

[Redacted], SWARCO,
By email: [Redacted]



Our contract ref:
TS/LCED/SER/2019/01

Date: 21 July 2021

For the attention of: [Redacted]

Dear Sirs,

VARIATION OF THE CONTRACT FOR CHARGEPLACE SCOTLAND CHARGE POINT NETWORK OPERATOR SERVICES
CONTRACT REFERENCE No: TS/LCED/SER/2019/01

1. On behalf of Transport Scotland, I am writing to confirm the following variation of your current Contract. The Invitation to Tender (ITT) document (TS/LCED/SER/2019/01) issued in October 2020 for the Charge Place Network Operator (CPNO) of ChargePlace Scotland (CPS), otherwise known as the operation of the Back Office of CPS stipulated a number of Key Performance Indicators (KPI) that the future operator would have to meet. These are listed in Section 2.11 of the ITT document. One of these has previously been amended by our agreement dated 19 April 2021.

Following completion of the tender process, SWARCO was awarded operation of the CPS Back Office contract, initially for two years. Through the mobilisation process it has become apparent that the various data sets which have been maintained by the incumbent operator are not to the standard which may allow SWARCO to meet all the KPIs from the point that they take over operation of the back office. It is therefore proposed that for an initial period of three months the obligation to meet the KPIs set out in the framework contract TS/LCED/SER/2019/01 will be amended as set out in the tables below. The KPI relating to answering telephone calls within 30 seconds is removed for the first one month. The tables list all the KPIs in the framework contract and identifies whether or not the KPI will be applicable for the first three months.

KPI - Overall						
Title	Description	Reporting Period	Target	Data	Formula	Applicable
Overall Performance Indicator	The arithmetical average of all the KPI's listed which have a target of 100% and are reported monthly	Monthly	100%	Other KPIs	Average of other KPI scores	Yes
Overall Performance Indicator	The arithmetical average of all the KPI's listed which have a target of 100% and are reported bi-annually	Bi-Annually	100%	Other KPIs	Average of other KPI scores	Yes
Overall Performance Indicator	The arithmetical average of all the KPI's listed which have a target of 100% and are reported annually	Annually	100%	Other KPIs	Average of other KPI scores	Yes

KPI - Management						
Title	Description	Reporting Period	Target	Data	Formula	Applicable
Task Order out turn cost	Success in delivering Task Order at estimated value	Monthly	100%	A=task order value estimate B=task order value at completion	$(B/A) \times 100$	Yes
Closure of non - conformances	Percentage of non-conformances closed out within the required timescales	Monthly	100%	A=no. of non-conformances B=no. of non-conformances closed out	$(B/A) \times 100$	Yes
Submission of reports and minutes of meetings	Percentage of all reports and submissions (including minutes of meetings) submitted on time	Monthly	100%	A=no. of submissions B=no. of submissions reported on time	$(B/A) \times 100$	Yes

KPI - Commissioning						
Title	Description	Reporting Period	Target	Data	Formula	Applicable
Issuing RFID cards	No more than 14 calendar days from the request being made to issue the RFID card	Monthly	100%	A=Date of Request B=Date of Issue	B-A = no. of days taken	No. For existing members replacement cards the database may be incorrect. KPI Rescinded for 3 months
Issuing CPID stickers	No more than 14 calendar days from the request being made to issue the CPID card	Monthly	100%	A=Date of Request B=Date of Issue	B-A = no. of days taken	Yes
Commissioning a CP to the back office	No more than 7 calendar days taken from receiving request to be added	Monthly	100%	A=no of requests added B=no. of requests added within 7 days	$(B/A) \times 100$	Yes
Listing a newly commissioned Charge point	On receipt of commissioning certificates from installers, to add all newly commissioned Charge points to the back office within 7 days	Monthly	100%	A=no. of newly commissioned charge points B=no. added to the ChargePlace Scotland network within 7 days	$(B/A) \times 100$	Yes

KPI - Commissioning						
Title	Description	Reporting Period	Target	Data	Formula	Applicable
Listing a newly commissioned Charge point	On receipt of commissioning certificates from installers, to add all newly commissioned Charge points to the ChargePlace Scotland website within 48 hours, advising from when they will be available for use	Monthly	100%	A=no. of newly commissioned charge points B=no. added to the ChargePlace Scotland network within 48 hours	$(B/A) \times 100$	Yes
Listing a newly commissioned Charge point	Update the National Charge point Registry within two weeks with details of new Charge Place Scotland Charge points	Monthly	100%	A=no. of new Charge points B=no. of new Charge points updated on the National Charge point Registry within 2 weeks	$(B/A) \times 100$	Yes
CP Notifications	To notify (via email, twitter, facebook etc.) owners and drivers when the network changes (e.g. new Charge point, Charge point removed) within 24 hours of the change	Monthly	100%	A=no. of changes B=no. of notifications within 24 hours	$(B/A) \times 100$	Yes

KPI - Commissioning						
Title	Description	Reporting Period	Target	Data	Formula	Applicable
Testing of new supplier equipment	Free integration/compatibility testing of all new supplier equipment that is OCPP 1.6 (or the current version being operated by CPS) compliant to be completed within 10 working days of request	Monthly	100%	A = no. of tests completed within 10 days B = no. of requests received	$(A/B) * 100$	Yes

KPI – Charge point Owner Service						
Title	Description	Reporting Period	Target	Data	Formula	Applicable
Payment	Reimbursement of tariffs to Charge point owners on a monthly basis within seven fifteen days of the start of the new month	Monthly	100%	A=no. of tariffs that should be paid B=no. of tariffs paid within 7 days of the start of the month	$(B/A) \times 100$	Yes

KPI – Customer Service						
Title	Description	Reporting Period	Target	Data	Formula	Applicable
Enquiries/ complaints response handling	To ensure the requester receives a response within 30 minutes when the request is logged and when enquiry is complete	Monthly	95%	A=no. of complaints/ requests received B=no. of responses within 30 minutes	$(B/A) \times 100$	Yes
Answering helpdesk calls	To ensure that calls are answered within 30 seconds and actioned	Monthly	95%	A=no. of calls B=no. answered within 30 seconds	$(B/A) \times 100$	No. Anticipated high call volume will make this difficult to achieve. KPI Rescinded for 1 month
Operational Communications Response	Communications (emails, facebook messages, tweets etc.) to be acknowledged or replied by the Contractor within 2 hours	Monthly	95%	A=no. of communications B=no. answered within 2 hours	$(B/A) \times 100$	Yes
Availability	Telephone help line available 24 hours day, 7 days a week, including for text and social media responses	Monthly	100%	A=no. of hours in the month B=no. of hours call centre available in the month	$(B/A) \times 100$	Yes

KPI – Fault Management						
Title	Description	Reporting Period	Target	Data	Formula	Applicable
Timeliness of fault reporting to owner/maintainer	To ensure the owner/maintainer and public map is notified of CP fault by the most appropriate form of communication within 30 minutes of fault being reported	Monthly	95%	A=no. of faults reported B=no. of notifications in 30 minutes	$(B/A) \times 100$	No – may be issues with charge point asset register. KPI Rescinded for 3 months
Timeliness of incident verification	Incident details verified on fault management system within 30 minutes of incident being identified or notified	Monthly	95%	A=no. of incidents reported B=no. of incidents verified within 30 minutes	$(B/A) \times 100$	No – may be issues with charge point asset register. KPI Rescinded for 3 months
Timeliness of incident verification	To ensure that the CPS web site (and app should this be appropriate) is updated within 30 minutes from initial identification or notification of the Unplanned Incident or change to Unplanned Incident or Emergency Incident	Quarterly	95%	A=no. of incidents reported B=no. of incidents reported within 30 minutes	$(B/A) \times 100$	No – may be issues with charge point asset register. KPI Rescinded for 3 months
Timeliness of incident updating	To provide an update on repair progress to the fault management system and the public at minimum every 24 hours after the initial 48 hour period during a fault	Monthly	100%	A=no. of incidents reported B=no. of incidents updated every 12 hours	$(B/A) \times 100$	Yes

KPI – Fault Management						
Title	Description	Reporting Period	Target	Data	Formula	Applicable
Timeliness of incident updating	All tickets open for 48 hours to be flagged for escalation to owners and reported to Transport Scotland	Monthly	100%	A=no of incidents lasting longer than 48 hours B=no. of incidents lasting longer than 48 hours reported to Transport Scotland	$(B/A) \times 100$	Yes

KPI – Tariffs						
Title	Description	Reporting Period	Target	Data	Formula	Applicable
Implementation of tariffs	Implement owner/ host tariff as requested	Monthly	Implemented within 2 weeks of request	A=no. of tariff requests B=no. of requests implemented within 2 weeks	$(B/A) \times 100$	Yes
Amendment of tariffs	Change of owner/ host tariff as requested	Monthly	Implemented within 2 days of request	A=no. of change requests B=no. of requests implemented within 2 weeks	$(B/A) \times 100$	Yes

KPI – Database Management						
Title	Description	Reporting Period	Target	Data	Formula	Applicable
Uptime of servers running the back office	To have guaranteed uptime of 100%	Monthly	100%	A=no. of minutes servers operational B=no. of minutes	$(A/B) \times 100$	Yes
Disaster Recovery	To restore full service within 6 hours following server loss	Monthly	100%	A=no. of hours to restore service	$(A/24) \times 100$	Yes
Server Capacity	Stress test to determine if the servers can accommodate demand	Bi-annually	100%	Result	N/A	Yes

During the initial three month period SWARCO will work to resolve data issues. Following the initial three month period (terminating on 31 October 2021) Transport Scotland will review the situation and in discussions with SWARCO will decide whether to extend the time that the KPIs will not be applicable or to resort to the original contract.

The documents listed below shall be deemed to form and to be read and to be construed as the variation to the Contract:

- This letter
- Transport Scotland letter to **[Redacted]** (SWARCO) dated 19 April 2021 outlining an earlier contract variation
- Current Contract ref. TS/LCED/SER/2019/01

2. The Contract ref. TS/LCED/SER/2019/01 including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Please acknowledge your acceptance of the contents of this letter and return a copy by email of the Contract Variation Form (overleaf) with your e-signature to **[Redacted]** can be contacted directly on **[Redacted]** should you have any questions about the contents of this letter.

Yours faithfully

[Redacted]

CONTRACT VARIATION FORM

Signed:..... [Redacted].....

Employer (Employer's Representative)

Name: ...[Redacted]
(BLOCK CAPITALS)

Date:.....23 July 2021

Witnessed by (Employer's Representative)

Signed:..... [Redacted].....

Name:[Redacted].....
(BLOCK CAPITALS)

Date:.....23 July 2021.....

And, accepted on behalf of the Supplier by:

Signed:..... [Redacted].....

Supplier's Representative:

Name:..... [Redacted].....
(BLOCK CAPITALS)

Date:

Witnessed by (Supplier's Representative):

Signed:..... [Redacted].....

Name:..... [Redacted].....
(BLOCK CAPITALS)

Date: