Closing Time.
- 4.6 Proposals are revocable and may be withdrawn at any time before or after the Closing Time.
- 4.7 All costs associated with the preparation and submission of a Proposal, including any costs incurred by a Proponent after the Closing Time, will be borne solely by the Proponent.
- 4.8 Unnecessarily elaborate Proposals are discouraged. Proposals should be limited to the items specified in Part C of the RFP.
- 4.9 The City is willing to consider any Proposal from two or more Proponents that wish to form a consortium solely for the purpose of submitting a joint Proposal in response to the RFP, provided that they disclose the names of all members of the consortium and all members complete and sign the first page of the Form of Proposal. Nonetheless, the City has a strong preference for Proposals submitted by a single Proponent, including a Proponent that would act as a general contractor and use subcontractors as required.
- 4.10 Proposals that are submitted after the Closing Time or that otherwise do not comply in full with the terms hereof may or may not be considered by the City and may or may not be returned to the Proponent, in the City's sole discretion.
- 5.0 CHANGES TO THE RFP AND FURTHER INFORMATION**
- 5.1 The City may amend the RFP or make additions to it at any time.
- 5.2 It is the sole responsibility of Proponents to check the City's website at: <http://vancouver.ca/doing-business/open-bids.aspx> regularly for amendments, addenda, and questions and answers in relation to the RFP.
- 5.3 Proponents must not rely on any information purported to be given on behalf of the City that contradicts the RFP, as amended or supplemented in accordance with the foregoing Section 5.2.

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6.0 PROPOSED TERM OF ENGAGEMENT

6.1 The term of any Agreement between the City and the selected proponent is expected to be a five year term with an option for the City to extend for an additional five year term at its sole discretion.

7.0 PRICING

7.1 All prices quoted in any Proposal are to be exclusive of applicable sales taxes calculated upon such prices, but inclusive of all other costs and to be fixed for the term of the contract.

7.2 Prices must be quoted in Canadian currency.

7.3 Prices are to be quoted CIP, destination (Incoterms, 2010). For the avoidance of doubt, freight, insurance, unloading at the destination designated by the City, import duties, brokerage, royalties, handling, overhead, profit and all other similar costs are to be included in quoted prices.

8.0 EVALUATION OF PROPOSALS

8.1 The City may open or decline to open Proposals in such manner and at such times and places as are determined by the City.

8.2 The City currently intends that all Proposals submitted to it in accordance with the RFP will be evaluated by City representatives, using quantitative and qualitative tools and assessments, as appropriate, to determine which Proposal or Proposals offer the overall best value to the City. In so doing, the City expects to examine not only financial terms, but also (i) Proponents' skills, knowledge, reputations and previous experience(s), including experience(s) with the City (if any); (ii) Proponents' capabilities to meet the City's Requirements (as defined in Part B) as and when needed, (iii) quality and service factors, (iv) innovation, (v) environmental or social sustainability impacts; and (vi) transition costs or challenges. Certain other factors may be mentioned in Part B or elsewhere in the RFP.

Evaluation Criteria	Evaluation Weighting
Technical	40%
Financial	30%
Organizational	20%
Sustainability	10%
Total	100%

8.3 The City will retain complete control over the RFP process at all times until the execution and delivery of an Agreement or Agreements, if any. The City is not legally obligated to review, consider or evaluate Proposals, or any particular Proposal, and need not necessarily review, consider or evaluate Proposals, or any particular Proposal in accordance with the procedures set out in the RFP. The City may continue, interrupt, cease or modify its review, evaluation and negotiation process in respect of any or all Proposals at any time without further explanation or notification to any Proponents.

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- 8.4 The City may, at any time prior to signing an Agreement, discuss or negotiate changes to the scope of the RFP with any one or more of the Proponents without having any duty or obligation to advise the other Proponents or to allow the other Proponents to vary their Proposals as a result of such discussions or negotiations.
- 8.5 The City may elect to short-list Proponents and evaluate Proposals in stages. Short-listed Proponents may be asked to provide additional information or details for clarification, including by attending interviews, making presentations, supplying samples, performing demonstrations, furnishing technical data or proposing amendments to the Form of Agreement. The City will be at liberty to negotiate in parallel with one or more short-listed Proponents, or in sequence, or in any combination, and may at any time terminate any or all negotiations.
- 8.6 The City may also require that any proposed subcontractors undergo evaluation by the City.
- 8.7 For the avoidance of doubt, notwithstanding any other provision in the RFP, the City has in its sole discretion, the unfettered right to: (a) accept any Proposal; (b) reject any Proposal; (c) reject all Proposals; (d) accept a Proposal which is not the lowest-price proposal; (e) accept a Proposal that deviates from the Requirements or the conditions specified in the RFP; (f) reject a Proposal even if it is the only Proposal received by the City; (g) accept all or any part of a Proposal; (h) split the Requirements between one or more Proponents; and (i) enter into one or more agreements respecting the subject matter of the RFP with any entity or entities at any time. Without limiting the foregoing, the City may reject any Proposal by a Proponent that has a conflict of interest, has engaged in collusion with another Proponent or has otherwise attempted to influence the outcome of the RFP other than through the submission of its Proposal.

9.0 CITY POLICIES

- 9.1 The City's Procurement Policy, Ethical Purchasing Policy and related Supplier Code of Conduct found at <http://vancouver.ca/doing-business/selling-to-and-buying-from-the-city.aspx> align the City's approach to procurement with its corporate social, environmental and economic sustainability values and goals. They evidence the City's commitment to maximize benefits to the environment and the community through product and service selection, and to ensure safe and healthy workplaces, where human and civil rights are respected. Each Proponent is expected to adhere to the supplier performance standards set forth in the Supplier Code of Conduct. The Ethical Purchasing Policy shall be referred to in the evaluation of Proposals, to the extent applicable.

10.0 LIVING WAGE EMPLOYER

- 10.1 Effective May 1, 2017, the City became a "Living Wage Employer". As such, the City requires all firms that are contracted by the City to provide services on City-owned and leased properties to pay employees who perform those services on City property a Living Wage as calculated by the Living Wage for Families Campaign.

Please see the Living Wage for Families Campaign website for the current Living Wage for Vancouver:

http://www.livingwageforfamilies.ca/living_wages_in_bc_and_canada

The Living Wage includes the value of any non-mandatory benefits such as paid sick leave, employer-paid Medical Services Plan premiums and extended health benefits.

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The Living Wage for Families has created a Living Wage Calculator to assist with the calculation of an employee's hourly rate with benefits. The Living Wage Calculator can be found at the following website:

<http://www.livingwageforfamilies.ca/employers/living-wage-calculator/>

Proponents should refer to the Form of Agreement attached as Part D to this RFP for the specific requirements related to the Living Wage, which include:

- (a) paying the Living Wage to all employees who perform services pursuant to the Agreement on City property during the term of the Agreement; and
- (b) ensuring that all subcontractors pay the Living Wage to their employees who perform services on City property during the term of the Agreement.

Failure to comply with the Living Wage requirement will entitle the City to terminate the Agreement.

11.0 CERTAIN APPLICABLE LEGISLATION

11.1 Proponents should note that the City is subject to the *Freedom of Information and Protection of Privacy Act* (British Columbia), which imposes significant obligations on the City's consultants or contractors to protect all personal information acquired from the City in the course of providing any service to the City.

11.2 Proponents should note that the *Income Tax Act* (Canada) requires that certain payments to non-residents be subject to tax withholding. Proponents are responsible for informing themselves regarding the requirements of the *Income Tax Act* (Canada), including the requirements to qualify for any available exemptions from withholding.

12.0 LEGAL TERMS AND CONDITIONS

12.1 The legal obligations of a Proponent that will arise upon the submission of its Proposal are stated in this Appendix 1 to the Form of Proposal. Except where expressly stated in these Legal Terms and Conditions: (i) no part of the RFP consists of an offer by the City to enter into any contractual relationship; and (ii) no part of the RFP is legally binding on the City.

POTENTIAL PROPONENTS MUST REVIEW THESE LEGAL TERMS AND CONDITIONS CAREFULLY BEFORE SUBMITTING A PROPOSAL.

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The requirements stated in this Part B (collectively, the "Requirements") are current as of the date hereof, but they may change or be refined in the course of the evaluation of Proposals or otherwise. All items in this Part B and in all appendices attached to this Part B are requirements of this RFP regardless of where an item is set out. The City may have additional requirements depending on the service delivery model proposed and depending on discussions with one or more proponents.

Unless otherwise stated, if, and wherever, the Requirements state a brand name, a make, the name of a manufacturer, a trade name or a vendor catalogue number; it is for the purpose of establishing a grade or quality of materials, goods or equipment only. It is not intended to rule out the use of other equivalent materials, goods or equipment. If, however, products other than those specified are proposed in any Proposal, the Proposal must explicitly include under the heading "Alternative Solutions" the names of such products and their manufacturers, any trade names and any applicable vendor catalogue numbers, and the City may request that the Proponent provide specific evidence of equivalency. Evidence of quality in the form of samples may also be requested.

To the extent that the Requirements express estimates of quantities or volumes of goods or services expected to be required by the City, the City cannot offer any assurances that such quantities or volumes will in fact be required.

1.0 INTRODUCTION

The City is seeking a proponent to supply a turn-key solution that will help the City expand and renew its existing electric vehicle public charging network. As part of this turn-key solution, the selected proponent will be required to supply, provide electrical design services, install, operate and maintain up to 15 new Direct Current Fast Chargers (DCFC) ports and up to 35 new Level 2 Electric Vehicle (EV) charging ports at select locations across Vancouver between 2018 and 2021 as determined by the City. The City may procure additional equipment as, if, and when needed.

The term of a contract between the City and the selected proponent will initially be five years, with the option of the City to extend on such terms and conditions as may be agreed in the contract.

The City has a strong preference for awarding this RFP to, and entering into a contract with, one proponent that is an Original Equipment Manufacturer (an "OEM"). The selected proponent will be responsible for meeting all of the City's requirements for the duration of the contract but may sub-contract certain City requirements to other parties in accordance with the terms of the contract.

2.0 BACKGROUND

The City has set an ambitious goal of deriving all energy used in the city from renewable sources before 2050. This includes a transition to renewable transportation that will be enabled first by energy conservation (mode shift to walking, cycling, and public transit) then, by a transition from fossil-fuels to electric, hydrogen, sustainable biofuel and other renewable fuels.

The average vehicle stays on Canadian roads for approximately 13 years and the penetration of new transportation technologies requires 17-20 years. That indicates that only 2 vehicle "lifetimes" exist between now and 2050. Despite EV uptake in Vancouver having grown by 50-70 per cent each year since 2011, nearly two-thirds of Vancouver residents live in multi-family buildings suggesting potential barriers to mass adoption.

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In November 2016, Vancouver City Council approved EV Ecosystem Strategy which established 32 priority actions to be delivered between 2016 and 2021. The strategy has three key areas to reduce barriers to transitioning to electric vehicles, as follows:

- a) Increased access to residential and workplace charging.
- b) Improved EV public charging network.
- c) Integrated EV infrastructure into City processes.

The EV Ecosystem Strategy acknowledges the need to provide a public charging network that can support residents without access to home charging.

All proponents are expected to review the City's EV Ecosystem Strategy. The Strategy may be accessed via the following link: <https://vancouver.ca/files/cov/EV-Ecosystem-Strategy.pdf>.

Each proponent is required to explain, in its proposal to the City, how its proposal addresses and aligns with the City's EV Ecosystem Strategy including, in particular, the key areas set out above.

A number of EV related initiatives are presently underway. As part of this, the City is to looking to add capacity to its existing EV charging network between 2018 through to 2021 at identified sites across Vancouver to be determined by the City.

3.0 CURRENT STATE

The City's existing public EV charging network has 77 public charging ports, comprised of 74 SAE AC Level 2 ports and three 50 kW DCFCs. These stations operate in a variety of environments, including but not limited to curbside rights-of-way, within underground parkades on private property, in parks, and at community centres. Certain operational aspects of these EV chargers are currently sub-contracted by the City to SemaConnect, Addenergie (Flo), and ChargePoint.

Usage at the City's public charging stations has increased steadily since the program began in 2011. In 2016, the City recorded approximately 17,000 charging sessions at its public stations. In 2017, with no increase in the number of available ports, the number of charging sessions more than doubled to over 35,000.

In November 2017, the City implemented a user fee system for its highest usage locations, a policy that will be applied to all future public City EV charging stations.

In order to support EV users without access to home charging, the City's public charging network will place a greater emphasis on the deployment of DCFC, while at the same time expanding the Level 2 charging network. Deployments will consider the neighbourhood that they serve, meaning that DCFC stations will be located in higher density locations with amenities that have shorter dwelling times. Level 2 stations will be placed in areas with longer dwelling times, and as 'add-on' installations to fast charging hubs.

Presently, the City's existing public EV charging network is managed by City staff working with multiple vendors and contractors. The City aims to consolidate this management to the selected proponent. The selected vendor will work with City staff to take on management of all existing stations to the maximum extent practical; replace a number of stations in need of immediate retirement; and, retire and replace additional units as they reach end of life over the next three to five years.

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4.0 KEY REQUIREMENTS

This section sets out different key requirement categories. These key requirements are in addition to all other requirements set out elsewhere in this Part B and in all appendices attached to this Part B. The City anticipates that all of these requirements will be applicable to any service delivery model that may be proposed by a proponent. The City may have additional requirements depending on the service delivery model proposed and depending on discussions with one or more proponents.

4.1 SERVICE DELIVERY MODELS

The City acknowledges that there may be more than one service delivery model that meets the requirements of this RFP. The City's existing network of public EV charging stations is owned by the City while certain operational functions are outsourced to third parties. While the City is open to considering proposals that align with this service delivery model, the City is also open to considering other, more innovative, models. Proponents are permitted to propose one or more service delivery models in their proposal.

For each service delivery model that may be proposed, each proponent is required to provide the following information in as much detail as may be necessary to enable the City to properly evaluate each model:

- a) In which country, city, etc, has each model been deployed and for how long?
- b) How successfully has each model been deployed and what are the key success factors?
- c) What are the pros and cons of each model?
- d) Based on the key success factors in other places, and the pros and cons, why would a proposed model be successful in Vancouver?
- e) What direct or indirect experience does the proponent have in respect of the model being proposed to the City?
- f) Will the City, the proponent, or some combination thereof own the EV charging equipment?
- g) How will the cost of deploying the EV charging equipment be financed or paid for?
- h) Will the proponent be financing the EV charging equipment and how?
- i) Details about the proposed financial or business model?

Following a review of the above information, the City may have further questions for, and make further requests for information from, certain proponents.

4.2 CONTRACT SCOPE OF WORK

As part of the turn-key solution being sought by the City pursuant to this RFP, the City anticipates that the contract to be entered into with the selected proponent will include the following scope of work:

- a) Supplying electrical designs certified by Professional Engineers for approval by City staff.
- b) Supplying and installing EV charging equipment, electrical metering equipment, and ancillary equipment at selected sites to be determined by the City.

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- c) Monitoring, operating, and maintaining EV charging equipment to the performance standards set out by the City.
- d) Reporting to the City on utility consumption, demand, and costs associated with EV charging equipment operation.
- e) Providing first point of customer contact support to EV drivers accessing the City EV charging network.
- f) Establishing roaming and interoperability with the City's existing EV charging stations and other EV charging networks in the region.
- g) Supplying and installing replacement equipment to existing City EV charging stations as existing equipment is retired, over and above the number of ports indicated in the table set out in Section 7.1 below.
- h) Being solely responsible to the City for meeting the City's requirements - either directly or indirectly through sub-contracting certain requirements to sub-contractors.
- i) Being responsible for the disposal and recycling of retired equipment.
- j) Providing design services, including graphic design, wraps and decals.
- k) Compliance with PCI DSS (as defined below in section 4.5) obligations.
- l) Compliance with privacy related obligations.

The contract scope of work may differ slightly depending on the service delivery model proposed.

4.3 EV ECOSYSTEM STRATEGY GOALS

The City's EV Ecosystem Strategy aims to maximize access to EV charging, improve community experience with and knowledge of vehicle charging, displace fossil fuel kilometres travelled with electric kilometres travelled, create the conditions that will support green, private sector jobs in EV infrastructure deployment and operation, and support the transition to 100% renewable transportation before 2050.

This RFP seeks to support those aspects of the EV Ecosystem Strategy that relate to public EV charging. To that end, this RFP aims to achieve the following goals:

- a) To ensure a DCFC hub exists within a 10-minute drive of anywhere in the city and Level 2 charging is provided at 20 City-owned, public facing sites by 2021. At least 17 of these City-owned locations will be equipped under this contract.
- b) To provide a consistent, intuitive and reliable user experience when using EV charging services.
- c) To provide EV charging that is convenient to users and can easily be incorporated into residents' daily lives.
- d) To ensure that the public EV charging network can provide a reasonable substitute for the early mainstream market of EV drivers who do not have access to home EV charging.

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4.4 CITY'S INFORMATION TECHNOLOGY REQUIREMENTS

Appendix 1 attached to this Part B sets out certain questions from an information technology perspective. Every proponent who submits a proposal to the City is required to answer every question.

4.5 PCI REQUIREMENTS

It is a requirement of this RFP that any solution to be delivered to the City, regardless of the service delivery model, must enable the City to continue to meet its obligations under the PCI Data Security Standards ("PCI DSS") of the PCI Security Standards Council. To this end, the City has a strong preference for owning the merchant account that will be used to process credit card transactions in connection with the EV charging equipment supplied under this RFP.

In order to assess whether a proposed solution will enable the City to continue to meet its PCI DSS obligations, the City requests that each proponent provide the City with the information set out in Appendix 2 of this Part B.

Following a review of the information requested in Appendix 2, the City may have further questions for, and make further requests for information from, certain proponents.

4.6 PRIVACY REQUIREMENTS

As a public body, the City is required to comply with the *Freedom of Information and Protection of Privacy Act in British Columbia* ("FIPPA"). As a service provider to the City, the selected proponent, and the solution proposed by the proponent, are also required to comply with FIPPA. As a business, the selected proponent must also comply with the *Personal Information Protection Act* in British Columbia ("PIPA") and, in some circumstances, the proponent may also have to comply with the federal *Personal Information Protection and Electronic Documents Act* ("PIPEDA"). The contract to be entered into between the City and the selected proponent will set out a number of privacy-related requirements. Each proponent is expected to understand its obligations under FIPPA, PIPA and PIPEDA and to obtain independent legal advice if necessary. An important requirement of FIPPA is that all personal information in the custody or control of the City or its service provider (in this case, the successful proponent) must be stored and accessed only in Canada.

In order to assess whether a proposed solution will enable the City and a proponent to meet their respective obligations under applicable privacy laws, the City requests that each proponent provide the City with the requested information set out in Appendix 4 attached to this Part B.

Following a review of the information requested in Appendix 4, the City may have further questions for, and make further information requests from, certain proponents.

4.7 REQUIREMENTS PURSUANT TO REGULATIONS IN BRITISH COLUMBIA

It is a requirement of this RFP that all proposals to the City, regardless of the service delivery model, must enable the City and the selected proponent to be exempt, at the time of entering into the contract resulting from this RFP, from a "public utility" and the associated obligations of a public utility under the British Columbia *Utilities Commission Act* (the "UCA").

Each proponent is expected to obtain independent legal advice in respect of the UCA and the regulatory exemptions applicable to EV charging.

As of the date of this RFP, the British Columbia Utilities Commission (the "BCUC") has made a recommendation to the Minister of Energy, Mines and Petroleum Resources in British Columbia (the

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“Minister”) to exempt EV charging service providers from the regulatory obligations of a “public utility” under the UCA. This exemption would only apply to those EV charging service providers that are not already a “public utility” under the UCA. It is uncertain when the Minister will issue the exemption and, until the exemption is issued, the current UCA regulatory framework will continue to apply. If and when the Minister issues the exemption, it is expected that the exemption will set out the parameters within which a proponent and the EV charging services it will provide on behalf of the City, may be exempt. All proponents should check the BCUC’s website at <https://www.bcuc.com/> as they prepare their proposals and during negotiations with the City in order to understand the applicable regulatory framework at any given time and its implications on the service delivery model and other factors in this RFP.

Until the Minister issues the exemption described above, under the current exemptions that are available under the current UCA regulatory framework, all service delivery models must have the following common characteristics in order for the City and the selected proponent to be exempt from a “public utility” and the associated obligations of a public utility under the UCA:

- a) The City must be able to demonstrate that it, and not the selected proponent, is providing the EV charging service;
- b) As the provider of the EV charging service, the City should control key aspects of the EV charging service such as the setting of rates, terms of customer service, performance standards and the planning and expansion of the EV charging service;
- c) Users of the City’s EV charging stations should know that they are buying EV charging service from the City; and
- d) The EV charging service contract must be between the City and the EV customer.

Some of these characteristics may not be required if, before the City and the selected proponent enter into a contract resulting from this RFP, the Minister issues the exemption described above and such exemption applies to the City’s selected proponent. Nevertheless, the City may prefer to retain some or all of these characteristics.

4.8 MISCELLANEOUS GOALS, PRINCIPLES, AND REQUIREMENTS

Set out below are miscellaneous requirements that are applicable to any service delivery model that may be proposed by a proponent. Depending on the specific service delivery model agreed by the City and the selected proponent, the City may have additional or different requirements.

- a) While the City will retain control over key decisions and aspects of the City’s public EV charging station network, the selected proponent is expected to supply a turn-key solution to the City and will be responsible for all day-to-day operational, maintenance and administrative tasks.
- b) The City has a strong preference for awarding this RFP to, and entering into a contract with, one proponent that is an OEM who will be responsible for meeting all of the City’s requirements including the supply, electrical design, installation, ongoing operation and maintenance, and customer support of the EV charging stations. The selected proponent may, if it chooses, in accordance with the terms of the contract to be entered into with the City, sub-contract certain requirements to other parties but remain liable to the City for satisfying these requirements.

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- c) The selected proponent will indemnify and hold the City harmless from any acts, omissions or breaches of the proponent under the contract to be entered into with the City.
- d) The City has a strong preference for a proponent who can meet the requirements of this RFP at least cost to the City.
- e) The City will bear minimal operational, financial and legal risks.
- f) Ensure high uptimes and fast response times for all EV charging equipment.
- g) Provide improved user experience through roaming and interoperability with the City's existing EV charging stations and other EV charging networks in the region.
- h) Support businesses that place an emphasis on sustainability and social equity, including providing a cradle-to-cradle plan for infrastructure and supporting workers with a living wage.
- i) Rapid deployment: before the end of 2021, deploy fast charging "Ehubs" comprised of DCFC and Level 2 infrastructure, such that an Ehub is within a 10-minute drive of anywhere in Vancouver; and, deploy Level 2 infrastructure at 17 additional, City-owned locations.
- j) Ensure robust technology that will remain class-leading, including the ability to be updated, as EV charging technology evolves and minimizes the risk of stranded assets or obsolescence.
- k) Formalized contract governance;
 - Submission of weekly (emailed) progress reports on schedule, budget and scope changes as they relate to station design and installation works.
 - Quarterly business review meetings to assess compliance with Service Level Agreement, Key Performance Indicators, general operations and any escalations.
- l) The City and the selected proponent should negotiate and agree upon appropriate events of default and remedies under the contract to be entered into.
- m) The City and the selected proponent should negotiate and agree upon certain circumstances under which the City may be entitled to take over some or all of responsibilities of the selected proponent.
- n) Where an EV charging location requires power or fibre to be installed by the selected proponent, the City has a strong preference for a proponent that is willing to install power, fibre or conduit for the City along the same route on terms to be agreed.
- o) The City has a strong preference for a proponent that is willing to share or license the use of power, fibre or other infrastructure, on terms to be agreed, to the City for other purposes including, without limitation, bike share stations, light poles, and telecommunications purposes.
- p) The City has a strong preference for a proponent that is willing to allow the City, on terms to be agreed, to own any or all electrical, fibre or other related infrastructure that may need to be installed in order to operate one or more EV charging stations.

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- q) The City has a strong preference for a proponent that is willing to make available the EV charge station user data, on an anonymous basis without any personal or financial information, provided such disclosure is in compliance with applicable laws, for free to the City and any third parties the City may allow including application developers and other parties who have an interest in promoting the use of electric vehicles and EV charging services.
- r) The City has a strong preference for a proponent that is willing to align the call centre functions and processes of the EV charging service to be provided under this RFP with the other call centre functions and processes of the City.

5.0 DESIGN & IMPLEMENTATION SCHEDULE and INFORMATION

5.1 EXPANSION

The following is the planned deployment schedule for the expansion of the City's existing electric vehicle public charging network. Note that exact timing may vary.

Year	Total Ports	DCFC	Level 2	Number of Sites
2019	25	9	16	11
2020	16	4	12	5
2021	9	2	7	7
Total	50	15	35	23

The City has identified some sites for deployment in 2019; however, deployment in 2019-2021 requires the City's confirmation of a number of sites.

The City anticipates the expansion equipment to be deployed at the following sites:

- a) 7 EHub sites comprised of multiple DCFCs and typically one or more Level 2 charging points per site, and
- b) 16 City-owned, public facing, sites to be equipped with at least 2 Level 2 charging ports per site.

The sites for planned installations in 2018 have been identified by the City. Future locations are yet to be determined, but will be a combination of City properties and potentially private sector site hosts.

5.2 RENEWING EXISTING NETWORK: EQUIPMENT RETIREMENTS and REPLACEMENTS

The City will require some of its existing Level 2 equipment be retired or replaced prior to 2021. The selected proponent will supply and operate new charging equipment to replace older or damaged equipment on an as-needed basis as, if and when determined by the City. The table below provides a summary of the anticipated replacements as a result of unit retirements. It should be noted that these are estimates only, and with the exception of 'Immediate' replacements, some replacements may not proceed and the timeline for replacement may be longer or shorter than listed.

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It is the City's intent that the selected proponent will take over the operation and management of the City's existing network of charging equipment subject to existing network service agreements, maintenance contracts, and compatibility between existing operators and the proponent.

Site	Address	Power Output /Station Type	Number of Ports	Retirement
Aquarium	845 Avison Way	Level 2 (~7kW)	2	Estimated 1-3 years
Beach & Cardero	Beach Ave @ Bidwell	Level 2 (~7kW)	2	Immediate
Beach & Broughton	Beach Ave @ Broughton	Level 2 (~7kW)	2	Immediate
Beach & Bute	Beach Ave @ Bute	Level 2 (~7kW)	2	Immediate
Britannia Community Centre	1661 Napier St.	Level 2 (~7kW)	2	No timeline, expansion required
Keefer St. Easypark	180 Keefer St.	Level 2 (~7kW)	2	Immediate
City Hall	455 W10th Ave	Level 2 (~7kW)	5	No timeline
Coal Harbour Community Centre	480 Broughton Street	Level 2 (~7kW)	2	Estimated 1-3 years
Empire Field	3200 E. Hastings St.	DCFC (50kW)	1	No timeline, expansion Procured
Hastings Park	188 N. Renfrew St.	Level 2 (~7kW)	2	Timeline TBC
Hillcrest Community Centre	4575 Clancy Loranger Way	Level 2 (~7kW)	3	Timeline TBC
Kits Beach	1499 Arbutus St (curbside)	Level 2 (~7kW)	4	Timeline TBC
Mainland	902 Mainland St. (curbside)	Level 2 (~7kW)	2	Estimated 1-3 years
Mt Pleasant Community Centre	1 Kingsway	Level 2 (~7kW)	3	Timeline TBC
Olympic Village	TBC	Level 2 (~7kW)	2	Timeline TBC
Sunset Community Centre	6810 Main St	Level 2 (~7kW)	2	Timeline TBC
Vancouver Main Library	350 W Georgia St	Level 2 (~7kW)	3	Timeline TBC
Van Dusen Gardens	5251 Oak St.	Level 2 (~7kW)	1	Immediate

As shown above, the City presently operates Level 2 EV equipment at five locations (9 ports) that require immediate replacement; and, an additional 6 Level 2 ports at three locations that will require replacement in the next 1-3 years. The remaining Level 2 and DCFC ports are not expected to be retired or replaced in the next three years.

5.3 EXISTING NETWORK: THIRD-PARTY HOSTED STATIONS

The City owns charging stations at 11 locations that are on third-party properties. It is the City's intent that when these 'site-hosted' stations reach end-of-life that they will not be replaced by the City. The City presently operates the network for these locations, plus those listed in the table above.

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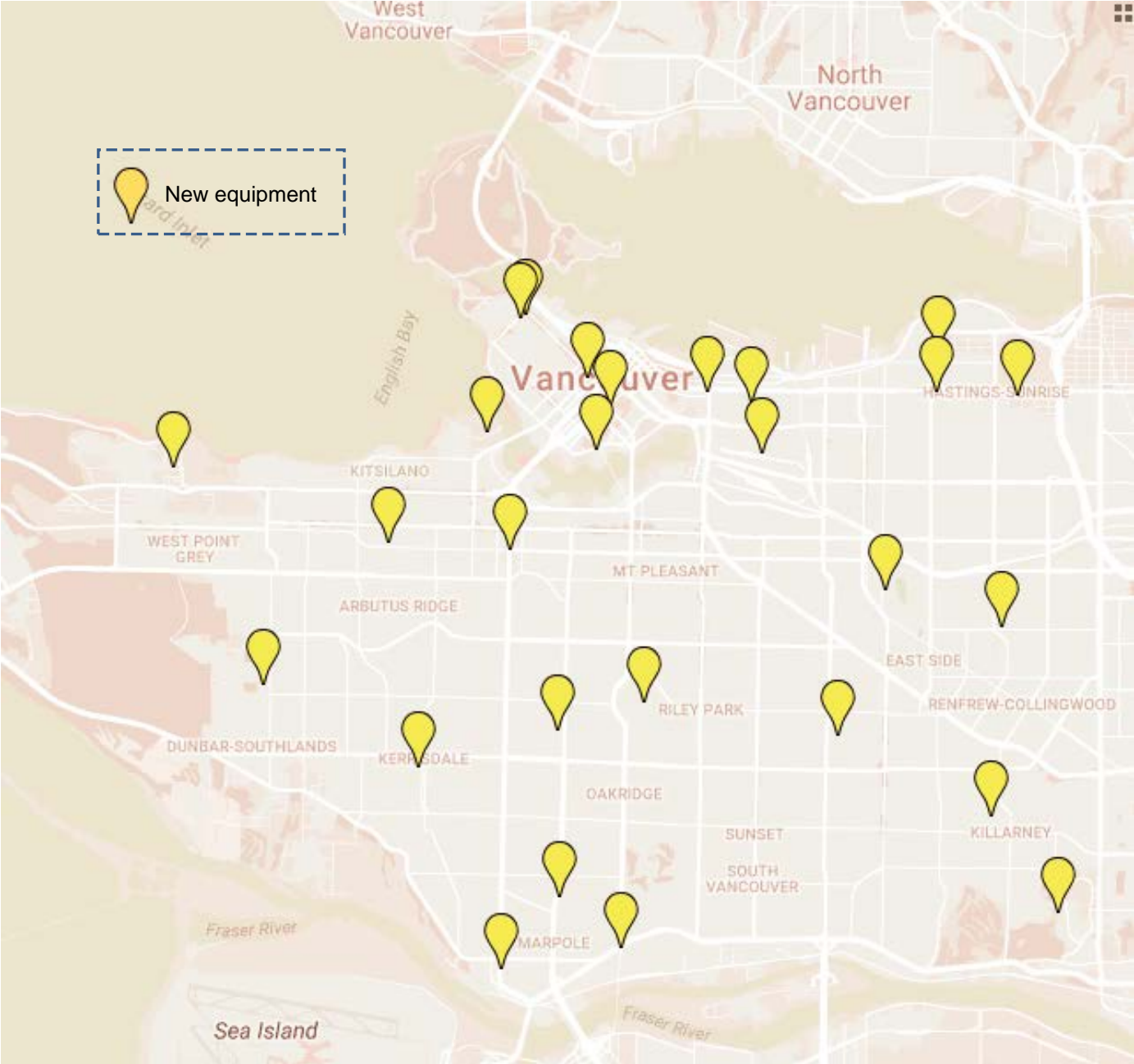
6.0 SERVICE LEVEL AGREEMENT - KEY PERFORMANCE INDICATORS

The City requires that the following key performance indicators be met:

- Annual uptime of 98% or better on a per-station basis based on a 24 hours, 7 days a week and 365 days a year, and reported quarterly.
- Initial response to trouble calls made to vendor call centre within 24 hours during the week, or 72 hours on weekends and Canadian holidays reported quarterly.
- Delivery of equipment for new installations within 60 days of receiving a purchase order from the City reported quarterly.
- Replacement of damaged equipment small parts, such as cables and connectors, within 5 business days of notification by the public or the City.
- Replacement from major damage, such as electrical service connections or total station loss, within 30 days of notification by the public or the City.

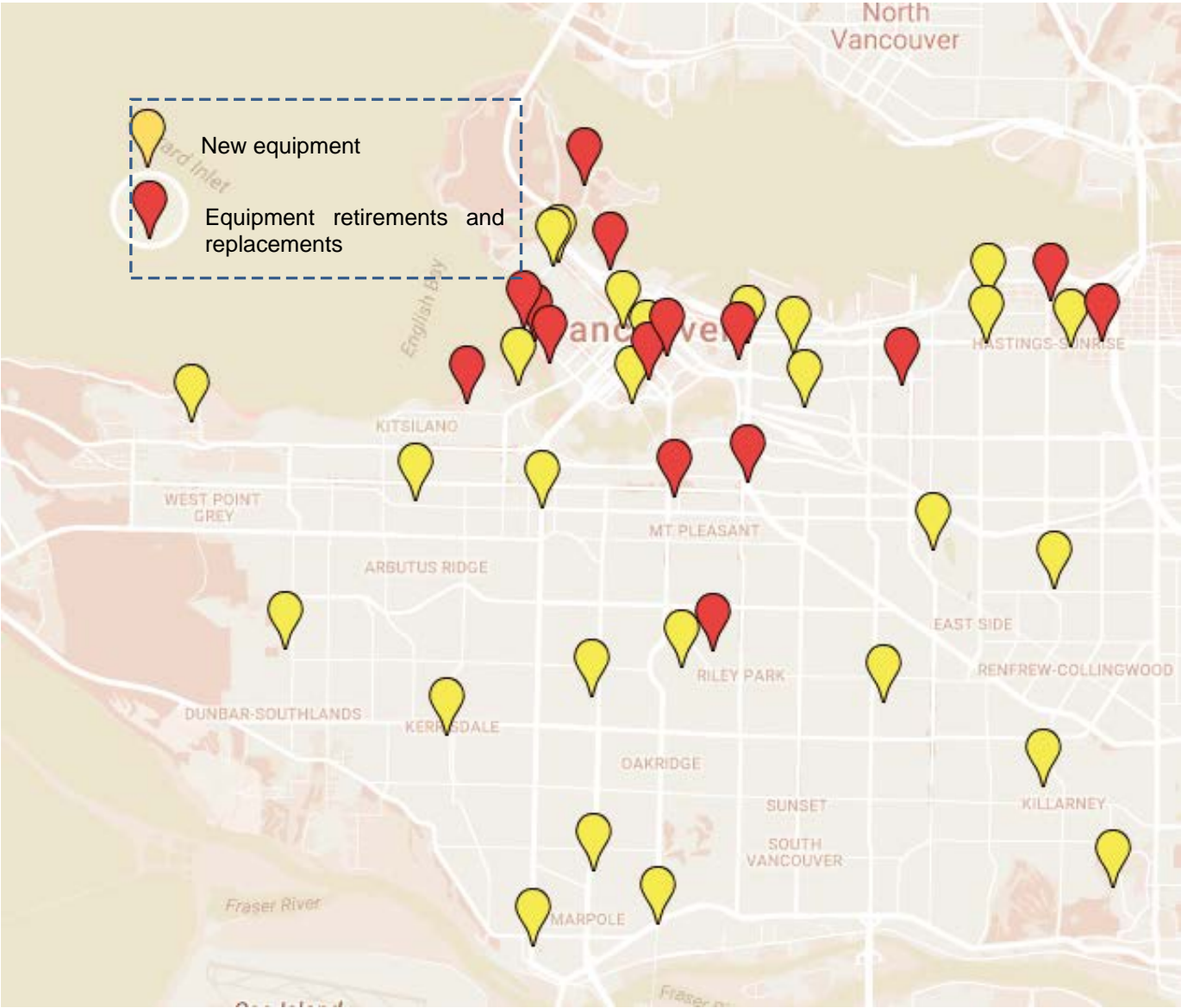
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Map of proposed new equipment (2019-2021)



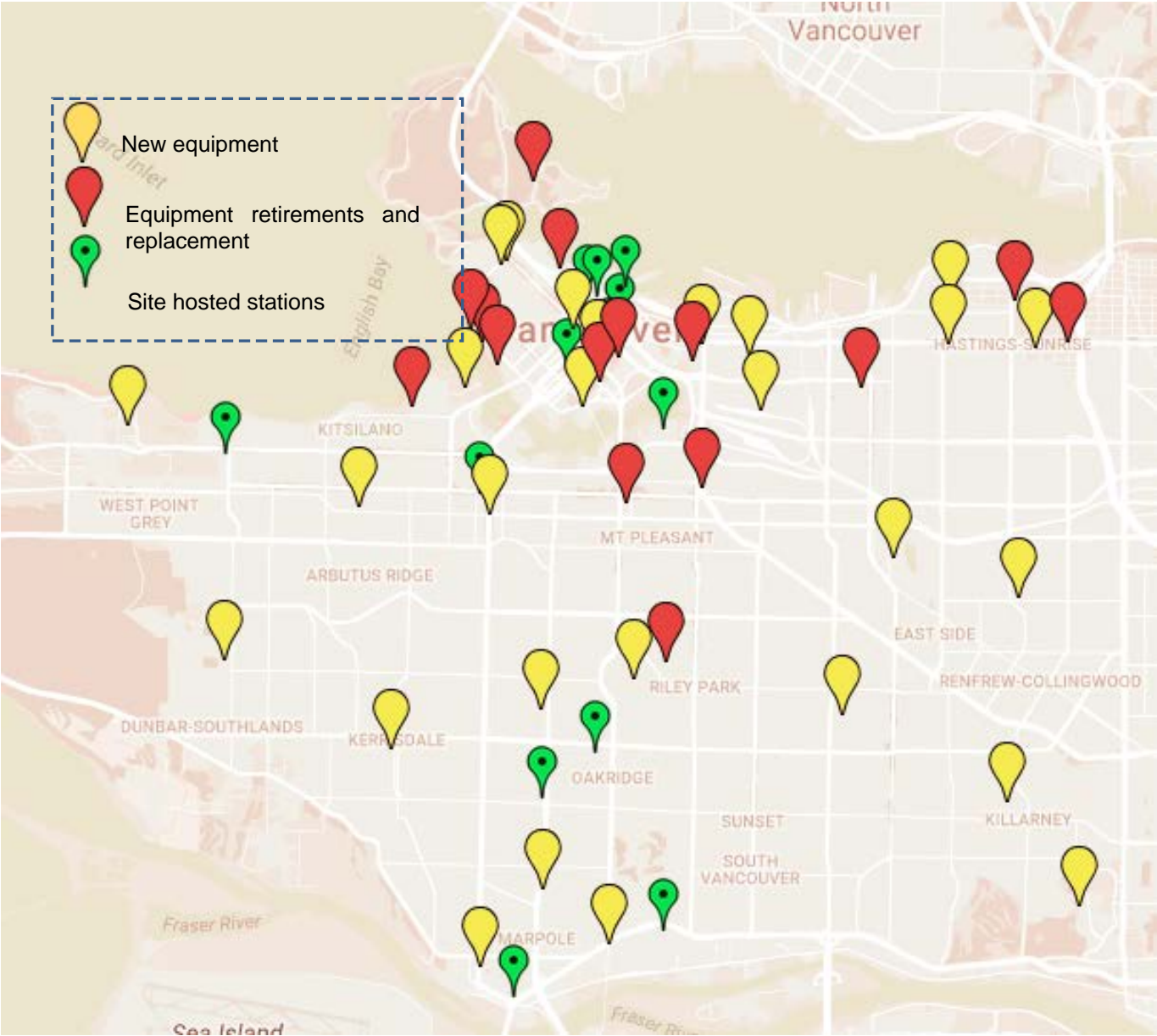
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Map of proposed new equipment, and retirements and replacements (2019-2021)



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Map of new equipment, retirements and replacements, and site hosted stations (2019-2021)



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APPENDIX 1

TECHNOLOGY SERVICES REQUIREMENTS

It is a requirement of this RFP that all proposals to the City answer the questions below. Complete attached Appendix 1 to Part B - Technology Services Requirements - Word Document.

1 Application Architecture

Reference	Requirement	Yes	No	N/A	Comments
1.1	Is the application built using .Net or Java? Provide details				
1.2	Are there server components within the application? If yes, please provide supported versions				
1.3	Are there database components within the application? If yes, please provide supported versions.				
1.4	How and where is the configuration metadata stored? Hierarchical XML schemas on the file system and/or database, relational data in database, etc.?				
1.5	Is SMTP supported for email notifications?				
1.6	Are future versions of the application backwards compatible with earlier ones?				

2 Deployment Architecture

Reference	Requirement	Yes	No	N/A	Comments
2.1	Can the application be hosted in a Cloud environment? If so, which provider.				
2.2	If hosted, can the application be hosted in a Canadian data centre? If not, where?				
2.3	Does the application rely on any third party applications that are hosted in an external Cloud? If yes, list				

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2.4	If deployed to Cloud, is an RTO (Recovery Time Objective) defined? If yes, what is it				
2.5	If deployed to Cloud, is a RPO (recovery point objective) defined? If yes, what is it?				
2.6	If deployed to Cloud, will City of Vancouver's service be deployed with other customers of the vendor?				
2.7	If deployed to Cloud, will City of Vancouver's data be kept separate from other customers of the vendor?				
2.8	Will City data be backed up, archived, and deleted from the system when needed? If yes, provide details.				
2.9	If deployed to the cloud, short listed vendors will be required to additionally complete the Cloud Security Alliance Questionnaire. Please indicate acceptance of this request.				

3 Availability and Scalability

Reference	Requirement	Yes	No	N/A	Comments
3.1	Is your application N-Tiered? If so describe how the different tiers should be deployed to support 24x7 availability with 99.99% uptime and transparent failover protection.				
3.2	Is there a limit on the number of registered users the package can support? If so, how many?				
3.3	Is there a maximum limit to the amount of transactions, collaborations, events being managed (workflow) that can be handled per session, per day? If yes, how many in each case?				
3.4	Is an average response time for initial page load, page access, and database access confirmed? If yes, what is it				
3.5	Does the application maintain transaction and data integrity in failure situations, and if so, how?				

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3.6	Does the application maintain transaction logs?				
3.7	Does your application take advantage of any caching technique for loading pages, static content, data, etc? If so, please describe.				
3.8	Can all administration activities be performed with the application up and running in production?				

4 User Interface Standards

Reference	Requirement	Yes	No	N/A	Comments
4.1	Is the web application available as a cross platform mobile app (iOs and Android)?				
4.2	Is the web application available as a responsive web, not requiring download or install by end user?				
4.3	Is the web based application responsive by design? (ie HTML5, supports mobile, various screen sizes)				
4.4	Can the web based application align to the City's Digital Style Guidelines? If yes, describe how. City of Vancouver's Digital Style Guidelines: https://company-66050.frontify.com/d/3vqsw7ZF6Ppb				

5 Security

Reference	Requirement	Yes	No	N/A	Comments
5.1	Do users log in with a user ID and password? Please confirm for both staff and citizen access				
5.2	Is a password history maintained to prevent users from recycling passwords?				
5.3	Can users be forced to change their passwords periodically? Is the periodicity configurable?				

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5.4	Can the system prompt for a new password when the current password is nearing expiration?				
5.5	Can a password minimum length be configured?				
5.6	Can users be locked out after a number of failed login attempts?				
5.7	Can idle users be required to log back in?				
5.8	Can security be managed at a group level?				
5.9	Is there a login in audit trail available?				
5.10	Apart from the above, Do you also support Single Sign On? If yes, list supported authentication methods?				
5.11	Does the application support the HTTPS protocol?				
5.12	Is there form level validation?				
5.13	Is there Format validation?				
5.14	Is there Content validation?				
5.15	If hosted in the Cloud, does the application/vendor have SIEM?				
5.16	If hosted in the Cloud, does the application complete penetration/vulnerability testing?				
5.17	If penetration/vulnerability testing has been completed, are the results available to the City?				

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5.18	<p>Does your solution comply with all Privacy legislation applicable to the data under consideration:</p> <p>a) BC's Personal Information Protection Act, SBC 2003 c. 36</p> <p>b) Federal Personal Information Protection and Electronic Documents Act, SC 2000 c 5</p> <p>c) Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165 (FIPPA)</p>				
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6 Integration

Reference	Requirement	Yes	No	N/A	Comments
6.1	Does the application support Web Services? If yes, what protocols? E.g. JSON/REST, SOAP				
6.2	Is all application data available from the above Web Services?				
6.3	Is there any access or authorization control of these Web Services? If yes, describe				
6.4	Does the product support extensibility through publicized and documented APIs? If so, what is the upgrade path for client-developed extensions based on these documented APIs?				
6.5	If web services integrations are supported, do you have a set of standard plug-ins for popular enterprise applications such as SAP, Service Now, etc?				
6.6	Do you support integrations via file transfers? If so please describe the supported file formats such as CSV, XML, etc.				
6.7	Do you support export of search results or report data in the following file formats: - XML, HTML, Excel/CSV				
6.8	Does the application support batch User Management?				

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7 Data and Reporting

Reference	Requirement	Yes	No	N/A	Comments
7.1	Will the City remain the sole owner of all data entered, used, and maintained within the application?				
7.2	Do you provide a logical data model for the key business objects in your product?				
7.3	Does the application provide out-of-the-box reports? If yes, describe including any leveraged Tools.				
7.4	Can the City use its own reporting Tools with the application? If yes, which are supported? Ie SSRS, Power BI, etc.				
7.5	Can all of the application data be fully extracted for a client's use in internal reporting software? If yes, describe how? Is it real-time or batch, how is data exposed - API, file, etc?				
7.6	Can vendor provide details of charging station location (and attributes) to the City for displaying on COV sites (vancouver.ca, open data)? If yes, provide details.				

8 Network

Reference	Requirement	Yes	No	N/A	Comments
8.1	List network connection protocols/methods for your POI (ie LTE, WIFI)				

9 Other

Reference	Requirement	Yes	No	N/A	Comments
8.1	Can you adapt your call centre functions and processes to align with other call centre functions and processes of the City?				

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APPENDIX 2

PCI DSS RESPONSIBILITY MATRIX

It is a requirement of this RFP that all proposals to the City complete the PCI DSS Responsibility Matrix. Complete attached Appendix 2 to Part B - PCI DSS Responsibility Matrix - Excel File.

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APPENDIX 3

TECHNICAL SPECIFICATIONS

It is a requirement of this RFP that all proposals to the City complete the Technical Specifications.
Complete attached Appendix 3 to Part B - Technical Specifications - Excel File.

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APPENDIX 4

PRIVACY REQUIREMENTS

It is a requirement of this RFP that all proposals to the City answer the questions set out below. Complete attached Appendix 4 to Part B - Privacy Requirements - Word Document.

Reference	Requirement
1	Provide a detailed description, along with illustrative diagrams and flow charts, showing all data flows (e.g. the flow of data from when an EV user registers to use the City's EV network)
Response	
2	What does the proponent use the data collected from EV users for?
Response	
3	Does the proponent sell user data?
Response	
4	What is the proponent's privacy policy;
Response	
5	Is EV user data stored on servers located in Canada?
Response	
6	If user data is not stored in Canada, will your online or station user interface be able to obtain the consent of every user to having his/her data stored outside Canada?
Response	
7	Is the proponent able to provide the City with certain anonymous user data?

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Response	
8	Does the proponent have a good understanding of its obligations under FIPPA, PIPA and PIPEDA?
Response	

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APPENDIX 5

PCI REQUIREMENTS

It is a requirement of this RFP that all proposals to the City provide the information requested below. Provide as attachments to your proposal and name each attachment as follows: Reference 1 - Appendix 5 - PCI Requirements; Reference 2 - Appendix 5 PCI Requirements, etc.

Reference	Requirement
1	Provide a current, accurate and valid Attestation of Compliance.
2	Provide a Charter for the PCI DSS Compliance program in your organization and define specifically who is responsible for the protection of cardholder data and the PCI DSS Compliance Program.
3	Provide a high level organizational chart for the PCI DSS Compliance Program within your organization.
4	Provide a comprehensive and fully completed PCI DSS Responsibility Matrix (Excel table).
5	Provide Data Flow Diagrams of all proposed payment flows as they relate to processing, storage and transmission of credit card data for purchases, refunds and charge backs
6	Provide specific details of the payment solution that may impact the City of Vancouver's PCI scope as it relates to people, processes and technology.

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NETWORK
PART C - FORM OF PROPOSAL

PART C - FORM OF PROPOSAL

RFP No. PS20180339, EXPANDING CITY OF VANCOUVER'S EXISTING PUBLIC ELECTRIC VEHICLE
CHARGING NETWORK (the "RFP")

Proponent's Name: _____
"Proponent"

Address: _____

Jurisdiction of Legal Organization: _____

Date of Legal Organization: _____

Key Contact Person: _____

Telephone: _____ Fax: _____

E-mail: _____

The Proponent, having carefully examined and read the RFP, including all amendments and addenda thereto, if any, and all other related information published on the City's website, hereby acknowledges that it has understood all of the foregoing, and in response thereto hereby submits the enclosed Proposal.

The Proponent further acknowledges that it has read and agrees to the Legal Terms & Conditions attached as Appendix 1 to this Form of Proposal.

IN WITNESS WHEREOF the Proponent has executed this Proposal Form:

Signature of Authorized Signatory for the Proponent

Date

Name and Title

Signature of Authorized Signatory for the Proponent

Date

Name and Title

REQUEST FOR PROPOSALS NO. PS20180339
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NETWORK
PART C - FORM OF PROPOSAL

APPENDICES

The Form of Proposal includes the following attached Appendices:

- APPENDIX 1 Legal Terms and Conditions of RFP
- APPENDIX 2 Questionnaire
- APPENDIX 3 Commercial Proposal
- APPENDIX 4 Proponents References
- APPENDIX 5 Certificate of Insurance
- APPENDIX 6 Declaration of Supplier Code of Conduct Compliance
- APPENDIX 7 Corporate Sustainability Leadership Questionnaire [INTENTIONALLY DELETED]
- APPENDIX 8 Sustainability Requirements Questionnaire [INTENTIONALLY DELETED]
- APPENDIX 9 Personal Information Consent Form(s)
- APPENDIX 10 Subcontractors
- APPENDIX 11 Proposed Amendments to Form of Agreement
- APPENDIX 12 Financial Statements
- APPENDIX 13 Proof of WorkSafeBC Registration
- APPENDIX 14 Conflicts; Collusion; Lobbying

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PART C - FORM OF PROPOSAL

**APPENDIX 1
LEGAL TERMS AND CONDITIONS OF RFP**

1 APPLICATION OF THESE LEGAL TERMS AND CONDITIONS

These legal terms and conditions set out the City's and the Proponent's legal rights and obligations only with respect to the RFP proposal process and any evaluation, selection, negotiation or other related process. In no event will the legal terms and conditions of this Appendix 1 apply to, or have the effect of supplementing, any Contract formed between the City and the Proponent, or otherwise apply as between the Proponent and the City following the signing of any such Contract.

2 DEFINITIONS

In this Appendix 1, the following terms have the following meanings:

- (a) "City" means the City of Vancouver, a municipal corporation continued pursuant to the Vancouver Charter.
- (b) "Contract" means a legal agreement, if any, entered into between the City and the Proponent following and as a result of the Proponent's selection by the City in the City's RFP process.
- (c) "Losses" means, in respect of any matter, all direct or indirect, as well as consequential: claims, demands, proceedings, losses, damages, liabilities, deficiencies, costs and expenses (including without limitation all legal and other professional fees and disbursements, interest, penalties and amounts paid in settlement whether from a third person or otherwise).
- (d) "Proponent" means the legal entity which has signed the Proposal Form, and "proponent" means any proponent responding to the RFP, excluding or including the Proponent, as the context requires.
- (e) "Proposal" means the package of documents consisting of the Proposal Form (including this Appendix 1), the Proponent's proposal submitted under cover of the Proposal Form, and all schedules, appendices and accompanying documents, and "proposal" means any proposal submitted by any proponent, excluding or including the Proponent, as the context requires.
- (f) "Proposal Form" means that certain Part C of the RFP, completed and executed by the Proponent, to which this Appendix 1 is appended.
- (g) "RFP" means the document issued by the City as Request for Proposals No. PS20180339, as amended from time to time and including all addenda.

3 NO LEGAL OBLIGATION ASSUMED BY THE CITY

Despite any other term of the RFP or the Proposal Form, including this Appendix 1 (except only Sections 7, 8.2 and 10 of this Appendix 1, in each case to the extent applicable), the City assumes no legal duty or obligation to the Proponent or to any proposed subcontractor in respect of the RFP, its subject matter or the Proposal unless and until the City enters into a Contract, which the City may decline to do in the City's sole discretion.

4 NO DUTY OF CARE OR FAIRNESS TO THE PROPONENT

The City is a public body required by law to act in the public interest. In no event, however, does the City owe *to the Proponent or to any of the Proponent's proposed subcontractors* (as opposed to the

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public) any contract or tort law duty of care, fairness, impartiality or procedural fairness in the RFP process, or any contract or tort law duty to preserve the integrity of the RFP process. The Proponent hereby waives and releases the City from any and all such duties and expressly assumes the risk of all Losses arising from participating in the RFP process on this basis.

5 EVALUATION OF PROPOSALS

5.1 Compliance / Non-Compliance

Any proposal which contains an error, omission or misstatement, which contains qualifying conditions, which does not fully address all of the requirements or expectations of the RFP, or which otherwise fails to conform to the RFP may or may not be rejected by the City at the City's sole discretion. The City may also invite a proponent to adjust its proposal to remedy any such problem, without providing the other proponents an opportunity to amend their proposals.

5.2 Reservation of Complete Control over Process

The City reserves the right to retain complete control over the RFP and proposal processes at all times. Accordingly, the City is not legally obligated to review, consider or evaluate the proposals, or any particular proposal, and need not necessarily review, consider or evaluate the proposals, or any particular proposal, in accordance with the procedures set out in the RFP, and the City reserves the right to continue, interrupt, cease or modify its review, evaluation and negotiation processes in respect of any or all proposals at any time without further explanation or notification to any proponents.

5.3 Discussions/Negotiations

The City may, at any time prior to signing a Contract, discuss or negotiate changes to the scope of the RFP, any proposal or any proposed agreement with any one or more of the proponents without having any duty or obligation to advise the Proponent or to allow the Proponent to vary its Proposal as a result of such discussions or negotiations with other proponents or changes to the RFP or such proposals or proposed agreements, and, without limiting the general scope of Section 6 of this Appendix 1, the City will have no liability to the Proponent as a result of such discussions, negotiations or changes.

5.4 Acceptance or Rejection of Proposals

The City has in its sole discretion, the unfettered right to: accept any proposal; reject any proposal; reject all proposals; accept a proposal which is not the lowest-price proposal; accept a proposal that deviates from the requirements of the RFP or the conditions specified in the RFP; reject a proposal even if it is the only proposal received by the City; accept all or any part of a proposal; enter into agreements respecting the subject matter of the RFP with one or more proponents; or enter into one or more agreements respecting the subject matter of the RFP with any other person at any time.

6 PROTECTION OF CITY AGAINST LAWSUITS

6.1 Release by the Proponent

Except only and to the extent that the City is in breach of Section 8.2 of this Appendix 1, the Proponent now releases the City, its officials, its agents and its employees from all liability for any Losses incurred in connection with the RFP or the Proposal, including any Losses in connection with:

- (a) any alleged (or judicially determined) breach by the City or its officials, agents or employees of the RFP (it being agreed that, to the best of the parties' knowledge, the City has no obligation

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or duty under the RFP which it could breach (other than wholly unanticipated obligations or duties merely alleged or actually imposed judicially))

- (b) any unintentional tort of the City or its officials or employees occurring in the course of conducting the RFP process,
- (c) the Proponent preparing and submitting the Proposal;
- (d) the City accepting or rejecting the Proposal or any other submission; or
- (e) the manner in which the City: reviews, considers, evaluates or negotiates any proposal; addresses or fails to address any proposal or proposals; resolves to enter into a Contract or not enter into a Contract or any similar agreement; or the identity of the proponent(s) or other persons, if any, with whom the City enters any agreement respecting the subject matter of the RFP.

6.2 Indemnity by the Proponent

Except only and to the extent that the City breaches Section 8.2 of this Appendix 1, the Proponent indemnifies and will protect, save and hold harmless the City, its officials, its agents and its employees from and against all Losses, in respect of any claim or threatened claim by the Proponent or any of its proposed subcontractors or agents alleging or pleading:

- (a) any alleged (or judicially determined) breach by the City or its officials or employees of the RFP (it being agreed that, to the best of the parties' knowledge, the City has no obligation or duty under the RFP which it could breach (other than wholly unanticipated obligations or duties merely alleged or actually imposed judicially));
- (b) any unintentional tort of the City or its officials or employees occurring in the course of conducting the RFP process, or
- (c) liability on any other basis related to the RFP or the proposal process.

6.3 Limitation of City Liability

In the event that, with respect to anything relating to the RFP or this proposal process (except only and to the extent that the City breaches Section 8.2 of this Appendix 1), the City or its officials, agents or employees are found to have breached (including fundamentally breached) any duty or obligation of any kind to the Proponent or its subcontractors or agents whether at law or in equity or in contract or in tort, or are found liable to the Proponent or its subcontractors or agents on any basis or legal principle of any kind, the City's liability is limited to a maximum of \$100, despite any other term or agreement to the contrary.

7 DISPUTE RESOLUTION

Any dispute relating in any manner to the RFP or the proposal process (except to the extent that the City breaches this Section 7 or Section 8.2 of this Appendix 1, and also excepting any disputes arising between the City and the Proponent under a Contract (or a similar contract between the City and a proponent other than the Proponent)) will be resolved by arbitration in accordance with the *Commercial Arbitration Act* (British Columbia), amended as follows:

- (a) The arbitrator will be selected by the City's Director of Legal Services;

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- (b) Section 6 of this Appendix 1 will: (i) bind the City, the Proponent and the arbitrator; and (ii) survive any and all awards made by the arbitrator; and
- (c) The Proponent will bear all costs of the arbitration.

8 PROTECTION AND OWNERSHIP OF INFORMATION

8.1 RFP and Proposal Documents City's Property

- (a) All RFP-related documents provided to the Proponent by the City remain the property of the City and must be returned to the City, or destroyed, upon request by the City.
- (b) The documentation containing the Proposal, once submitted to the City, becomes the property of the City, and the City is under no obligation to return the Proposal to the Proponent.

8.2 Proponent's Submission Confidential

Subject to the applicable provisions of the *Freedom of Information and Protection of Privacy Act* (British Columbia), other applicable legal requirements, and the City's right to publicly disclose information about or from the Proposal, including without limitation names and prices, in the course of publicly reporting to the Vancouver City Council about the RFP, the City will treat the Proposal (and the City's evaluation of it), in confidence in substantially the same manner as it treats its own confidential material and information.

8.3 All City Information Confidential

- (a) The Proponent will not divulge or disclose to any third parties any non-public documents or information concerning the affairs of the City which have been or are in the future provided or communicated to the Proponent at any time (whether before, during or after the RFP process). Furthermore, the Proponent agrees that it has not and must not use or exploit any such non-public documents or information in any manner, including in submitting its Proposal.
- (b) The Proponent now irrevocably waives all rights it may have by statute, at law or in equity, to obtain any records produced or kept by the City in evaluating its Proposal (and any other submissions) and now agrees that under no circumstances will it make any application to the City or any court for disclosure of any records pertaining to the receipt, evaluation or selection of its Proposal (or any other submissions) including, without limitation, records relating only to the Proponent.

9 NO CONFLICT OF INTEREST / NO COLLUSION / NO LOBBYING

9.1 Declaration as to no Conflict of Interest in RFP Process

- (a) The Proponent confirms and warrants that there is no officer, director, shareholder, partner, employee or contractor of the Proponent or of any of its proposed subcontractors, or any other person related to the Proponent's or any proposed subcontractor's organization (a "person having an interest") or any spouse, business associate, friend or relative of a person having an interest who is: (i) an official or employee of the City; or (ii) related to or has any business or family relationship with an elected official or employee of the City, in each case, such that there could be any conflict of interest or any appearance of conflict of interest in the evaluation or consideration of the Proposal by the City, and, in each case, except as set out, in all material detail, in a separate section titled "Conflicts; Collusion; Lobbying" in the Proposal in accordance with the form set out in Part C - Appendix 14.

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- (b) The Proponent confirms and warrants that there is no person having an interest (as defined above) who is a former official, former employee or former contractor of the City and who has non-public information relevant to the RFP obtained during his or her employment or engagement by the City, except as set out, in all material detail, in a separate section titled "Conflicts; Collusion; Lobbying" in the Proposal in accordance with the form set out in Part C - Appendix 14.

9.2 Declaration as to No Conflict of Interest Respecting Proposed Supply

The Proponent confirms and warrants that neither the Proponent nor any of its proposed subcontractors is currently engaged in supplying (or is proposing to supply) goods or services to a third party such that entering into an agreement with the City in relation to the subject matter of the RFP would create a conflict of interest or the appearance of a conflict of interest between the Proponent's duties to the City and the Proponent's or its subcontractors' duties to such third party, except as set out, in all material detail, in a separate section titled "Conflicts; Collusion; Lobbying" in the Proposal in accordance with the form set out in Part C - Appendix 14.

9.3 Declaration as to No Collusion

The Proponent confirms and warrants that:

- (a) the Proponent is not competing within the RFP process with any entity with which it is legally or financially associated or affiliated, and
- (b) the Proponent is not cooperating in any manner in relation to the RFP with any other proponent responding to the RFP,

in each case, except as set out, in all material detail, in a separate section titled "Conflicts, Collusion, Lobbying" in the Proposal in accordance with the form set out in Part C - Appendix 14.

9.4 Declaration as to No Lobbying

The Proponent confirms and warrants that:

- (a) neither it nor any officer, director, shareholder, partner, employee or agent of the Proponent or any of its proposed subcontractors is registered as a lobbyist under any lobbyist legislation in any jurisdiction in Canada or in the United States of America; and
- (b) neither it nor any officer, director, shareholder, partner, employee or agent of the Proponent or any of its proposed subcontractors has engaged in any form of political or other lobbying whatsoever with respect to the RFP or sought, other than through the submission of the Proposal, to influence the outcome of the RFP process,

in each case, except as set out, in all material detail, in a separate section titled "Conflicts, Collusion, Lobbying" in the Proposal in accordance with the form set out in Part C - Appendix 14.

10 GENERAL

- (a) All of the terms of this Appendix 1 to this Proposal Form which by their nature require performance or fulfillment following the conclusion of the proposal process will survive the conclusion of such process and will remain legally enforceable by and against the Proponent and the City.

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- (b) The legal invalidity or unenforceability of any provision of this Appendix 1 will not affect the validity or enforceability of any other provision of this Appendix 1, which will remain in full force and effect.
- (c) The Proponent now assumes and agrees to bear all costs and expenses incurred by the Proponent in preparing its Proposal and participating in the RFP process.

11 INDEPENDENT LEGAL ADVICE

THE PROPONENT ACKNOWLEDGES THAT IT HAS BEEN GIVEN THE OPPORTUNITY TO SEEK INDEPENDENT LEGAL ADVICE BEFORE SUBMITTING ITS PROPOSAL FORM, INCLUDING THIS APPENDIX 1.

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APPENDIX 2
QUESTIONNAIRE

1 Executive Summary

Reference	Requirement
1.1	Provide a brief executive summary of your proposal. Summarize your proposal and comment on how it meets the City's requirements.
Response	

2 Proponent's Organizational Structure and Account Management

2.1 General

Reference	Requirement
2.1.1	Describe your organization's corporate governance structure including location/geographical coverage, key officers (CEO, senior management, security and privacy), as well as parent/subsidiary company relationships.
Response	
2.1.2	How will you manage the City's account? Do you have dedicated staff in the Vancouver area? Provide an organizational chart with names, titles, locations, clear lines of accountability, escalation points and a brief description of each individual's role. In addition, describe their knowledge, professional qualifications and relevant experience.
Response	
2.1.3	Describe how you will ensure the relationship with the City will require minimal administration? Provide two (2) examples of recent process or administrative changes you have made to reduce the administrative burden for your clients.
Response	

2.2 Proponent Overview

Reference	Requirement
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Reference	Requirement
2.2.1	Describe your experience and knowledge as it pertains to EV Infrastructure; include scope of services (core competencies), available delivery models, number of years in business, size of organization, ownership structure, labor structure (unionized, non-unionized, etc.), annual sales and experience with similar and/or other municipal accounts.
Response	
2.2.2	Do you have any corporate affiliations or sub-contractor partnership (e.g. auto OEMs etc.)? If so, who are these relationships with and what is the nature of these relationships?
Response	
2.2.3	EV technology is constantly changing. Please provide your technology roadmap (e.g. including high speed or wireless charging, network speeds, etc.) to ensure your charging station infrastructure does not become obsolete. Tell us the process by which you incorporate upgrades to keep up with technology?
Response	
2.2.4	Comment on any technological tools, software, or capabilities you have that differentiate you in the market place and/or improves the quality of the EV Infrastructure
Response	

3 Implementation/Installation Plan/Electrical Design

3.1 General

Reference	Requirement
3.1.1	Detail the sequential process by which you propose to implement the required new EV infrastructure; please include a detailed timeline with action items and accountabilities (Attach information to this Form of Proposal if space below does not suffice)
Response	
3.1.2	The selected vendor will work with City staff to take on management of all existing stations. Comment on the extent to which you can manage the existing stations. What services will you be able to perform? Which services will you not be able to perform?

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Reference	Requirement
Response	
3.1.3	Who provides your installation services? Is the work sub-contracted or completed by in-house resources? How much lead time is needed for an installation? How long does a typical installation take?
Response	
3.1.4	Where are charging stations delivered from, what is their expected delivery time? What differentiates your charging stations from market equivalents?
Response	
3.1.5	Can installed units be moved to new locations?
Response	
3.1.6	Please describe your process of installing and provisioning a new station, including any site assessment.
Response	
3.1.7	Describe your typical timeline for installing infrastructure (Level 2, DCFC, and a combination of the two) in an urban environment. Please provide any differentiation for various settings as you see them affecting installation timelines. Please also describe the limitations that can affect the scheduling of an installation.
Response	
3.1.8	What is the life expectancy of your charging stations?
Response	
3.1.9	Does your equipment require consumables? If so, how and by whom are these replenished?
Response	

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Reference	Requirement
3.1.10	Please provide details of how electrical designs will be prepared and submitted to the City for approval.
Response	
3.1.11	Describe your customer service plan and approach: comment on the types of customer service plans and approaches you have available; comment on how you intend to gather user feedback, including frequency as well as strategies and procedures for handling complaints; comment on your ability to coordinate and align with our 311 Call Centre.
Response	
3.1.12	Describe the capabilities of your call centre: comment on its experience, capacity, and how it differentiates your company within the marketplace.
Response	
3.1.13	Please describe the installation services that you can provide to the City.
Response	
3.1.14	Are your installation services provided by your company directly, through a dedicated sub-contractor, or through a list of pre-qualified sub-contractors? Please provide details of any sub-contractor relationships that you will rely on to meet the City's needs with respect to public charging infrastructure deployment.
Response	
3.1.15	Do you provide any training to your contractors with respect to your own specific technologies? Please describe.
Response	
3.1.16	Does your company have the capability to prepare electrical designs, including sign-off by a Professional Engineer registered in the Province of British Columbia? Is this an 'in-house' capability or through a sub-contractor? If the latter, please provide details of how electrical designs will be prepared and submitted to the City for approval.
Response	

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Reference	Requirement
3.1.17	Describe your typical timeline for installing infrastructure (Level 2, DCFC, and a combination of the two) in an urban environment. Please provide any differentiation for various settings as you see them affecting installation timelines. Please also describe the limitations that can affect the scheduling of an installation.
Response	
3.1.18	Describe the process for assessing a site prior to installation. This should include an assessment of wireless signal strength to support the EV charging infrastructure. Where necessary, the proponent must install additional cellular repeaters or other wireless connectivity equipment to achieve necessary signal strength to meet the City's reliability needs. Can you provide these services?
Response	
3.1.19	Do your installation services include the design and provision of ancillary equipment such as kiosks, transformers, metering equipment, etc.? If so, do you have a local supplier(s) that you work with?

4 Hardware (DCFC and Level 2)

4.1 Power Specifications

Reference	Requirement
4.1.1	Please state the impact on power factor of the stations provided.
Response	
4.1.2	If available or planned, describe any higher power (100kW +) DCFC that will be available to the City. If not yet available, provide a timeline for availability.
Response	
4.1.3	The BC Hydro distribution network provides power at 600V. The availability of EVSE that can support an input voltage of 600V would greatly reduce costs and impacts to available urban space by requiring less ancillary equipment. If available or planned, describe any higher input voltage equipment that you provide. If not yet available, please provide a timeline for availability of such equipment.

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Response	
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4.2 Energy Management

Reference	Requirement
4.2.1	Describe how your system might manage multiple EV stations under a single load threshold, either at a circuit or panel level to reduce peak demand.
Response	
4.2.2	Describe any energy storage systems that you offer to integrate with EV charging station for the purposes of limiting demand peaks or otherwise managing sites with multiple DCFC.
Response	
4.2.3	Are you able to provide services that would allocate and direct costs (such as utility costs) directly to third parties (e.g. - site hosts, parking management companies)?
Response	

4.3 Physical Station Features

Reference	Requirement
4.3.1	Describe the physical user interface of your charging stations, and indicate what visual information on the station itself is available both during charging sessions and when the station is idle. Detailed, annotated diagrams are acceptable as well.
Response	
4.3.2	Can the interface provide a visual check for parking enforcement to confirm the length of time a user has been connected?
Response	
4.3.3	[Level 2 only] Do your stations offer dual-port (or more) charging options?

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Reference	Requirement
Response	
4.3.4	Please describe how your station's design prevents damage to cables and connectors
Response	
4.3.5	<p>While no regulations currently exist in Canada with respect to accessibility requirements for electric vehicle charging stations, the City wishes to ensure that all public charging installations can be accessible by people with mobility issues, including those in wheelchairs.</p> <p>Can your stations be installed or configured to meet this requirement? What features does the hardware include that would do so? If your product has been installed in jurisdictions that do have accessibility requirements (e.g. Americans with Disabilities Act (ADA) standards), please indicate where that has occurred and how your hardware met the requirements.</p>

4.4 Reliability Measures

Reference	Requirement
4.4.1	Describe how troubleshooting and software updates are undertaken remotely
Response	
4.4.2	Please describe how hard and soft resets are undertaken remotely
Response	
4.4.3	Please describe any verification or testing of equipment that occurs prior to and/or following installation.
Response	
4.4.4	What do you expect the typical operating lifetime of your hardware to be?
Response	

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Reference	Requirement
4.4.5	The City wishes to minimize the involvement of its staff in the ongoing operations and maintenance of EV infrastructure, although the City does not provide keys to any of its own electrical infrastructure to outside operators. Please describe the roles you expect or require the City to maintain to ensure that your KPIs are met.
Response	
4.4.6	The City wishes to minimize the risk of stranded assets. Please provide documentation of network operation in the event of removal of any 'software as a service' (i.e. - network services). Documentation requirements of the vendor will include, but not be limited to: a) Providing software allowing communication with the EV charging station b) Providing passwords to change EV charging station settings, if required to do so c) Providing documentation on how to make changes to EV charging station configuration
Response	
4.4.7	Please describe how your technology supports remote diagnostics and servicing, including what types of issues can be managed remotely and what issues would trigger a technician service call-out.
Response	
4.4.8	Describe the alerts that the station can provide to a remote network administrator.
Response	
4.4.9	Describe how error messages will result in corrective action, including how alerts will lead to deployment of technicians.
Response	
4.4.10	Provide details of the maintenance plan for each unit and how parts are replaced.
Response	

5 Network Services

5.1 Network Operations

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Reference	Requirement
5.1.1	What protocol(s) do you use to interface with the stations? Are they proprietary, open standard or open source?
Response	
5.1.2	Does your service comply with the Open Smart Charging Protocol ("OSCP")? If yes, please provide specifics?
Response	
5.1.3	Describe how your network can support open standards operation.
Response	
5.1.4	The City wishes to reduce the risk of stranded hardware assets, in the event that your network ceases operations in future or if a service level agreement is no longer in place. Describe the process by which other networks might be ported onto your hardware.
Response	
5.1.5	Describe where the data centres hosting the information are located (including disaster recovery sites, and backups). Are your data centres hosting the information (including backups, disaster recovery sites, etc.) located in Canada? If your data centres are not located in Canada, where are they located? If your data centres are not located in Canada, can your user interface/registration system accommodate a request for a user's consent to their personal information being accessed outside of Canada?
Response	
5.1.6	Please provide a network diagram, technology stack, and cloud service framework.
Response	
5.1.7	Describe any limitations or requirements, including infrastructure, minimum signal strength & type, etc., for network operations.
Response	

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Reference	Requirement
5.1.8	Can the operation of the infrastructure/data network be integrated with third-party parking enforcement systems? If so, please provide details of how this would work. Do you have examples of where this is being done anywhere already?
Response	
5.1.9	Describe the network connection used for data transfer (signal type, provider(s) of service), etc.)
Response	
5.1.10	Provide any costs associated with data connections and usage. Provide an estimate on a monthly and/or per-session basis.
Response	
5.1.11	Network should have the option for smart card authentication. Payment collection functionality that offers the most flexible pricing options and multiple payment modes (e.g. - RFID card, credit card, smartphone app, etc) is desirable. Please describe how users will access your stations, initiate a charging session and pay any user fees at the station. Please describe what modes are available (e.g. - RFID card, smartphone app, etc).
Response	
5.1.12	The City is able to procure preferred pricing for cellular data usage under contract with telecom providers. Does the cost of your cloud service include the cost of cellular data usage? If so, can the SIM cards on your EVSE be switched to the City's provider, and could the price of cellular data be discounted from your cloud service pricing?
Response	
5.1.12	Please describe the different pricing options and level of complexity that can be applied to user fees at the stations, such as: <ul style="list-style-type: none"> • Time-of-day and day-of-week pricing (separately and in combination) • Hourly, kWh and combined hourly-kWh pricing options • State number of different options for any one station • Ability to set different rates for different user types • Ability to set time-based rates in minutes, and to add on to flat parking fees

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Reference	Requirement
Response	

5.2 Data Management and Security

Reference	Requirement
5.2.1	Describe the process by which you ensure your infrastructure and applications are secured (i.e. penetration testing, security reviews).
Response	
5.2.2	Describe how user accounts are managed in the various client/customer facing applications.
Response	
5.2.3	Comment on the Proponent's business interruption plan (i.e. labor dispute, charging station damage, network failure, etc.) and your ability to mitigate the likelihood and impact of, and recover from, any event impacting the EV Infrastructure.
Response	
5.2.4	Describe how users and vehicles will be identified by the charging units.
Response	

5.3 Roaming

The number of operating networks in southwestern BC and throughout the Pacific Northwest is growing, and is complicating access to EV charging. Improved user experience is a key component of Vancouver's EV Ecosystem Strategy, and as such a need for roaming capabilities continues to grow. The Proponent is responsible for arranging roaming capability with the City's other EV charging networks.

Reference	Requirement
5.3.1	Please provide the status and details of any roaming agreements with other network providers, and the implementation date for such agreements. In addition, if roaming agreements have been reached with other network providers who operate in British Columbia, Washington State, Oregon, or California, please provide the details of such agreements.
Response	

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5.3.2	Please describe the process by which a user of another network may access your network without acquiring a membership.
Response	
5.3.3	The City presently operates SemaConnect, Addenergie (Flo), and ChargePoint stations on its public network. The City may wish to operate a single network across all of its stations. Describe the process by which your network could be ported onto existing infrastructure in the City.
Response	
5.3.4	Describe how users without any network membership will access your stations.
Response	

5.4 APIs

Reference	Requirement
5.4.1	Describe the ability of the data network provider to be able to provide an Application Program Interface (API) that would allow third-party payment system applications to connect to and activate the station.
Response	
5.4.2	Describe the ability of the data network provider to be able to provide an Application Program Interface (API) that would allow third-party parking enforcement systems to remotely monitor station activity, including connection status and duration.
Response	

6 Performance Management

6.1 General

Reference	Requirement
6.1.1	Describe the Proponent's approach to managing the performance and quality of the services. How do you implement, measure and report on Key Performance Indicators (KPIs)? What KPIs do you typically track and monitor? What format and frequency of KPI reporting do you propose? Please provide samples. What mechanisms, tools, techniques, or technology do you currently use?

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Reference	Requirement
Response	
6.1.2	<p>Provide a specific financial penalty your company is willing to pay to the City for each time your company does not meet the following KPIs.</p> <ul style="list-style-type: none"> • Annual uptime of 98% or better on a per-station basis based on a 24 hours, 7 days a week and 365 days a year, and reported quarterly. • Initial response to trouble calls made to vendor call centre within 24 hours during the week, or 72 hours on weekends and Canadian holidays reported quarterly. • Delivery of equipment for new installations within 60 days of receiving a purchase order from the City reported quarterly. • Replacement of damaged equipment small parts, such as cables and connectors, within 5 business days of notification by the public or the City. • Replacement from major damage, such as electrical service connections or total station loss, within 30 days of notification by the public or the City.
Response	
6.1.3	<p>How did you intend to meet the City's stated KPIs as stated below? What level of service can your company commit to and what financial penalties is your company willing to pay to the City if your company does not meet the KPIs?</p> <ul style="list-style-type: none"> • Stations Full or Empty, including Average System-Wide and at Specific Stations • % of Calls Answered within 30 seconds • % of Dropped Calls • % of Email Responded within 24 hours • % of Memberships Mailed within 24 hours • % of Stations Cleaned • % of Stations Inspected and Maintained
Response	
6.1.4	<p>What kind of data analytics/metrics/advisory services are provided by the EV infrastructure?</p>

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Reference	Requirement
Response	

7 Reporting

7.1 General

Reference	Requirement
7.1.1	Describe the Proponent's ability to provide near real-time and post activity status reports and detailed management reports.
Response	
7.1.2	Describe the types of reports that are available? How frequently are the reports available?
Response	
7.1.3	Does the Proponent have technology that will allow its clients to access these report on-line? Can real-time and post activity status reports and detailed management reports be run for specific EV stations? Can they be plotted on an electronic based map (GIS based view)?
Response	

8 Warranty, Infrastructure Replacement and Support

8.1 General

Reference	Requirement
8.1.1	Describe the warranty and support offered to the City. Describe the Proponent's maintenance strategy? How frequently are the stations maintained? Are they maintained by subcontractors? Where are parts and equipment located? Can parts and equipment be accessed with 24 hours?
Response	
8.1.2	Describe your process for replacing infrastructure, including any processes to upgrade any equipment that may be deemed obsolete.

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Response	
8.1.3	In the event that proponent ceases operations in Vancouver, please describe your process for ensuring continuity in accessing infrastructure. What is the process for the retirement or removal of equipment in such a scenario?
Response	

9 Complementary Installations and Services

The City has a desire to optimize any electrical upgrades and to provide complementary services that can support residents and businesses in their electrification efforts. This may include the installation of additional electrical connections in tandem with EV infrastructure, such as electrical outlets, Wi-Fi hotspots, etc. Support for higher power uses, such as the film industry (which generally requires 400A+ connections) as well as farmers markets, food trucks, and potentially power for e-bike sharing docks is a desired co benefit of this program.

The City also wishes to ensure that EV consumption data is properly understood and accounted for, and has committed to install dedicated meters or sub-meters for all new EV infrastructure.

9.1 General

Reference	Requirement
9.1.1	Does the Proponent have the capability to assess revenue-grade sub-metering needs for a site and to install and provision them?
Response	
9.1.2	As part of the installation of the City's EV charging stations, are you willing, if requested by the City, to provide additional services, such as connections for high-power electrical and telecommunications applications, including Wi-Fi hotspots, telecom equipment, and other electrical connections?
Response	
9.1.3	Do your contractors conduct civil works, including sidewalk repair and landscaping, in particular with respect to site restoration
Response	

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9.2 Data Collection and Network Connection

Reference	Requirement
9.2.1	The City prefers that new EV infrastructure installations occur on their own dedicated BC Hydro service. However, recognizing that this is not always possible, those locations not on a separate BC Hydro service will require a sub-meter that can communicate with the City's utility management system. Sub-meters must provide both electrical consumption and demand data from the EV charging stations. Aggregation of all EV charging stations on a given electrical service is preferred. Please indicate the type(s) of energy sub-meters that you work with along with data sheets.
Response	
9.2.2	The quality of an installation is key in energy sub-meter performance. Please provide your (or your sub-contractor's) experience in installing and commissioning the sub-meters listed above.
Response	
9.2.3	Sub-metering equipment must export data to the City's utility management system. It is the City's policy not to allow third-party data connections to send data inbound through the City's own firewalls. In the event that sub-meters are connected to a City building, does your sub-metering solution allow for its own separate internet connection (e.g. - via cellular network), and does it host the data on an external website where its data can be accessed by the City's utility management system?
Response	

10 Look, Feel and Branding

The City wishes to ensure that its stations not only have a consistent look and feel across the City, but that they can be a source of information for non-EV drivers. The City wishes to conduct design activities concurrently with deployment of new infrastructure; and, to wrap existing stations to match the agreed-upon design for new infrastructure.

Depending on the service delivery model proposed by the selected proponent and accepted by the City, and depending on the regulatory regime governing EV charging in British Columbia, the City may have specific requirements indicating the City's involvement in station operation.

10.1 General

Reference	Requirement
10.1.1	Please describe what branding or graphic design services the Proponent can offer, including the scope of what can be provided (e.g. wraps, graphics and decals) and whether there are any limitations or restrictions.

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Response	
10.1.2	Please describe what, if any, requirements that the Proponent has in terms of your own branding on the stations.
Response	
10.1.3	Please indicate whether the Proponent would work with external design firms for this aspect of service, or if this is an 'in-house' capability. In either case, please provide details of your design team, including where they are located.
Response	
10.1.4	The City will use EV infrastructure as a way to provide information to the public. Do you undertake branding as part of your installations? If so: Do you use the infrastructure as an existing advertising or branding tool? Do you have specific requirements that the City needs to be aware of?
Response	

11 Corporate Leadership

11.1 General

Reference	Requirement
11.1.1	The City is a living wage employer. Does your company have a policy to ensure that all employees and/or contractors receive a living wage? If so, please provide documentation of that policy.
Response	
11.1.2	The City prefers that the vendor take the product back at end of life and ensure appropriate re-use, recovery, or recycling of the product and its components. a) Please describe any refurbishment practices that you undertake with stations that you take back. b) Describe how your company proposes to take back product at end of life. c) Describe innovative programs to re-use product or components of products at end of life.
Response	

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Reference	Requirement
11.1.3	<p>The City wishes to ensure that devices are recycled according to Electronic Product Stewardship Canada's (EPSC) Environmental Recycling Standard (ERS) and that e-waste is not disposed of outside of Canada.</p> <p>a) Please describe your strategy regarding disposals/disposition? b) Who is responsible for disassembling the products and where are products disassembled? c) Confirm that materials will be properly recycled as per EPSC's (EPSC) Environmental Recycling Standard (ERS) and that e-waste is not disposed of outside of Canada</p>
Response	
11.1.4	<p>City prefers to purchase environmentally sensitive products. Describe initiatives to reduce the toxicity of the product.</p>
Response	
11.1.5	<p>The City's preference is for minimal product packaging that meets the following guidelines:</p> <ul style="list-style-type: none"> • Is recyclable in BC • Does not contain Styrofoam or other hard-to-recycle materials • Has greater than 50 per cent post-consumer recycled content in paper products • Does not contain inks, dyes, pigments, stabilizers or any additives to which any lead, cadmium, mercury or hexavalent chromium has been intentionally introduced. <p>Please confirm that packaging for your products meet these guidelines; or, if they do not, please detail your company's plan for meeting them in future (including timeline).</p>
Response	

12 Innovation

12.1 General

Reference	Requirement
12.1.1	<p>Notwithstanding any other provision hereof, the City welcomes proposals respecting innovative or novel approaches to the City's requirements and may consider value-creating proposals that derogate from the requirements. Provide any proposed innovative approaches to meeting the City's requirements.</p>
Response	

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13 Alternative Solutions

13.1 General

Reference	Requirement
13.1.1	If, in addition to proposing services which meet the City's requirements, you wish to offer an alternative or alternatives, the alternative solution(s) should be described in the space provided below. Any pricing impact of the alternative solution(s) should also be provided.
Response	
13.1.2	To the extent not included in the answers above, comment on the competitive advantages you have in the market place and what differentiates you from your competitors as it pertains to EV infrastructure.
Response	
13.1.3	Please describe where your ownership of infrastructure extends to (e.g. - utility meter, charging station only, etc.), and what, if any infrastructure would be owned by the City or BC Hydro.
Response	
13.1.4	The City anticipates that at least some EHubs will be best placed on private property, although their operation will not be the responsibility of site hosts in such a scenario. In such scenarios, is it the proponent's expectation that the City will enter into any land-use agreements on their behalf?
Response	
13.1.5	Under the current regulatory regime in British Columbia, only local governments and public utilities are permitted to sell electricity. The BC Utilities Commission has to-date interpreted this limitation to include the implementation of user fees at public EV infrastructure on both a time and energy basis. With consideration of the above, please describe the revenue model of your business including all revenue streams this model will deliver.
Response	
13.1.6	To what extent are you willing to allow the City to influence the user fees to meet our transportation demand management needs?

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**APPENDIX 3
COMMERCIAL PROPOSAL**

Complete this Appendix 3 - Commercial Proposal in the form set out below. Complete attached Part C - Appendix 3 - Commercial Proposal - Excel File.

Proponent to provide proposed pricing and payment terms, which should be in accordance with Part A, Section 7 of the RFP (as well as any other sections of the RFP imposing requirements as to pricing).

Please ensure Appendix 3 - Commercial Proposal is provided as a separate file to the entire Proposal.

Please provide Commercial Proposal as per Requirement in Part B and in accordance with the Requirements included in Appendix 3 to Part B Technical Specifications.

Est. Qty.	Product Descriptions	Unit Price (each)	Extended Price
15	Direct Current Fast Chargers including installation	\$	\$
Provide pricing for the following optional elements for Direct Current Fast Chargers			
TBD	Extended Warranty	\$ _____/per _____	
TBD	Pedestal Mount	\$ _____/per _____	
TBD	Multiple Ports	\$ _____/per _____	
TBD	Load Sharing	\$ _____/per _____	
TBD	Cable Management	\$ _____/per _____	
TBD	Other, please specify	\$ _____/per _____	
Est. Qty.	Product Descriptions	Unit Price (each)	Extended Price
35	AC Level 2 Charging Stations including installation	\$	\$
Provide pricing for the following optional elements for AC Level 2 Charging Stations			
TBD	Extended Warranty	\$ _____/per _____	
TBD	Pedestal Mount	\$ _____/per _____	
TBD	Multiple Ports	\$ _____/per _____	
TBD	Load Sharing	\$ _____/per _____	
TBD	Cable Management	\$ _____/per _____	
TBD	Other, please specify	\$ _____/per _____	
Est. Qty.	Services Descriptions	Annual Fee	
15	Data Network Services Direct Current Fast Chargers including Customer Support	\$	
35	Data Network Services AC Level 2 Charging Stations including Customer Support	\$	
If Data Network Services are not charged based on an annual fee, please articulate below how Data Network Services are charged and the charge for each of the product descriptions above.			

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If Data Network Services do not include Customer Support, please articulate below how Customer Support is charged and the charge for each of the product descriptions above.		
Est. Qty.	Services Descriptions	Price
NA	EV Annual Maintenance Services - Preventative	\$/per _____
NA	EV Annual Maintenance Services - Ad-hoc	\$/per _____
NA	EVSE Annual Maintenance Services - Preventative	\$/per _____
NA	EVSE Annual Maintenance Services - Ad-hoc	\$/per _____
NA	Electrical Design	\$/per Hour
NA	Graphic Design	\$/per Hour
Existing Stations Pricing		
Provide your proposed pricing methodology for the management and support of the existing stations as per your response in Part C - Appendix 2 - Question 3.1.2		
Alternative Solutions		
If you are providing an alternative or innovative solution that does not follow the pricing methodology articulated in Appendix 3 - Commercial Proposal please provide any deviation to this pricing methodology below.		

By checking this box, the Proponent hereby confirms that the above Commercial Proposal is based on the payment of wages to employees of the Proponent and Subcontractors that comply with the City's Living Wage Policy as described in Section 10.0 of Part A and in the Form of Agreement attached hereto as Part D. For Commercial Proposals submitted electronically, please color in the box.

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**APPENDIX 4
PROPONENT'S REFERENCES**

Complete this Appendix 4 - Proponents References in the form set out below.

Client Name # 1	
Address (City and Country)	
Contact Name	
Title of Contact	
Telephone No.	
E-mail Address	
Length of Relationship	
Type of Goods and/or Services provided to this Client	

Client Name # 2	
Address (City and Country)	
Contact Name	
Title of Contact	
Telephone No.	
E-mail Address	
Length of Relationship	
Type of Goods and/or Services provided to this Client	

Client Name # 3	
Address (City and Country)	
Contact Name	
Title of Contact	
Telephone No.	
E-mail Address	
Length of Relationship	
Type of Goods and/or Services provided to this Client	

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APPENDIX 5
CERTIFICATE OF INSURANCE

Appendix 5 is to be duly completed and signed by the Proponent's insurance agent or broker as evidence of its existing insurance, along with a letter from its insurance broker or agent indicating whether or not (and, if not, then to what extent) it will be able to comply with the insurance requirements set out in the Form of Agreement, should the Proponent be selected as a selected Proponent. (Any selected Proponent will also be required to provide proof of the satisfaction of all insurance requirements prior to or concurrently with the City entering into any Agreement.)

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**APPENDIX 6
 DECLARATION OF SUPPLIER CODE OF CONDUCT COMPLIANCE**

Complete this Appendix 6 - Declaration of Supplier Code of Conduct Compliance in the form set out below.

Purpose:

All proposed suppliers are to complete and submit this form to certify compliance with the supplier performance standards set out in the Supplier Code of Conduct.

The City expects each supplier of goods and services to the City to comply with the supplier performance standards set out in the City's Supplier Code of Conduct (SCC) <http://vancouver.ca/policy_pdf/AF01401P1.pdf>. The SCC defines minimum labour and environmental standards for City suppliers and their subcontractors.

Suppliers are expected to comply with the aforementioned standards upon submitting a tender, proposal, application, expression of interest or quotation to the City, or have a plan in place to comply within a specific period of time. The City reserves the right to determine an appropriate timeframe in which suppliers must come into compliance with these standards. To give effect to these requirements, an authorized signatory of each proposed vendor must complete the following declaration and include this declaration with its submission:

As an authorized signatory of _____ (*vendor name*), I declare that I have reviewed the SCC and to the best of my knowledge, _____ (*vendor name*) and its proposed subcontractors have not been and are not currently in violation of the SCC or convicted of an offence under national and other applicable laws referred to in the SCC, other than as noted in the table below (*include all violations/convictions that have occurred in the past three years as well as plans for corrective action*).

Section of SCC / title of law	Date of violation /conviction	Description of violation / conviction	Regulatory / adjudication body and document file number	Corrective action plan

I understand that a false declaration and/or lack of a corrective action plan may result in no further consideration being given to the submission of _____ (*vendor name*).

Signature: _____

Name and Title: _____

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APPENDIX 7
CORPORATE SUSTAINABILITY LEADERSHIP QUESTIONNAIRE

INTENTIONALLY DELETED

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APPENDIX 8
SUSTAINABILITY REQUIREMENTS QUESTIONNAIRE

INTENTIONALLY DELTED

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**APPENDIX 9
PERSONAL INFORMATION CONSENT FORM(S)**

Complete one copy of this Appendix 9 - Personal Information Consent Form(s), in the form set out below, for each key personnel for whom a CV or other information regarding employment history and qualifications has been included in the Proposal.

PERSONAL INFORMATION CONSENT FORM

RFP

Reference #PS20180339

Title: Expanding and Renewing City of Vancouver's Existing Public Electric Vehicle Charging Network

With the provision of my signature at the foot of this statement I, _____

_____ (Print Name)

consent to the indirect collection from _____

_____ (Print Name of Proponent)

of my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.

_____) _____
Signature) Date

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**APPENDIX 10
 SUBCONTRACTORS**

Complete this Appendix 10 - Subcontractors in the form set out below by listing all of the subcontractors that the Proponent proposes to use in carrying out its work under an Agreement, or state that the Proponent does not propose to use any subcontractors.

If selected to enter into an Agreement with the City, the Proponent may be limited to using subcontractors listed in its Proposal. If the City objects to a subcontractor listed in a Proposal, the City may permit a Proponent to propose a substitute Subcontractor acceptable to the City.

Subcontracted Scope		
Subcontractor		
Contact (name, title, email, telephone no.)		
Approximate Percent of the Work to be Subcontracted		
The Subcontractor's Relevant Experience (identify at least three similar projects within the last five years, including the client)	1. Project Name:	
	Client:	
	Nature of Work:	
	Value:	
	Client Contact:	
	2. Project Name:	
	Client:	
	Nature of Work:	
	Value:	
	Client Contact:	
	3. Project Name:	
	Client:	
	Nature of Work:	
	Value:	
	Client Contact:	

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**APPENDIX 11
PROPOSED AMENDMENTS TO FORM OF AGREEMENT**

Complete this Appendix 11 - Proposed Amendments to Form of Agreement in the form set out below by detailing any proposed amendments to the Form of Agreement. If no amendments to the Form of Agreement are proposed, state "none". It is at the City's sole discretion whether or not these proposed amendments will be considered for the Form of Agreement.

Section / General Condition	Proposed Amendment	Rationale and Benefit

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APPENDIX 12
FINANCIAL STATEMENTS

Attached as Appendix 12 to this Form of Proposal, the Proponent's financial statements, prepared by an account and covering at least the prior two years.

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APPENDIX 13
PROOF OF WORKSAFEBC REGISTRATION

Attached as Appendix 13 to this Form of Proposal proof of valid WorkSafe BC registration.

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**APPENDIX 14
CONFLICTS; COLLUSION; LOBBYING**

Complete this Appendix 14 - Conflicts; Collusion; Lobbying in the form set out below by setting out any exceptions to the declarations in Section 9 of the Legal Terms and Conditions attached as Appendix 1 to this Part C - Form of Proposal or indicate that there are no exceptions, as applicable.

Exceptions to Declaration as to no Conflict of Interest in RFP Process (Section 9.1 of Legal Terms and Conditions)	
Exceptions to Declaration as to No Conflict of Interest Respecting Proposed Supply (Section 9.2 of Legal Terms and Conditions)	
Exceptions to Declaration as to No Collusion (Section 9.3 of Legal Terms and Conditions)	
Exceptions to Declarations as to No Lobbying (Section 9.4 of Legal Terms and Conditions)	

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PART D - FORM OF AGREEMENT

PART D
FORM OF AGREEMENT

See attached Part D - Form of Agreement