

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



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

Date: 26 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, and a series of others have been altered on a temporary basis by our agreement dated 26 July 2021.

A request has been made that the KPIs relating to the implementation of tariffs be amended to allow that hosts can only implement or alter tariffs at the beginning or end of a new month. This is in order to simplify the calculation of payments due by drivers and to hosts. It is therefore proposed that 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.

| <b>KPI – Tariffs</b>      |   |                         |  |   |                    |
|---------------------------|---|-------------------------|--|---|--------------------|
| <b>Title</b>              | <b>Description</b>                        | <b>Reporting Period</b> | <b>Target</b>  | <b>Data</b>   | <b>Formula</b>     |
| Implementation of tariffs | Implement owner/ host tariff as requested | Monthly                 | Implement all new tariffs requested earlier than 48 hours before the end of the month, at the beginning of the subsequent month            | A=no. of tariff requests<br><br>B=no. of requests implemented at the beginning of the subsequent month  | $(B/A) \times 100$ |
| Amendment of tariffs      | Change of owner/ host tariff as requested | Monthly                 | Implement all alterations to tariffs requested earlier than 48 hours before the end of the month, at the beginning of the subsequent month | A=no. of change requests<br><br>B= no. of requests implemented at the beginning of the subsequent month | $(B/A) \times 100$ |

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
  - Transport Scotland letter to **[Redacted]** (SWARCO) dated 21 July 2021 outlining temporary variations in the KPIs
  - 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:.....26 July 2021 .....

Witnessed by (Employer's Representative)

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

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

Date:.....26 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: .....