

MANAGEMENT AND MONITORING

Agreements on the maintenance and management of charging stations.
For example, the transfer of charging stations and malfunctions.

Sub-category	ID	Subject description	Guideline description	Required; Desired*	Priority**	Comments
Reporting	BM1	Management reporting	A periodic (preferably monthly) management report will be delivered in accordance with the client's format preferences.	Required	Include	The management report shall include a cumulative overview for the period of: <ul style="list-style-type: none"> - number of installed charging stations; - number of applications received; - applications in progress; - completion dates of the applications; - total number of transactions; - total number of kWh charged; - the uptime; - the malfunctions; - duration of the malfunctions; - a description and analysis of class and type of malfunctions; - a plan or measures to reduce the number of malfunctions; - and/or to reduce the downtime; - number of malfunctions above the set standard; - recurring malfunctions.
Service, Maintenance & Management	BM2	Maintenance	The contractor is responsible for maintaining the charging stations through preventive and corrective management.	Required	Include	
Service, Maintenance & Management	BM3	Availability rate	The availability of the charging stations shall be at least 99% per month and shall be transparent to the contractor.	Desired	Include	
Service, Maintenance & Management	BM4	Repair service	The contractor shall provide a front-line breakdown service with a free breakdown number (as well as all other customer contacts) that can be reached 24/7. If desired, this can be done in consultation with an existing IVR provider.	Desired	Include	In your own specific situation, take additional languages into account, such as English or German.

For * and **: definitions on page 7.

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Service, Maintenance & Management	BM5	Urgent malfunctions	Urgent malfunctions (charging station does not function and there is no alternative charging option within a radius of X km and/or unsafe situations/serious damage) will be solved, after notification or detection, within X hours (24/7, both workdays and weekends).	Desired	Include	Based on the policy within the municipalities, the values can be filled in at the X. Proposed values are: 1 km and 2 hours.
Service, Maintenance & Management	BM6	Urgent malfunctions	In the event of a fault report by an EV driver with a fully electric vehicle (FEV), where it is not possible for the EV driver to disconnect their charging cable from the charging station, this will be resolved within X hours (24/7, both workdays and weekends) by the contractor after notification or detection.	Desired	Include	Based on the policy within the municipalities, the values can be filled in at the X. Proposed value is: 2 hours.
Service, Maintenance & Management	BM7	Malfunction and inability to disconnect charging cable (hybrid)	In the event of a fault report by an EV driver with a plug-in hybrid electric vehicle (PHEV), where it is not possible for the EV driver to disconnect their charging cable from the charging station, the contractor will ensure that the charging cable of the EV driver is returned to them within X hours at any desired address. Any additional costs, e.g. shipping costs, shall be borne entirely by the contractor.	Desired	Include	Based on the policy within the municipalities, the values can be filled in at the X. Proposed value is: 72 hours.
Service, Maintenance & Management	BM8	Urgent malfunctions	If a fault report relating to a stuck plug cannot be resolved in time (within X1 hours) and/or if the EV driver does not want to wait for the breakdown service and it is not possible to disconnect the charging cable from the charging station, the contractor will ensure that the charging cable of the driver of a fully electric vehicle is returned to them within X2 hours at any desired address. Any additional costs, e.g. shipping costs, shall be borne entirely by the contractor.	Desired	Include	Based on the policy within the municipalities, the values can be filled in at the X. Proposed values are: X1 = 2 hours and X2 = 12 hours.
Service, Maintenance & Management	BM9	Urgent malfunctions	In the event of unsafe situations/serious damage, the relevant grid operator must also be informed/called in immediately after the report or detection (depending on the situation).	Desired	Include	

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Service, Maintenance & Management	BM10	Other/non-urgent malfunctions	Other/non-urgent malfunctions, such as offline, software issues and damage that does not cause dangerous situations, shall be resolved within X hours of notification 24/7 (both workdays and weekends). If it concerns a malfunction in the grid operator's part of the charging station, the contractor will call in the grid manager and ensure that the grid operator resolves the problem within a maximum of one week. As soon as the grid operator has resolved the fault, the contractor is responsible for switching on the charging station. The contractor shall ensure that the charging station is switched on within 24 hours of the grid operator remedying the fault. The grid manager costs can be charged to the client.	Desired	Include	Based on the policy within the municipalities, the values can be filled in at the X. Proposed value is 24 hours.
Service, Maintenance & Management	BM11	Cleaning	The charging station must be free of graffiti, clean and completely in accordance with 'Visual Quality Level B' (Beeldkwaliteitsniveau B) of CROW (the Dutch information and technology centre for transport and infrastructure).	Required	Include	
Service, Maintenance & Management	BM12	Cleaning	The charging station shall be cleaned within X working days of the detection or notification of graffiti or other contamination on or at the charging station.	Required	Include	Based on the policy within the municipalities, the values can be filled in at the X. Proposed value is: 5 working days.
Service, Maintenance & Management	BM13	Management	The contractor shall manage the charging location in consultation with the municipality (road markings and signage). In case of irregularities, it must return the charging location to its original state within three business days of detection or notification.	Desired	Include	
Service, Maintenance & Management	BM14	Subsidence or tilting	The charging stations must be placed correctly, and subsidence or tilting must not occur for a period of at least ten years.	Desired	Include	
Transfer	BM15	Availability of parts	Parts that are essential to the functioning of the charging stations must be available for at least three years after the end of the contract period.	Required	Include	

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Transfer	BM16	Transfer	The contractor is required to work at no charge starting one year before the end of the contract period on everything that is required for a potential transfer of charging locations and charge data.	Required	Include	
End of Service, Maintenance & Management	BM17	Helping with the transfer	The contractor shall cooperate fully with the transfer and shall make agreements with the client/new manager at the end of the maintenance contract regarding the takeover of the charging stations (including their management and maintenance).	Desired	Include	
End of Service, Maintenance & Management	BM18	Making the charging stations available	The contractor shall make its charging stations available to the client/new manager for any tests before the final takeover takes place.	Desired	Include	
End of Service, Maintenance & Management	BM19	Damage	The charging stations must be in good physical condition (no damage and/or graffiti or other contamination) at the start of the transfer.	Desired	Include	
End of Service, Maintenance & Management	BM20	Knowledge transfer	After the operating period, the contractor will provide training to the client/new manager with regard to installation and maintenance.	Desired	Include	
End of Service, Maintenance & Management	BM21	Relevant documents	The contractor will provide the new manager with all relevant documents necessary for carrying out the transfer and the management and maintenance of the charging stations.	Desired	Include	Documents such as photographs, handover documents, drawings (digital and otherwise), quality, inspection or guarantee certificates, CE certificates, manuals, instruction manuals and any other document.
End of Service, Maintenance & Management	BM22	Making data available	The contractor shall make all data relating to use, consumption, fault/damage history, uptime, and so on available to the client/new manager.	Desired	Include	

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