**Hampshire County Council**

**Reference UN23287**

**On-Street Electric Vehicle Charging Points**

**Market Engagement Questionnaire**

**PURPOSE OF THIS DOCUMENT**

This questionnaire is an information gathering exercise by Hampshire County Council to help inform our approach to the delivery of on-street EV Charging Points in Hampshire.

Please note, the information in this document represents the County Council’s current plans and may be subject to change prior to tender publication. The County Council reserves the right to amend or change all and any aspects discussed in this exercise.

All responses should be entered into the question submission boxes in this document and saved as a document that can be viewed in Microsoft Word. Other formats are not required.

**Please submit your completed questionnaire by 12 noon on the 22 April 2024 via the In-Tend Correspondence function against UN23287.** [**Hampshire County Council Electronic Tendering Site - Home (in-tendhost.co.uk)**](https://in-tendhost.co.uk/hampshire/aspx/Home)

If you have any issues with access, format or other, please contact procurement.support@hants.gov.uk

### **SUMMARY OF SERVICE**

Hampshire County Council is currently planning for future on-street electric vehicle charging infrastructure. This is likely to be delivered under a Concession contract on a 15+1 year basis, and potentially supported by approximately £6.6m funding from the Local Electrical Vehicle Infrastructure (LEVI) grant.

Coverage across Hampshire is anticipated to require approximately 55,021 Standard charging units, 4,206 fast charging units, 1,700 rapid charging units, 590 ultra-rapid charging units by 2040, as forecast by the NEVIS toolkit. Therefore, this infrastructure delivery will be achieved through the LEVI grant fund and private investment.

**ROUTE TO MARKET**

The Council intends to tender the services in Autumn 2024 and to award in Spring 2025, as a full procurement exercise.

**RESPONSE FORM**

Please complete the questions below. No questions are scored and there are no word limits for your responses. Responses will not impact any evaluation of any future opportunity.

Your input, effort and support are very much sought and will be appreciated to inform the County Council in developing the most appropriate approach for the delivery of on-street EV Charging Points in Hampshire

In order to process this questionnaire, we will ask you to provide some basic personal information, e.g., contact details. All information will be treated as **CONFIDENTIAL** and will only be shared amongst members of the Council’s Project Team. No details about your organisation, including names or contact details, will be shared without your express permission. The information will be destroyed following completion of this project. Further details on how we process personal information can be found on our Privacy Notice: <https://www.hants.gov.uk/aboutthecouncil/privacy>.

**SUPPLIER DETAILS**

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| **Organisation Name:** |  |
| **Name of person completing form:** |  |
| **Position held within organisation:** |  |
| **Date:** |  |

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**QUESTIONS**

**Insurance**

1. **The County Council would like to understand more about the insurance market.  From your experience or market knowledge, please provide information about availability of insurance and usual policy cover value limits for on-street electric vehicle charging points for incidents such as the ones below. Any additional related information you can provide would be helpful.**
* Insurance for vandalism,
* Insurance for accidental damage by vehicle collision,
* Insurance for damage by misuse such as incompatible car type
* Insurance for mobility hubs with multiple charge points
* Insurance for variety of other mobility facilities such as e-car club charging stations, e-scooters, last-mile deliveries, delivery lockers.

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**Asset Management**

Inspection, maintenance and fault finding

**The County Council would like to understand how asset management, monitoring and maintenance can be undertaken.**

1. **From your market knowledge, are suppliers able to provide their own staff for inspecting and maintaining assets, or would the County Council need to provide staff for inspection and or maintenance requirements?**

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1. **If the County Council were providing staff for this element, would you prefer this to be done by a rebate through the contract? Or by offering a higher concession rate in the contract? Or by some other means?  – please give further details.**

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1. **Are there any training requirements and qualifications required to deliver** **these inspection and or maintenance services?**

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1. **For an asset register of 15,000 EVCP, on an annual basis, what would be the typical number to be inspected within a routine maintenance plan?**

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1. **What is your experience of how many units are likely to report a fault in an average week? If you could provide this figure as a percentage or proportion of a figure eg 10% or 1 in 10 etc.**

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1. **What is your experience of how many units will require inspection in a particular week?  If you could provide this figure as a percentage or proportion of a figure eg 10% or 1 in 10 etc.**

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1. **What are typical timescales for attending and investigating an identified or reported fault? For example, physically inspecting accident damage / unauthorised tampering etc?**

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Software Capabilities

1. **In your experience can a unit self-report that it is broken / faulty? And if so, is there market capability to enable a unit to identify if this is physical damage or a supply issue? Could you provide a list of what types of fault diagnosis a unit might be capable of reporting?**

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1. **If a unit can report a fault with its operation, could that unit be taken out of action remotely if broken? Please provide further details on market capability for remotely switching off a unit, whether this can be achieved automatically and how quickly this can be done?**

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Sustainability

1. **Are there any sustainability capability or standards in place or anticipated? For example, around units / or their parts being able to be re-used in newer technology? Also any low-carbon solutions?**

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**Technology to identify vehicle type**

1. **The County Council would like to understand whether it is possible to identify the type of vehicle that is charging at a unit.  Therefore, are there any mechanisms or software applications that can identify a vehicle make and model as part of the user interaction with charging from the unit, for example, as part of the payment process?**

**If so, please give further details and identify whether this would require personal data such as a numberplate to enable this vehicle identification?**

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1. **Would it be possible to identify whether the vehicle connected for charging is the same make and model as the one identified by the user to access the unit?  For example, could a member of the public indicate a car is being charged and then connect a van?**

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1. **If there are ways to verify vehicles at the point of charging, please give further details about the requirements to enable this.**

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1. **Would it be possible to prevent charging if a different vehicle is connected to the unit for charging from the one indicated by a user?**

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1. **The County Council is looking for ways for business vehicles to charge quickly and efficiently across Hampshire. These could be council vehicles or delivery vans that are taken home overnight.**

**Therefore, is it possible for the EVCP system to recognise the difference between a car and a light goods van being connected, thereby enabling different classes of vehicles to be charged during different periods of the day i.e. car between 08.00 hours and 17.00 hours, and then e.g. a light goods vehicle from 17.00 hours to 08.00 hours?  Please give further details about current market capability to achieve this.**

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**Income Generation**

1. **In your experience of the market, what is the typical concession revenue share as a percentage figure, to a public authority for an on-street residential area EVCP?**

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1. **In your experience, what is the typical concession revenue share as a percentage figure, to a public authority for a site identified as commercially desirable site / hub for EVCP?**

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1. **If Hampshire County Council required a fixed annual fee in the contract at for example £350k, would that change the figures provided in questions 17 and 18 above?  If so please provide an indication as a percentage figure, of the increase / decrease in the revenue share as a result.**

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1. **If the County Council was responsible for the ground works, would that change the figures provided in question's 17 and 18? If so, please provide an indication as a percentage figure, of the increase / decrease in the revenue share as a result.**

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1. **Would you prefer that the County Council manage the ground works and asset ownership of the underground infrastructure?**

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1. **Are you aware of any issues the County Council should consider regarding supplier / authority ownership of the underground infrastructure, including typical maintenance and inspection costs and asset transfer at the end of contracts?**

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1. **In your experience, does concession revenue vary much by charge point type?**

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**If so, please provide average figures for each type listed below. Are there publicly available financial models for this? Also please provide details of the current average lifespan of each type and details about the current average time for return on investments for each type of unit that you have experience of or would intend to supply from the charge speed options and charge point types below:**

Charge point types:

• Pavement channels

• Lamppost chargepoint

• Wall-mounted chargepoint

• Pedestal chargepoint

• Low-lying chargepoint

• Flush-fitting chargepoint

• Battery-buffered chargepoint

• Residential rapid chargepoint

• Wireless chargepoint

• Chargepoint sharing

• Other (please include description)

Low Speed (0 ≤ 3.7kW)

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Standard (> 3.7kW ≤ 8kW)

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Fast (> 8kW – 49kW)

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Rapid (50kW – 149kW)

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Pavement channels

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Other Chargepoints

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1. **In managing a concession rate of return under a contract and for performance KPI’s, would your preference be for:**

[ ]  a single concession rate per unit

 [ ]  a variable concession rate which depended upon a unit type

 [ ]  a variable concession rate which depended on the location i.e. residential street / commercial hub

[ ]  a single fixed rate based on electricity usage

[ ]  a variable concession rate depending on the number of units

1. **If the concession rate is based on electricity usage, from your experience how may electricity usage be evidenced for reporting and KPI purposes?**

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1. **If the concession rate is based on the number of units, how might a concession rate change over time as the number of units increases, for example a linear or stepped rate etc?**

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**Grant Funding**

1. **The LEVI grant is looking for the maximum number of units for their grant funding. Therefore, please provide your views for the optimal structuring of the grant/private investment financial model to achieve this?**

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**Tariff Setting**

1. **In your experience what options are available for tariff setting and what in your opinion has worked well and what has not worked well? Please give reasons why.**

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1. **Please share any further information relevant to this market engagement you would like the County Council to consider.**

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**Cloud Services Questionnaire (CSQ) and Payment Card Industry compliance**

1. **For information a draft CSQ has been provided which is likely to be similar to one issued as part of the tender pack. Please refer to the attached document and then indicate below whether you would be able to comply with the requirements and if not please indicate those elements you would not currently comply with?**

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**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE**