



---

**CONTENTS**

1.	PURPOSE.....	2
2.	BACKGROUND TO THE CONTRACTING AUTHORITY.....	2
3.	BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT .....	3
4.	DEFINITIONS.....	4
5.	SCOPE OF REQUIREMENT / THE REQUIREMENT .....	4
6.	KEY MILESTONES / PROJECT TIMETABLE .....	7
7.	AUTHORITY'S RESPONSIBILITIES .....	8
8.	VOLUMES.....	8
9.	CONTINUOUS IMPROVEMENT .....	8
10.	SUSTAINABILITY .....	8
11.	QUALITY.....	8
12.	PRICE .....	8
13.	STAFF AND CUSTOMER SERVICE.....	9
14.	SERVICE LEVELS AND PERFORMANCE .....	9
15.	SECURITY REQUIREMENTS.....	11
16.	INTELLECTUAL PROPERTY RIGHTS (IPR) .....	11
17.	PAYMENT .....	11
18.	ADDITIONAL INFORMATION .....	11
19.	LOCATION.....	11



## 1. PURPOSE

- 1.1 The Office for Low Emission Vehicles (OLEV) seeks a service provider to manage the National Chargepoint Registry (NCR).
- 1.2 The NCR is a database of publicly-available chargepoints for electric vehicles in the UK established in 2011. The database is freely open for those who wish to use the database, either by individual data users (e.g. electric vehicle drivers) or by business data users for their products (e.g. mapping smartphone apps, satellite navigation and route planning).
- 1.3 OLEV's policy objective is for the NCR to help support the take-up of electric vehicles by overcoming fears of a lack of chargepoint infrastructure by demonstrating the presence of chargepoints across the UK.
- 1.4 The scope of this Statement of Requirements may extend beyond infrastructure for charging battery electric vehicles to include hydrogen refuelling stations.

## 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 OLEV is a team working across government to support the early market for ultra-low emission vehicles (ULEV). We are providing over £900 million to position the UK at the global forefront of ULEV development, manufacture and use. This will contribute to economic growth and will help reduce greenhouse gas emissions and air pollution on our roads.
  - 2.2 OLEV is part of the Department for Transport (DfT) and the Department for Business, Energy & Industrial Strategy (BEIS).
  - 2.3 OLEV has had a number of infrastructure grant schemes to support the early ULEV market to help with the cost of domestic chargepoints at home and charging infrastructure away from home. To date, OLEV has funded the following chargepoint installations:
    - 4,200 through OLEV's Plugged in Places (PiP) schemes (2010–2014);
    - 250 rapids through OLEV's Local authority rapids scheme (2013-2015);
    - 80 through OLEV's Train station car parks (2013-2015);
    - 500 through OLEV's Public sector estate scheme (2013-2015); and
    - Over 50,000 domestic chargepoints through the Domestic Recharging Scheme and the Electric Vehicle Homecharge Scheme, with grants of 75% of the installation cost.
  - 2.4 At the Autumn Statement 2016, the Chancellor announced additional funding of £80m for charging infrastructure for the period 2017 to 2010 and OLEV is considering how best to allocate this funding to meet the needs of drivers and deliver value for money.
  - 2.5 Further information about OLEV can be found on its website at: <https://www.gov.uk/government/organisations/office-for-low-emission-vehicles>
  - 2.6 OLEV may be referred to as the Authority, where appropriate, for the remainder of this document.
- 

OFFICIAL



### **3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

- 3.1 The NCR is comprised of two components:
- (a) The database (where all the chargepoint information is held) [<https://data.gov.uk/dataset/national-charge-point-registry>]; and
  - (b) A website [<http://national-charge-point-registry.uk/>] (including a map interface) that accesses the database.
- 3.2 It was a requirement for chargepoints funded through a number of OLEV grant schemes (as a grant condition) that the chargepoint host or chargepoint network operator had to add their chargepoints to the NCR. The degree of participation in providing data for the NCR has been markedly lower for chargepoints not funded through OLEV by the chargepoint host or chargepoint network operator. It is a challenge to ensure that the data in the NCR is accurate and complete as far as possible to be of greatest use to data users.
- 3.3 The current contract to manage the NCR is due to end on 30<sup>th</sup> April 2017 and OLEV is seeking to appoint a service provider or providers to manage the NCR from 1<sup>st</sup> May 2017.
- 3.4 To provide facilities for data providers (usually chargepoint hosts or chargepoint network operators) to be able to upload chargepoint information to the NCR either manually via a web portal or via a defined private upload application programming interface (API) on an automatic basis. Additionally, on a call-off basis, integration with the data provider's own API is developed for a particular data provider, with the agreement of OLEV.
- 3.5 To provide facilities for data users (individuals or businesses) to be able to download chargepoint information from the NCR in CSV, JSON and XML data formats manually (via the website – see 3.1(b) below), or via a defined public retrieve API automatically.
- 3.6 To provide a website to present chargepoint information from the NCR geographically with a map interface.
- 3.7 To provide as part of ongoing management:
- (a) Changes and improvements to the database and/or website that are identified as being helpful to data providers and data users;
  - (b) Technical manuals and user guides for data providers and data users in respect of the database and website (current versions are attached as annexes);
  - (c) Maintenance and support for the NCR to ensure that the NCR is available to data providers and data users with minimum downtime; and
  - (d) Quality assurance of the data submitted by data providers as being accurate so that data users can have confidence in the data.
- 3.8 To proactively consider and implement ways of increasing participation in the NCR by data providers of chargepoints not funded through OLEV to provide increased consistency of data for data users.



#### 4. DEFINITIONS

Expression or Acronym	Definition
OLEV	Office for Low Emission Vehicles
NCR	National Chargepoint Registry
ULEV	Ultra-low emission vehicles
DfT	Department for Transport
BEIS	Department for Business, Energy & Industrial Strategy
API	Application Programme Interface

#### 5. SCOPE OF REQUIREMENT / THE REQUIREMENT

- 5.1 All requirements are to be considered mandatory.
- 5.2 Unless otherwise agreed by the OLEV the relevant aspects of the installed system are to conform with (but are not limited to) the following standards:
- (a) ISO 27001 Information Security Management.
  - (b) ISO 9000 Quality Management.
  - (c) ISO 20000 IT Service Management and IT Service Delivery.
  - (d) BS25999 Business Continuity Management.
  - (e) e-Government Interoperability Framework (e-GIF)
- 5.3 The scope of this requirement is to (i) provide a web map on the NCR website for the benefit of individual data users (e.g. electric vehicle drivers); (ii) provide an Application Programme Interface (API) or APIs for the benefit of business data users for their products (e.g. mapping smartphone apps, satellite navigation and route planning); and (iii) to openly publish the database through data.gov.uk.
- 5.4 It is not within the scope of this requirement to depict, represent or interpret the data or database in competition with business data users' activities or products.
- 5.5 It will be necessary for the service provider to have an understanding of the electric vehicle chargepoint industry to be able to engage with data providers and data users to maximise the utility of the NCR and to meet the requirements above.

#### **Management Services (including stakeholder management)**

- 5.6 The service provider is to provide management services (including stakeholder management). The service provider must:
- (a) Undertake a handover (in accordance with the Project Timetable) with the incumbent service provider to develop a complete understanding of the current system and data as described in the appendices prior to taking over management. OLEV will facilitate the handover with the incumbent service provider and establish timeframes for the handover;



- 
- (b) Begin management of the system and data to ensure no break in service or loss of data or functionality;
  - (c) Provide ongoing management services including a contact point for queries and issue resolution for chargepoint hosts and chargepoint network operators wishing to add or modify data on the database, and for data users. This service needs to be available, as a minimum, five days per week during standard office hours;
  - (d) Produce guidance documentation and provide it to those who wish to become data providers for the purposes of adding or modifying data in the data set, as required;
  - (e) Supply documentation to support the operation and maintenance of the NCR system; and
  - (f) Undertake stakeholder activities to gather feedback on the NCR from both data providers and data users.

### **Core Technical Services**

5.7 The service provider must:

- (a) Host the NCR system, including any and all software licences as necessary. Service providers will be expected to use cloud-based hosting arrangements and to demonstrate how they meet [Cloud Security Principles](#). The system needs to be managed in such a way that it can easily be transferred to another host at no additional cost to OLEV;
- (b) Provide a maintenance and support service (to a high quality and robust standard) that covers all software maintenance including installing required software and firmware updates for bug fixes and security plus maintenance of any hardware that may be incorporated into the system as part of any development work undertaken. There will be minimum standards that will form the service levels for a new contract for service provision (to replace the current contract). These are as follows:
  - (i) System availability/accessibility – there shall be 99% availability for users to upload and download data from the system over a quarterly service period, measured on a rolling basis. Failure to meet the availability target in any quarterly period, when the issue is identified as being the service provider's responsibility, will result in the service provider applying a discount equal to 10% of the equivalent quarterly management fee;
  - (ii) Mandatory data fields – the service provider shall ensure each chargepoint record in the NCR database will have device owner, location and connector information available (see the system description in the annexes for the mandatory data fields that are used); and
  - (iii) Register of data providers – the service provider shall maintain a record of all data providers providing data for the NCR.
- (c) Supply technical documentation to support the operation and maintenance of the NCR system; and

---

OFFICIAL



- 
- (d) Outline how they will manage the integrity of the data, including business continuity planning (for example, the quality checks that will be in place and details of the level of backup/restore and disaster recovery process that will be provided).

### **Reporting**

- 5.8 Monthly reports should be produced on the NCR at the beginning of each month following the previous month of managing the NCR (after the handover) and submitted to OLEV electronically using a mixture of formats to display information concisely and legibly so they are understandable (e.g. narrative, graphs, charts and tables).
- 5.9 The format of the monthly reports is to be determined in agreement between OLEV and the service provider, subject to that the monthly reports should include as a minimum:
- (a) Summary of activities for data providers and data users (including support calls and resolution times);
  - (b) Assessment of NCR data quality, with estimates of how much each chargepoint host or chargepoint network operators' chargepoints are in the NCR database;
  - (c) Progress on agreed actions (on identified issues) between the service provider and OLEV; and
  - (d) Changes (additions/deletions) on register of data providers.
- 5.10 A final review report is to be provided by the service provider and agreed by OLEV within 4 weeks of the end of the term of the new contract. The final review report is to include lessons learnt during the course of providing the NCR along with any on-going recommendation for the NCR.
- 5.11 Ad-hoc reports may be required from time to time (as agreed between OLEV and the service provider).

### **System Development Services**

- 5.12 The capability and willingness to meet the following requirements on system developments are mandatory but each element will proceed only if OLEV provides specific written approval. The requirements are:
- (a) To scope any developments of the NCR system, engaging with and taking into consideration the needs of key stakeholders such as data users and data providers, **especially in developing an integration with the endpoint of a data provider's own API to suit that data provider for uploading data (instead of the private upload API).**
  - (b) Service providers are asked to identify how the coverage and quality of data will be affected by their proposed system developments, and how the developments would enhance experience of those using the NCR;
  - (c) Service providers are asked to provide a range of ideas that demonstrates their ability to develop creative and innovative ways to expand the capability of the NCR;
  - (d) To build and deploy developments under 5.12(a) above but only as agreed with OLEV; and
  - (e) To continue to manage the system to the same service levels, or as agreed with OLEV, including after the deployment of any developments.



## 6. KEY MILESTONES / PROJECT TIMETABLE

6.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Deliverables (bulleted list showing all Deliverables (and associated tasks) required for each Milestone)	Duration (Working Days)	Milestone Date	OLEV Responsibilities (if applicable)
New contract starts	None		1 May 2017	
Handover from incumbent service provider to new service provider	System transfer, including training and documentation  Service release (go-live) of system	20	1 May 2017	Facilitate handover of system between service providers (incumbent and new) where appropriate
Ongoing work	Management of the NCR as per agreed performance standards	Ongoing	1 June 2017 and then ongoing	To agree revised service levels with service provider should any development activity change the scope of the NCR management
Development work (especially for the development of APIs for data providers to upload data)	Deliverables to be agreed for each development work project plan	Subject to agreed development work project plan	Subject to agree development project work plan	OLEV to provide strategic objectives, input to the development work project plan and review as agreed between OLEV and the service provider



**7. AUTHORITY'S RESPONSIBILITIES**

7.1 N/A

**8. VOLUMES**

8.1 N/A

**9. CONTINUOUS IMPROVEMENT**

9.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

9.2 The Supplier should present new ways of working to the Authority during Contract review meetings arranged under contract.

9.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

**10. SUSTAINABILITY**

10.1 N/A.

**11. QUALITY**

11.1 N/A.

**12. PRICE**

12.1 Prices are to be submitted via a completed Appendix E – Pricing Schedule, including all expenses, but excluding VAT.

12.2 OLEV requires for the following:

(a) A blended pricing with a capped element and a call-off element;

(i) The capped element being:

- A firm price for the transition of the NCR from the incumbent service provider to the new service provider; and
- A firm price for the maintenance, support and ongoing management of the NCR.

(ii) The call-off element being a firm price for the development of an integration with the data provider's own API for a data provider. The Authority may take up this call-off element at its exact discretion and does not commit to doing so.

(b) Individual firm pricing for the development and implementation of improvements to the NCR. OLEV will consider these prices and provide specific written approval to confirm whether any or all of these elements should proceed. This needs to include a day rate for developer costs. The seniority level of developer(s) assigned, and the number of days allocated per task must be mutually agreed between the parties. (A day consists of 7 hours 30 minutes, inclusive of 30 minutes lunch break. The Authority will not pay for developers' travel time or travel costs).

---

OFFICIAL



- 12.3 These should be submitted in pounds sterling.
- 12.4 The duration of this new contract will cover the period from 1<sup>st</sup> May 2017 to the contract end date which is to be 30<sup>th</sup> April 2018.
- 12.5 OLEV would expect invoices to be issued on a quarterly basis in arrears for the management services, core technical services and reporting and on a monthly basis for all other activities in line with the satisfactory completion of the deliverables agreed with OLEV.

### **13. STAFF AND CUSTOMER SERVICE**

- 13.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.
- 13.2 Potential Provider's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.
- 13.3 The Potential Provider shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

### **14. SERVICE LEVELS AND PERFORMANCE**

- 14.1 OLEV will measure the quality of the service provider's management services, core technical services and reporting through service levels as set out in the scope of requirements above.
- 14.2 Failure to meet any service level (other than service levels for support calls) shall result in a 10% deduction from the quarterly charge (described in 18).



- 14.3 The following service levels are defined for responding to support calls. Response times are measured from the point at which the service provider receives notification of a problem from a data provider, data user or OLEV. Reasonable endeavours will be used to meet all the stated targets.

Call priority / Category			
Target Response Times	1 – Urgent	2 – Normal	3 – Low
Definition	Multiple users affected. NCR cannot function as designed and installed. Incident has critical impact on users' tasks.	Small group of users affected (either end users or data providers). Incident impedes but does not have a critical impact on users' tasks.	Single user affected. Incident affects minor functionality of NCR but does not have a critical impact on users' tasks.
Initial Response including likely resolution time if known	5 working hours	2 working days	5 working days
Workaround or Permanent fix	2 working days	10 working days	20 working days
Percentage reduction in fee	4%	2%	1%

- 14.4 For the purpose of this agreement the quarterly service period is measured on a rolling basis. If in any quarter the contractor's performance for support calls falls below the service levels for support calls, the contractor shall apply a discount equal to the percentage reduction shown in the table of the equivalent quarterly fee.
- 14.5 If a permanent fix is not immediately available then an acceptable period will be agreed for a temporary workaround, while a permanent fix is found and put in place.
- 14.6 Support provided in respect of developments made to the system by OLEV or any third party acting on its behalf shall not be subject to the service levels until such time that the developments have been fully documented by OLEV and approved in writing by the service provider.
- 14.7 OLEV shall have the right to require the service provider to include any reasonable changes or provisions in the Project Timetable.
- 14.8 OLEV will monitor the service provider's performance through monthly, and ad hoc reporting and through review meetings (either face-to-face or conference calls). Review meetings will be monthly, but for the first 2 months will be every two weeks to ensure the smooth transfer of administration. Ad hoc meetings can be arranged to discuss any issues which arise.
- 14.9 At the end of the new contract, OLEV requires the service provider to do a handover, with a final review report.



**15. SECURITY REQUIREMENTS**

- 15.1 The appointed service provider must meet the Cloud Service Security Principles detailed at <https://www.gov.uk/government/publications/cloud-service-security-principles/cloud-service-security-principles>.

**16. INTELLECTUAL PROPERTY RIGHTS (IPR)**

- 16.1 Intellectual property for the NCR belongs to the Secretary of State for Transport. Any source code created in developing and adapting the NCR must be supplied to OLEV.

**17. PAYMENT**

- 17.1 Payment for the management services, core technical services and reporting as set out in the scope of requirements above will be made quarterly in arrears. OLEV will provide a purchase order and the service provider will provide an invoice referencing the purchase order to the Department for Transport Shared Services Centre (Swansea), details of which will be provided to the appointed service provider.
- 17.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 17.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

**18. ADDITIONAL INFORMATION**

- 18.1 N/A.

**19. LOCATION**

- 19.1 The NCR covers the United Kingdom.