

**APPENDIX A**  
**SERVICE DESCRIPTION**

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## The Provision of a National Chargepoint Registry (NCR) for OLEV Appendix A – Service Description

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### 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 part of the Department for Transport (DfT) and the Department for Business, Energy & Industrial Strategy (BEIS). OLEV is a team working across government to support the early market for ultra-low emission vehicles (ULEV). We are providing a package of nearly £1.5bn 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 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 help with providing charging infrastructure away from home. To date, OLEV has funded the following chargepoint installations, which are mostly publicly-accessible:
  - 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
  - OLEV currently has an On-street Residential Charging Scheme to fund local authority chargepoint installations on-street for residents who do not have off-street parking.
- 2.3 Further information about OLEV can be found on its website at: <https://www.gov.uk/government/organisations/office-for-low-emission-vehicles>.
- 2.4 OLEV may be referred to as the Authority, where appropriate, for the remainder of this document.

### 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

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- 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 previous contract to manage the NCR expired on 31 October 2018. OLEV is seeking to appoint a service provider or providers to manage the NCR as soon as possible after 1 November 2018.
- 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.
- 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) above), or via a defined public retrieve API automatically.
- 3.6 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.
- 3.7 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 – a measure will be the number of new chargepoints reported to the NCR along with the number of new chargepoints otherwise reported by data providers.
- 3.8 To proactively consider and implement ways of adding data to the NCR using data provided by chargepoint network operators in compliance of the data accessibility requirement in the Alternative Fuels Infrastructure Regulations 2017:  
*‘After 17th November 2017 an infrastructure operator must make accessible to the public, on an open and non-discriminatory basis, data which is available to the infrastructure operator about the geographic location of recharging or refuelling points operated by that infrastructure operator.’*
- 3.9 OLEV has begun an Agile process (Discovery/Alpha/Beta/Live phases), with a Discovery Phase now completed – see Annex C for the Discovery Report for information – for the development of a new NCR (Version 2). OLEV will be commissioning an Alpha Phase and this is expected to be completed before 31 March 2019 to explore the options as detailed in the Discovery Report.
- 3.10 It is possible (i.e. without guarantee) that there will be a further re-procurement to continue the existing NCR whilst continuing with Beta and Live Phases for the development of a new NCR (Version 2).

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**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 APIs for the benefit of business data users for their products (e.g. mapping smartphone apps, satellite navigation and route planning); and (ii) 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 particularly for individuals in competition with business data users' activities or products (e.g. for example, a map of chargepoints would not be within scope).
- 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 system and document transfer and training to develop a complete understanding of the current system and data as described in the appendices documentation;
  - (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;

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- (d) Produce and/or update guidance documentation, as necessary, 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) 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 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 each month. A monthly report on this is to be provided for the preceding month.
  - (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 and/or update technical documentation to support the operation and maintenance of the NCR system; and
- (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);

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- (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) Assessment of level of compliance by chargepoint network operators of the data accessibility requirement in the Alternative Fuels Infrastructure Regulations 2017;
  - (d) Progress on agreed actions (on identified issues) between the service provider and OLEV; and
  - (e) 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 leading up to 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 (as there will be Agile process phases running concurrently). 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;
  - (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.

There is no guarantee as to volumes of work for the call-off sections, similarly there is no guarantee of any requirement for development work.

**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:

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<b>Milestone</b>	<b>Deliverables</b>	<b>Duration (Working Days)</b>	<b>Milestone Date</b>	<b>OLEV Responsibilities (if applicable)</b>
New contract starts	None		Contract commencement date	
New service provider	System transfer, including training and documentation  Service release (go-live) of system	20	20 days after contract commencement date	Facilitate system transfer between service providers (previous and new) where appropriate
Ongoing work	Management of the NCR as per agreed performance standards including a monthly Systems Availability/Accessibility Report.	Ongoing	1 month after contract commencement date	To agree revised service levels with service provider should any development activity change the scope of the NCR management
Development work	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
Final Review Report	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.	20	Before the end of the contract.	To agree with service provider the contents and coverage in the final review report.

**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.

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**12. PRICE**

12.1 OLEV requires for the following:

- (a) A blended pricing with a capped element and call-off elements:
  - (i) The capped element being:
    - A firm price for the transition of the NCR from the previous service provider to the new service provider;
    - A firm price for the NCR setup and commencement costs at the beginning of the contract; and
    - A firm price for the maintenance, support and ongoing management of the NCR for a period of six months.
  - (ii) The call-off element being:
    - A firm price for the maintenance, support and ongoing management of the NCR for a further period of three months. The Authority may take up this call-off element at its exact discretion and does not commit to doing so.
    - A firm price for the cessation of the NCR at the end of six months or nine months (if contract is extended at the end of six months). The Authority will take up this call-off element at the end of the contract if the NCR is not re-procured and the NCR ceases.
- (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.

12.2 These should be submitted in pounds sterling.

12.3 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 agree with the service provider measures for the quality of the service provider's management services, core technical services and reporting through service



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levels as set out in the scope of requirements above, and apply the measurers accordingly..

- 14.2 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

- 14.3 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.
- 14.4 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.
- 14.5 OLEV shall have the right to require the service provider to include any reasonable changes or provisions in the Project Timetable.
- 14.6 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.
- 14.7 At the end of the new contract, if OLEV determines that there is a need to handover to a new service provider, then this handover must be sufficient to allow the new service provider to continue the management services (including stakeholder management), core technical services, reporting and system development services as before; along 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>.
- 15.2 The appointed service provider must implement appropriate technical and organisational measures to comply with the General Data Protection Regulation (GDPR) where applicable.

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**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 (including all costs of hosting and maintenance) 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 The contract is for an initial six-month period, to commence as soon as possible, with a possible (i.e. without guarantee) further three-month period.

**19. LOCATION**

- 19.1 The NCR covers the United Kingdom.
- 19.2 Meetings may be held at the offices of OLEV in London or at the offices of the service provider, as agreed.