Questions	Eleport answers
1. Are you looking for a one-stop solution or are you open to a cooperation separately on CPO and EMSP part? We can offer complete CPO and EMSP suit of functionalities out of the box, but are also integrated with a dedicated EMSP system which can deliver high grade user experience.	At this point, Eleport is mainly interested in CPO solutions as the EMP business might be phased out. If a one-stop solution is in your portfolio, then please included prices for both products.
2. Do you expect a single environment for all different countries in which you operate or you require to have separate environments for them?	We expect one solution. But if you cannot provide it, please describe your solution.
3. How is your company structured - is each country autonomous in its e-mobility decisions or are you leading everything from single headquarters?	Eleport's structure is changing. We used to driven by countries, but now we are becoming more centralised. The main decisions are made in EE and PL offices.
4. Can you share a list of chargers (models) you currently operate?	Kempower, Delta, Efacec, Ekoenergetyka, ABB, Autel, Ensto, Garo, PreBiel etc.
5. Which payment terminal solution are you currently using?	We have Payter terminals attached to some DC chargers.
6. What is your current split between public/semi-private (fleet)/home chargers?	Our main focus is on Public charging. The private solutions may be discarded at this point.
7. How many chargepoints in total are you operating right now?	By the end of 2024 Eleport is going to bring the total to over 1350 charging points.
8. Are there any business functions that you wish to specifically keep in your own domain and managed in your systems (for example ERP, federated identity management)?	At this point, there are no such systems yet defined.
9. What are your current 3rd party API integrations? What would you like to integrate with CPMS via APIs?	We are integrated with EcoMovement and Mobilly (a Latvian local EMP)
10. In the chapter "Back office tools" could you kindly provide a clarification on the requirement nr. 35: "Specify the capabilities of your backoffice tooling". What do you mean by backoffice tooling?	We mean the tools that technical operator can use. For example, call centre workers; support workers. Do they see OCPP logs etc..
11. RFI Excel question: 35. Specify the capabilities of you back-office tooling	We mean the tools that technical operator can use. For example, call centre workers; support workers. Do they see OCPP logs etc..
12. Which CPO and eMSP platform and Mobile app you are using at the moment	Eleport uses two systems. In the Baltics we have our in-house developed solution and in Poland we use Elocity.
13. Which charger vendors are you using now and which are you planning to use, AC and DC	Eleport charging network contains Kempower, Delta, Efacec, Ekoenergetyka, ABB, Autel, Ensto, Garo, PreBiel chargers etc.
14. Do you use or are you planning to use commercial CRM, ERP, Reporting, or other commercial softwares. like Salesforce, MS Dynamics, etc.	We are using CRM (Pipedrive) and ERP (ERPLY Books). We might be interested in starting to use other solutions in the future.
15. Are you planning to participate in the Energy Market for additional revenues	No
16. Which payment Payment terminals do you currently use and are planning to use	We have Payter terminals attached to some DC chargers.
17. What is the total number of AC and DC chargers at the moment and end of 2025	By the end of 2024 Eleport is going to bring the total to over 1350 charging points.
18. What is the average successful charging session number per day at your DC and AC charger chargers, last 12 months average	Last 12 month average is 400 transactions per day
19. Please provide information about the planned number of private customers who will use the application. What is the projected increase in the number of users??	We do not have a projection on the private customers.
20. Are there any requirements regarding the stability, responsiveness and availability of modules intended for end users?	Yes, we would like you to propose such points in the SLA
21. What is the expected number of business and fleet customers served by the system? What is the forecast growth of such customers?	We do not have such projections at this point.
22. Does the forecast number of stations listed in the RFI document also include charging points installed at business customers and fleets?	No
23. Considering the development plans, as well as the territorially dispersed structure of units in the Eleport group, we assume and ask for confirmation that the Ordering Party expects a solution, which in its standard version has as many desired functionalities as possible, but at the same time, due to its architecture, is ready to be expanded and delivered to the Ordering Party dedicated functionalities or integrations resulting from business needs. Can You confirm such assumption?	Yes. We can agree to more specific terms in the next phase of the tender. For example, we could agree that the supplier must develop certain functionalities in the upcoming 12 months.
24. What is the estimated duration of the contract after the supplier selection?	4-5 years
25. What criteria are most important in your evaluation process?	We will evaluate the available functionality of suppliers and SLA conditions. Once we have the suppliers who mach the criteria, we start looking into the price.
26. How many AC chargers are you currently operating? How many do you expect to deploy in the next few years?	By the end of 2024 Eleport is going to bring the total to over 1350 charging points.
27. How many DC chargers are you currently operating? How many do you expect to deploy in the next few years?	By the end of 2024 Eleport is going to bring the total to over 1350 charging points.
28. How many HPC chargers are you currently operating? How many do you expect to deploy in the next few years?	By the end of 2024 Eleport is going to bring the total to over 1350 charging points.
29. How many tokens are you currently managing? How many do you expect to manage in the next few years?	We have thousands of RFID cards currently in use. We are considering to drop the EMP business, but if we do not do it, then we expect to continue to deliver RFID tokens to our customers. We do not have a projection on how many we would like to issue to our customers.
30. Can you provide details about the existing systems or infrastructure that the solution should integrate with?	The answer will be clarify in the next phase of the process.
31. What is the backend supporting your current charging infrastrcture?	Eleport uses two systems. In the Baltics we have our in-house developed solution and in Poland we use Elocity.
32. What is your current Datacom architecture? (VPN / WSS, own SIM Cards?)	We use our own SIM-Cards in the Baltics with APN. If chargers support, we use WSS endpoint for OCPP 1.6 chargers. In Poland the SIM-Cards are provided by Elocity (CPMS provider), there is no VPN/APN.
33. Can we send additional documents to the RFI excel like Pricelist, SLA, Integrated Chargers, Screenshots of admin panel, GDPR documents, etc.?	Yes, please provide additional documents.
34. *Question 5: Describe the process how an Eleport technician can add a charger to your system.* Do you mean a new charger type or a charger?	A charger, NOT new charger type.
35. *Question 9: What kind of pricing models do you support via the eRoaming solution?* I don't understand the main difference to Question 8 – What kind of contracts do you support. Contract Types in Hubject usually refer to pricing models. Can you explain what you expect as answer?	For example, Hubject now has the "Next Generation Pricing". If it falls under the contracts questions in your opinion, you can simply copy-past the answer from the previous questions.
36. Question 28: List the markets where localization is available. *What do you mean with the term localization? Localization is usually done via client hardware (e.g. Smartphone or in-car-system) – we can use the data.* Please explain what you are expecting as answer.	This is under the EMP Business question. What is meant here is in which markets have you localised your solutions or where can you localise it. Localisation means translations, use of locally popular payment methods, currency support etc...