



# The County of El Dorado

**Chief Administrative Office**

*Tiffany Schmid, Chief Administrative Officer*

**Procurement & Contracts Division**

Phone (530)621-6438

September 27, 2023

TurnOnGreen Inc.  
1421 McCarthy Boulevard  
Milpitas, California 95035  
Attn.: Marcus Charuvastra and Amos Kohn

RE: Bid Protest Response  
ITB #23-918-053  
Electric Vehicle Supply Equipment Replacement, Maintenance, Billing, and Customer Service

The County of El Dorado, Chief Administrative Office, Procurement & Contracts Division (Division) advertised the Invitation to Bids for EVSE Replacement, Maintenance, Billing, and Customer Service on July 14, 2023. Addendum I to this ITB was published on August 7, 2023, and the closing date of the ITB was August 18, 2023. The Notice of Intent to Award letter for the bid was issued September 20, 2023, which stated that True Upside Consulting, LLC was the apparent successful bidder, and that the item will be presented to the Board of Supervisors for their approval at a future date.

The ten (10) business day protest period began when the Notice of Intent to Award letter was sent and ends October 4, 2023. One (1) bid protest letter was received from TurnOnGreen Inc. (TOG) on September 21, 2023. TOG's protest states the following:

- Section III Item C – Firm experience removing and replacing EV Chargers received 0 out of 5 points for the experience of the firm. TOG and PH Electric have four years of experience removing, installing, maintaining, and repairing EV Chargers in commercial, municipal, and residential properties. County is interpreting this statement as TOG has zero years of experience, which is incorrect. Nowhere in the bid document does it state that TOG should not list the experience of our firm and our partners. We should at a minimum be awarded a score of one point for this section.
- Section III Item C – Firm experience providing maintenance for new EV Chargers received 0 out of 5 points for the experience of the firm. TOG and PH Electric have four years of experience removing, installing, maintaining, and repairing EV Chargers in commercial, municipal, and residential properties. County is interpreting this statement as TOG has zero years of experience, which is incorrect. Nowhere in the bid document does it state that TOG should not list the experience of our firm and our partners. We should at a minimum be awarded a score of one point for this section.
- Section III Item C – Firm experience providing billing network services for new EV Chargers received 0 out of 5 points for the experience of the firm. TOG is an enterprise

partner with network provider ChargeLab, and uses the ChargeLab system to provide billing and network services for new EV chargers. ChargeLab has been providing network and billing services since 2015 (eight [8] years). TOG has been working with ChargeLab since 2021. County is interpreting this statement as TOG has zero years of experience and manages nothing, which is incorrect. Nowhere in the bid document does it state that the experience of a bidder's partners can't be listed. If this is the case, then every bidder should be scored zero, as every bidder is using a software license to provide network services.

- Section III Item C – Firm experience providing 24 hours a day 7 days a week customer service support to users/customers for new EV Chargers received 0 out of 5 points for the experience of the firm. TOG and ChargeLab offer EV driver support 24 hours per day 7 days a week, 365 days per year. ChargeLab has offered 24/7 support for the past two years, and TOG provides site host and driver support Monday through Sunday 8 a.m. to 8 p.m. as a second layer to the ChargeLab support line. TOG should at a minimum be awarded a score of one point for this section. Every bidder in this RFP is using an outside call center to offer 24/7 driver support.

The Division's response to TOG's protest is as follows:

- Section III, Bid Content, Item C, Experience of Firm, of the ITB requires that all the experience be the submitting firm's experience and not a subcontractor's or partners' experience. PH Electric has four years of experience removing and replacing EV Chargers, and TOG doesn't directly have experience providing these services. TOG should receive .5 points for 0-12 months of experience as specified in Section X of the ITB.
- Section III, Bid Content, Item C, Experience of Firm, of the ITB requires that all the experience be the submitting firm's experience and not a subcontractor's or partners' experience. PH Electric has four years of experience providing maintenance for new EV Chargers, and TOG doesn't directly have experience providing these services. TOG should receive .5 points for 0-12 months of experience as specified in Section X of the ITB.
- Section III, Bid Content, Item C, Experience of Firm, of the ITB requires that all the experience be the submitting firm's experience and not a subcontractor's or partners' experience. ChargeLab has eight years of experience providing billing network services, and TOG doesn't directly have experience providing these services. TOG should receive .5 points for 0-12 months of experience as specified in Section X of the ITB.
- Section III, Bid Content, Item C, Experience of Firm, of the ITB requires that all the experience be the submitting firm's experience and not a subcontractor's or partners' experience. ChargeLab has two years of experience providing 24 hours a day 7 days a week customer service support to users/customers for new EV Chargers, and TOG doesn't directly have experience providing these services. TOG should receive .5 points for 0-12 months of experience as specified in Section X of the ITB.

#### Determination

The Purchasing Agent has reviewed this protest and is awarding TOG an additional two (2) points for the experience of the firm. Section X, Bid Evaluation, Item B states that .5 points will be awarded to the bidder when they have 0-12 months of experience removing and replacing existing EV Chargers (.5 points), 0-12 months of experience providing maintenance for new EV Chargers (.5 points), 0-12 months of experience providing billing network services for new EV Chargers (.5 points), and 0-12 months experience providing 24 hours a day 7 days a week

customer service support to users/customers for new EV Chargers (.5 points). TOG's new combined total score is 54.45 points.

Casco Contractors, Centerline Communications, LLC, Enel X Way USA, LLC, INF Associates LLC, National Car Charging LLC, and OpConnect, Inc. have all been awarded .5 points for each item in Section III Item C on the evaluation score sheet where they were previously awarded zero, in accordance with the evaluation criteria in Section X, Bid Evaluation, Item B of the ITB.

Sincerely,



Michele Weimer, MPA, CPPO  
Procurement and Contracts Manager/  
Purchasing Agent

330 Fair Lane, Placerville, CA 95667

**Invitation to Bid #23-918-053 - Electric Vehicle Supply Equipment Replacement, Maintenance, Billing, and Customer Service**

Evaluation Score Sheet

Section X - Bid Evaluation - Item A - Cost Proposal - Maximum 60 Points

BIDDER	POINTS EARNED	TOTAL COST PROPOSED	LOWEST COST PROPOSED	DID BIDDER COMPLETE ALL SECTIONS ON EXHIBIT E
ATG Electronics Inc.	Not Applicable	Not Applicable	\$3,342.00	The Bidder didn't submit all the necessary responses required per the Bid language. They are Non-Responsive.
Casco Contractors	13.52	\$14,512	\$3,342.00	YES
Centerline Communications, LLC	44.93	\$4,463	\$3,342.00	YES
Charge LLC	47.54	\$4,218	\$3,342.00	YES
Ener X Way USA, LLC	33.84	5925.76	\$3,342.00	YES
<b>Green Tech Facilities</b>	17.34	<b>\$11,563.34</b>	<b>\$3,342.00</b>	<b>YES</b>
INF Associates LLC	35.61	\$5,631	\$3,342.00	YES
Macano Tech, LLC	14.69	\$13,647.11	\$3,342.00	YES
National Car Charging LLC	37.88	\$5,293.33	\$3,342.00	YES
Open Access Technology International, Inc. (OATI)	Not Applicable	Not Applicable	\$3,342.00	This Bidder only put an amount for one section on the Cost Proposal. The Bid required that every section be filled out. They are Non-Responsive.
OpConnect, Inc.	34.45	\$5,819.33	\$3,342.00	YES
Smart Energy Water	24.66	\$5,132	\$3,342.00	YES
<b>True Upside Consulting, LLC</b>	<b>60.00</b>	<b>\$3,342</b>	<b>\$3,342.00</b>	<b>YES</b>
True Upside Consulting LLC (ALTERNATE)	37.54	\$5,342	\$3,342.00	YES
TurnOnGreen Inc	34.95	\$5,738.07	\$3,342.00	YES

Section X - Bid Evaluation - Item B - Maximum 40 Points

Requirements	Bidders										Green Tech Facilities	
	Casco Contractors	Centerline Communications, LLC	Charge LLC	Enel X Way USA LLC	INF Associates LLC	Macano Tech, LLC	National Car Charging LLC	OpConnect, Inc.	Smart Energy Water	Trusa Upside Consulting, LLC		TurnOnGreen, Inc.
Section III Item C - Firm experience removing and replacing EV Chargers - Maximum 5 Points	5	2.5	2.5	0.5	2.5	2.5	0.5	0.5	2.5	2.5	0.5	5
Section III Item C - Firm experience providing maintenance for new EV Chargers - Maximum 5 Points	2.5	2.5	1	1	1	2.5	0.5	0.5	2.5	2.5	0.5	5
Section III Item C - Firm experience providing billing network services for new EV Chargers - Maximum 5 Points	1	0.5	1	2.5	1	2.5	0.5	0.5	2.5	2.5	0.5	5
Section III Item C - Firm experience providing 24 hours a day, 7 days a week customer service support to users/customers for new EV Chargers - Maximum 5 Points	0.5	0.5	1	1	0.5	2.5	0.5	0.5	2.5	2.5	0.5	5
Section III Item D - EV Charging Equipment - Maximum 5 Points	5	5	5	5	5	5	5	5	5	5	5	5
Section III Item D - Maintenance Plans - Maximum 5 Points	5	5	5	5	5	5	5	5	5	5	5	5
Section III Item D - Warranty - Maximum 5 Points	5	5	5	5	5	5	5	5	5	5	5	5
Section III Item E - References - Maximum 5 Points	5	5	5	5	2.5	2.5	5	5	0	5	2.5	5
Requirements Points Awarded	29.00	26.00	25.50	25.00	22.50	27.50	22.00	22.00	25.00	30.00	19.50	40.00

Bidders	Total Points Awarded
Casco Contractors	42.82
Centerline Communications, LLC	70.93
Charge LLC	73.04
Enel X Way USA, LLC	58.84
INF Associates LLC	58.11
Macans Tech, LLC	42.19
National Car Charging LLC	59.88
OpConnect, Inc.	56.45
Smart Energy Water	49.66
True Upside Consulting, LLC	90.00
True Upside Consulting, LLC (ALTERNATE)	67.54
TurnOnGreen Inc	54.45
Green Tech Facilities	57.34