



**State of Delaware
Department of Transportation**

**NATIONAL ELECTRIC VEHICLE
INFRASTRUCTURE (NEVI)
ROUND 2**

**Request For Proposals
Contract No. DOT2606**

**APPENDIX A –
SCOPE OF WORK**

TABLE OF CONTENTS

1	Scope Summary.....	1
1.1	<i>Background.....</i>	<i>1</i>
1.2	<i>Primary Project Requirements.....</i>	<i>1</i>
2.	Project Eligibility.....	2
2.1	<i>Eligible Projects</i>	<i>2</i>
2.2	<i>Eligible Applicants</i>	<i>2</i>
2.3	<i>Site and Electric Vehicle Supply Equipment (EVSE) Requirements</i>	<i>3</i>
2.4	<i>Eligible Expenditures and Ineligible Expenditures</i>	<i>4</i>
3.	Maintenance & Operations.....	6
3.1	<i>Equipment Ownership.....</i>	<i>6</i>
3.2	<i>Five-Year Operations and Maintenance Obligation</i>	<i>6</i>
3.3	<i>Transfer After or During the Performance Period</i>	<i>6</i>
3.4	<i>Up Time Requirement</i>	<i>6</i>
3.5	<i>Data Sharing/Interoperability Requirements</i>	<i>7</i>
3.6	<i>Proposed Modifications to System Specifications.....</i>	<i>7</i>
3.7	<i>Testing Requirements</i>	<i>7</i>
3.8	<i>Customer Service</i>	<i>7</i>
3.9	<i>Privacy And Cybersecurity.....</i>	<i>8</i>
3.10	<i>Weights and Measures</i>	<i>8</i>
4.	Schedule and Timeline for Projects.....	8
5.	Costs and Payment Schedules	8
6.	Reimbursement Process	9
7.	Service Level Agreement.....	9

1. Scope Summary

1.1 Background

The Bipartisan Infrastructure Law (BIL) establishes a National Electric Vehicle Infrastructure (NEVI) Formula Program to provide funding to states to strategically deploy electric vehicle (EV) charging infrastructure and to establish an interconnected network to facilitate charging station data collection, access, and reliability (as required by the NEVI Program). The BIL directs the Federal Highway Administration (FHWA) to apportion NEVI formula funding among states, including Delaware, on a formula basis. Under the formula, Delaware will receive \$17.7 million over five years to create an EV charging network across the state.

The Delaware Department of Transportation (DelDOT) seeks qualified vendors to deploy, operate and maintain EV charging stations in affiliation with the U.S. Department of Transportation's (DOT) FHWA NEVI Program. This request for proposals ("RFP") is issued pursuant to 29 Del. C. §§ 6981 and 6982. All selected vendors shall be expected to procure all necessary professional services, construction and/or project management to fulfill the grant requirements for the installation of public direct-current (DC) fast charging stations along the Alternative Fuel Corridors (AFC) and Alternative Current (AC) charging stations and/ or DC at sites not located along the AFC in Delaware that satisfy the established NEVI requirements.

Any use of NEVI funds by Delaware and selected vendors must satisfy the requirements set forth in the [NEVI Standards and Requirements Final Rule](#) (dated February 15, 2023) and [National Electric Vehicle Infrastructure Formula Program Interim Final Guidance](#) (dated August 11, 2025).

Charging stations funded through this opportunity must be maintained and operated for public use by vendor for a minimum of five (5) years with no less than 97.00 percent uptime throughout the entire performance period.

Proposing vendors shall review the State of Delaware Electric Vehicle Infrastructure Plan [Charging Forward: Delaware's Strategy for Electric Vehicle Charging Infrastructure \(2024\)](#) before submitting proposals and follow any applicable EV standards adopted by Delaware.

1.2 Primary Project Requirements

Projects funded under this opportunity will provide AC Level 2 and/or DCFC stations for public use. Eligible infrastructure acquired and installed under this program must be publicly accessible for community-based charging. These locations can include parking facilities at public buildings, public schools, public parks, or in publicly accessible locations owned or managed by a private entity that can serve local communities in Delaware, especially those who are less likely to have access to private, overnight EV charging. Proposals for public charging stations at multiple locations are acceptable; however, each location shall meet the minimum requirements listed in this RFP for site charging capacity and interoperability.

Vendors must follow all NEVI Program requirements, including those set forth in the following FHWA documents:

[NEVI Standards and Requirements Final Rule](#)

[National Electric Vehicle Infrastructure Formula Program Interim Final Guidance \(dated August 11, 2025\)](#)

In general, proposals for public charging stations at multiple locations are accepted; however, each location shall have a minimum of 4 ports, notwithstanding the type of port (DCFC or AC Level 2 or a combination of DCFC and AC Level 2). Additionally, in all instances when a DCFC charging station is installed along and designed to serve users of designated AFCs, there must be at least four network-connected DCFC charging ports.

DCFC must simultaneously deliver up to 150kW configured with no less than one (1) Society of Automotive Engineers Combined Charging System (SAE CCS) connection and no less than one (1) Charge de Move (CHAdeMO) connection. AC Level 2 port must be capable of providing at least 6 kW per port simultaneously across all AC ports with an option to allow the customer to consent to accept a lower power level to allow power sharing or to participate in smart charge management programs. All charging stations must be networked and comply with the NEVI Program Guidance and Final Rule.

Additionally, FHWA may alter or add requirements at any time and those changes must be adhered to by all proposing vendors.

The following subsections include additional DelDOT specific considerations. Proposing vendors shall review the approved [State of Delaware NEVI Plan](#) before submitting proposals and follow all applicable EV standards adopted by Delaware and/or the federal government.

2. Project Eligibility

2.1 Eligible Projects

Funds are restricted to projects directly supporting publicly accessible EV charging infrastructure, with a focus on expanding access for communities less likely to have private, overnight charging. Eligible projects may include community charging hubs with AC Level 2 and DCFC stations, installations near multi-family housing, curbside charging in urban or residential areas, chargers in rural or underserved locations, and projects at commercial corridors or transit-oriented sites. All projects should prioritize equitable access and align with Delaware's EV adoption goals.

Project corridors are defined in Figure 1 and Figure 2 of the RFP; project sites should be sited no farther than one mile from the corridor, with locations sited within a half mile being preferred. Higher points will be awarded to sites located within higher EV Readiness score areas and located within multifamily land use areas. While preliminary high-level locations have been identified, proposing vendors are allowed to provide alternative site locations and provide reasoning on how the proposed application location(s) would still meet the State's EV charging goals.

2.2 Eligible Applicants

Eligible applicants (i.e., proposing vendors) proposing on this RFP shall be businesses and/or organizations that own and/or operate EV charging infrastructure. Applicants must have a registered business license in Delaware by the time of award and not be debarred by the State of Delaware and/or Federal government (including appearing on the Federal List of Excluded Parties Listing System and/or Delaware Department of Labor Prevailing Wage Debarment List) from conducting work. Applicants can be any type of business (non-profit, local government agency, or other organization) but cannot be individuals applying as individuals. DelDOT may, in its discretion, also deem an applicant ineligible due to factors including, but not limited to, the applicant's environmental compliance issues, labor standards issues, and/or tax status. Any entity ineligible to conduct business in the State of Delaware for any reason is ineligible to respond to the RFP.

2.3 Site and Electric Vehicle Supply Equipment (EVSE) Requirements

Projects funded under this opportunity will provide AC Level 2 and/or DCFC stations for public use. Eligible infrastructure acquired and installed under this program must be publicly accessible for community-based charging. These locations can include parking facilities at public buildings, public schools, public parks, or in publicly accessible locations owned or managed by a private entity that can serve local communities in Delaware, especially those who are less likely to have access to private, overnight EV charging.

Proposals for public charging stations at multiple locations are acceptable, provided each site complies with the minimum requirements outlined in this RFP, including charging capacity and interoperability. Vendors must, at a minimum, meet the following requirements listed below and all **NEVI Program Requirements**:

- Charging sites must be located within the State of Delaware to be eligible.
- Sites located along the AFC shall have at least four DCFC charging ports capable of simultaneous delivery of 150kw of charge, with each site having a minimum capacity of 600kw.
- All sites not located along the AFC shall have no less than four (4) network connected (either DCFC or AC Level 2 or a combination of DCFC and AC Level 2) charging ports and be capable of simultaneously charging at least four EVs.
- EV charging sites should be within a short and safe walking distance to retail or service establishments such as restrooms, convenience stores, restaurants, shopping centers, or tourist destinations.
- Site design and layout are to be provided and shall accommodate for both access and safety of the equipment and users. While no formal standards for site layout have been established, design recommendations from the U.S. Access Board are available in their document "Design Recommendations for Accessible Electric Vehicle Charging Stations." Vendors should review the most updated guidance when planning.
- Sites should consider flood plain locations and applicable site conditions. If a site is proposed in an active flood plain, the Operation & Maintenance (O&M) Plan must take flood plain maintenance into consideration.
- Proposing vendors shall be responsible for all permitting responsibilities and third-party agreements for the site. Contingent agreements or memorandums of understanding (MOU) with site owners and utility companies are sufficient prior to award, but fully executed site host agreements must be obtained within 30 days after notice of conditional award. Each Vendor must have or be able to secure necessary property rights, easements, rights-of-way, and access to the property for the proposed DC fast charging station. Documentation of site control (e.g., a letter of commitment, lease, or property title) must be included in the application. If the charging station is rendered inoperable, or otherwise disposed of, the applicant under certain circumstances may be required to pay a pro-rated portion of the station cost back to DelDOT.
- Public access sites must be easily accessible 24 hours per day and 7 days per week and adequately lit from dusk to dawn.
- All charging equipment must have a minimum 5-year warranty and maintenance plan and be kept in full working order at least 97% of each year. Should repair be necessary, charging units must be fully operational within 72 hours of equipment issue/breakdown.
- The charging equipment must be covered by an insurance policy for damage, vandalism, and theft.

- Sites must include at least one designated parking stall for each connector.
- Each charger parking stall must have “Electric Vehicle Charging Only” or equivalent message signs on either side of the charger.
- The site owner must make reasonable efforts to ensure that the charger parking stalls are only utilized by EVs being charged.
- If the project is a stand-alone charging station (not wall-mounted), placement of bollards are required to protect the station equipment.
- The charging equipment enclosure must be constructed for use outdoors in accordance with UL 50E Standard for Safety for Enclosures for Electrical Equipment.
- Charging equipment must include a cord management system to eliminate potential for cord entanglement, user injury, or connector damage from cords lying on the ground.
- Upon completion of the project, the recipient must register each charging site location with the Alternative Fuels Data Center Station Locator tool at <https://afdc.energy.gov>.

Additionally, DelDOT will obtain, at its expense, environmental review clearances for the site work related to EV installation if required by the National Environmental Policy Act (NEPA) once the vendor has finalized a site design. Any amendments or supplements required to the obtained NEPA review clearances shall be the responsibility of the vendor. It is anticipated that NEPA clearance would be obtained by DelDOT within 60 days following finalized site design, but actual length is subject to specific site conditions and Federal approval so therefore subject to change.

2.4 Eligible Expenditures and Ineligible Expenditures

Applicants may apply for 80 percent Federal cost share of the eligible costs with a match of 20 percent from non-Federal sources. The applicant shall indicate if the organization is able and willing to meet or exceed the non-Federal match required by NEVI Formula Program.

Eligible and ineligible expenditures to be reimbursed from NEVI funds and associated cost-share will follow the NEVI Guidance and Final Ruling with some examples listed below.

To be considered directly related to charging of vehicles, items must be a necessary component in the EV charging station, be a necessary component to connect the EV charging station to the electricity source (or to supply power from the electricity source), provide eligible signage to direct EVs to the charging station, or provide information to EV users about use of the charging station.

This includes the costs of new public EV charging stations, as well as upgrades to existing EV charging stations. Examples of eligible expenses include:

- Acquisition and installation of EV charging infrastructure ~~along AFCs~~
- Operation and maintenance costs of applicable EV charging stations for up to five years after the charging station is commissioned, such as:
 - Charging equipment lease fees (if Applicant chooses lease option for charging equipment rather than purchase option). The lease costs are only eligible if paid in advance through a contract
 - Cellular network fees, internet service fees, or similar fees
 - Hardware and software maintenance and repair costs, including service agreements with third-party contractors and charging equipment manufacturers or warrantors acceptable to DelDOT. Service agreements shall be fixed price and paid up-front at the time of station commissioning. DelDOT will not consider annual renewals to be eligible. The fixed operations and maintenance costs are only eligible if paid in advance through a contract

- Development phase activities relating to the acquisition of stations and equipment as well as installation of EV charging infrastructure
- Acquisition and installation of traffic control devices and on-premise signs providing information about the EV charging infrastructure
- Costs for EVITP training and certification or another registered electrical apprenticeship program that includes charger-specific training
- Costs for planning, permitting, acquisition, and installation of on-site distributed energy resource equipment (e.g., solar arrays, stationary batteries)
- Costs to acquire and install on-site electric service equipment (e.g., power meter, transformer, switch gear)
- Costs of grid updates (work necessary to connect a charging station to the electric grid distribution network like extending power lines or upgrading existing power lines)
- Costs to repair, upgrade, and/or replace existing chargers to meet NEVI Formula Program's minimum standards and requirements
- Costs to meet ADA requirements for charger installation and operation
- Costs for workforce development activities
- Costs to install, operate, and maintain light, medium, and heavy-duty electric vehicle charging infrastructure. Light duty electric vehicle charging infrastructure may be given priority in the initial funding rounds
- Costs for EV charging infrastructure data sharing. This includes, to the extent practicable, costs related to the specific data sharing requirements of this program as well as the costs of data sharing on all chargers and charging activities on the EV network

Examples of ineligible expenses include:

- Purchase or rent of real estate
- Used, refurbished, or remanufactured equipment
- Any construction costs incurred prior to NEPA approval
- Construction or general maintenance of building and parking facilities if not directly related to a charging station installation or upgrade
- Sales tax
- Variable operating and maintenance costs, including costs for electricity, insurance, and other recurrent business costs such as staffing
- Fixed operations or maintenance costs incurred outside of an up-front contract at or near time of charging station commissioning
- Utility service costs during operation and maintenance
- Project equipment costs associated solely with installing DC fast charging plugs beyond the four required CCS plugs are not eligible costs. Such costs could include power cabinets and charging units that do not also support one or more of the four required plugs. Charging units with maximum power output ratings less than 150 kW to each parking space are not eligible for reimbursement. Additional connector types and/or adapters on charging units beyond the four required units are not eligible costs
- Bad debts, late payments, finance charges or contingency funds, interest, and investment
- Lobbying, lobbyists, and political contributions
- Activities addressing enforcement actions that involve a financial penalty
- Level 1 charging station infrastructure
- Hydrogen fuel cell vehicle supply infrastructure and equipment
- Paper studies or research projects (e.g., a study assessing the cost and feasibility of EV charging station installations in particular areas)
- Costs covered by programs or tariff rules of the electric utilities
- Costs for processes to comply with otherwise applicable legal requirements (like permits)

3. Maintenance & Operations

3.1 Equipment Ownership

Upon completion of construction and installation and written acceptance by DeIDOT of fully operational EVSE, (including power and data service), the vendor shall own the EVSE equipment. Vendors shall ensure there is a separate and distinct meter for the EVSE system.

3.2 Five-Year Operations and Maintenance Obligation

The selected vendor shall be required to ensure the operations and maintenance of the EVSE at the site for a period of at least five years from the date identified on the Notice of Acceptance letter. Compliance with the at least 97.00 percent uptime requirement throughout the five-year performance period is essential, and vendors may satisfy this requirement one of two ways:

- Option 1—Full-Coverage Service Contract: The Vendor shall comply with a five-year maintenance and operation plan and a five-year networking plan. The Vendor shall have a five-year service contract providing 100 percent coverage of labor, parts, and materials as well as emergency service. This contract shall include comprehensive preventive maintenance for the covered equipment and systems and repair and replacement coverage (sometimes called a “breakdown” insurance policy) for the covered equipment.
- Option 2—In-House Operations and Maintenance: DeIDOT will not fund in-house operation and maintenance programs **with NEVI funds** and thus Vendors will have to use other funding sources. In-house operation and maintenance programs will comply with the Vendor’s Operations and Maintenance Plan. If DeIDOT receives information that the Vendor is not providing comprehensive preventive maintenance or system repair or replacement, DeIDOT will have the right to enter the property to inspect. If necessary, DeIDOT will also have the right to hire a contractor to perform the needed operations and maintenance, at the Vendor’s cost. If DeIDOT incurs costs, it may deduct those costs from performance payments as noted in Section 5.

3.3 Transfer After or During the Performance Period

If the vendor decides to retain and operate the equipment following the expiration of the five-year period, the vendor will be responsible for management of, receipt, and disbursement of fees charged. If the vendor sells the site, closes the business, or otherwise is unable to fulfill the five-year obligation, the vendor must either work with DeIDOT to assign a new operator at the site or pay back project funds prorated for the portion of the remaining five years. The O&M Plan should acknowledge the Vendor’s anticipated plan at the end of the five-year O&M Plan and whether the Vendor plans to retain the infrastructure to transfer.

3.4 Up Time Requirement

Other than allowable downtime for maintenance and repairs, equipment must be up and running equal to or greater than 97.00 percent of the time. Uptime shall be self-monitored by the Vendor. The Vendor shall self-monitor equipment uptime and notify DeIDOT when a Severity Tier 3 and higher Maintenance Activity is triggered as defined by the Service Level Agreement (SLA), Table A-2. At this time the Vendor shall provide DeIDOT with a resolution time frame and the corrective actions. The Vendor shall provide DeIDOT with daily updates until the issue is resolved, and the port is operational. DeIDOT may notify the Vendor if it has reason to believe the uptime requirement is not being met and require the Vendor to develop an action plan to bring the equipment back to working condition. DeIDOT also reserves the right to have third party monitoring of uptime to validate

Vendor reporting. DeIDOT reserves the right to retain a contractor of its own choosing to repair or replace it, at the Vendor's cost.

If DeIDOT determines the Vendor is not in compliance with the uptime requirements for two consecutive quarters, DeIDOT may require the Vendor to submit an action plan. Material or repeated non-compliance with the uptime requirements may be considered an event of default.

Notwithstanding anything to the contrary contained in this RFP (including its terms and conditions and applicable appendices and amendments) or the Vendor Agreement, if the Vendor is in default of the uptime requirement, DeIDOT may terminate the Vendor Agreement, and if the default occurs within five years following the disbursement of any part of the Agreement, require the Vendor to repay to DeIDOT the amount of financial assistance provided, prorated for the portion of the remaining five years.

3.5 Data Sharing/Interoperability Requirements

DeIDOT is required to provide both quarterly and annual data submittals for similar evaluation at the national level. Data must be transferred or made available using methods authorized under the Grant Agreement and as agreed upon between the contracted parties. To maintain consistency in data reporting across Delaware's charging infrastructure, all EV charging infrastructure will follow data reporting requirements in Appendix D – State EV Requirements and must be adhered to for these community-based chargers.

Data must be transferred or made available using methods authorized under the Vendor Agreement and as agreed upon between the contracted parties. The submitted data will be maintained in a secure manner and will not be used for any purposes other than those required to fulfill the requirements of the Vendor Agreement. The proposing Vendor must also disclose, via the Data Management Plan the location of the data and security processes and systems governing it while under the Vendor's control. The Data Management Plan shall also include contingency plans for when internet service is out and other information technology (IT) requirements.

3.6 Proposed Modifications to System Specifications

If the proposing Vendor seeks to use EVSE that deviates from the minimum requirements, the Vendor shall fully explain the deviation from the requirements as part of the application for DeIDOT review. DeIDOT will review the request, evaluate compliance with program requirements, and approve or reject the proposed modifications.

3.7 Testing Requirements

Vendors shall conduct standard factory testing and post-installation system testing for each charging unit to verify functionality of the EVSE according to the National Institute of Standards and Technology (NIST) requirements and a "Placed in Service Report" submitted to Delaware Weights and Measures before placing a device into operation, as well as access and/or integration into the DeIDOT or other prescribed data sharing system. Factory test results shall be provided for each unit as verified by the vendor's quality assurance or test manager. Similar test results for the installed system shall be provided with the test manager's approval. DeIDOT will also have the right to test the EVSE and any data sharing connections (DeIDOT systems and/or vendor provided portal). For data sharing, DeIDOT will participate in the testing through verification of receipt of the specified data. For the charging unit, DeIDOT or its representative may run on-site testing at its own expense.

3.8 Customer Service

Vendors shall ensure that customer service is provided and available 24 hours per day, 7 days a week, 365 days a year. The customer service provider shall provide support and responses to

inquiries and comments from EVSE users who are using or attempting to use the EVSE charging equipment. The proposing Vendor shall submit a plan detailing how such service shall be provided which is accessible by all users.

3.9 Privacy And Cybersecurity

Vendors shall be responsible for cybersecurity as it relates to owning, operating, maintaining, and data sharing for the EVSE. After selection, the Vendor shall participate in a privacy impact assessment with DelDOT, including their Data Governance and Security team. After agreement execution, Vendors shall share the following:

- How cybersecurity will be assessed throughout the Agreement term
- Results of third-party cybersecurity testing (not proprietary information that would make the overall system vulnerable)
- How system updates will affect end users, and
- Proposed protocols for notifying DelDOT of any security breach

Vendors shall develop a Data Management Plan that incorporates this information and guidance on risk assessments for personnel involved with the charging network, including contractors and service providers. Vendors shall submit the Data Management Plan to DelDOT for approval. Vendors shall comply with local, State, or Federal laws as they relate to cybersecurity and privacy. Vendors shall provide an updated Data Management Plan annually along with the annual report for approval by DelDOT. Vendors shall specifically identify the need for the changes and changes to the Data management Plan as part of the annual updates. Vendors can update and submit the Data Management Plan more frequently, if required.

The O&M Plan should address physical security and protection against vandalism as it is the responsibility of the Vendor and/or site host to ensure protection against vandalism and related security issues.

3.10 Weights and Measures

Delaware is an NTEP (National Type Evaluation) state and has adopted NIST (National Institute of Standards and Technology) Handbooks. Any device installed for commercial use of weight, measure, or count must meet the requirements of NIST Handbook. Any business installing EV charging stations shall follow the handbook and submit notification within 24 hours to Weights and Measures via a "Placed in Service" report.

4. Schedule and Timeline for Projects

Charging infrastructure procured and installed through this RFP process shall be operational within one (1) year of contract award. Warranty for charging infrastructure shall be five (5) years after acceptance of the operational applicable station.

5. Costs and Payment Schedules

All contract costs must be as detailed specifically in the Vendor's cost proposal. No charges other than as specified in the proposal shall be allowed without written consent of the State of Delaware. The proposal costs shall include full compensation for all taxes that the selected Vendor is required to pay.

DelDOT will require a payment schedule based on defined and measurable milestones (as defined below). Payments for services will not be made in advance of work performed. DelDOT may

require holdback of contract monies until acceptable performance is demonstrated (as much as 25%).

Table A-1: Milestone Payment Schedule

Milestone	Description	Total Contract Value Percentage or Amount
1	Site Agreement including permitting	5%
2	Design complete and approved	5%
3	Site Prepped including Concrete, Electric, Telecom	10%
4	Equipment receipt of payment	Actual equipment cost as shown on receipt
5	Completion of construction, installation, and written acceptance by DelDOT of fully operational EVSE (including power and data service)	Remainder of design and construction amount
6a	O&M Year 1	2% of the total contract value (20% of the retention amount) paid yearly provided SLA requirements are met
6b	O&M Year 2	2% of the total contract value (20% of the retention amount) paid yearly provided SLA requirements are met
6c	O&M Year 3	2% of the total contract value (20% of the retention amount) paid yearly provided SLA requirements are met
6d	O&M Year 4	2% of the total contract value (20% of the retention amount) paid yearly provided SLA requirements are met
6e	O&M Year 5	2% of the total contract value (20% of the retention amount) paid yearly provided SLA requirements are met

*Payment is calculated as a percentage of eligible costs

** Payment holdback provisions shall be as per the terms of the Contract

6. Reimbursement Process

Subject to this Agreement and in conformance with State law, DelDOT shall reimburse the selected Vendor(s) for up to 80 percent of the total eligible costs of the Project from funds allocated and made available by the State. The selected Vendor(s) shall pay its consultants and contractors promptly and then request reimbursement. The Vendor may make payment requests for work in progress, but not more than one request per month and not fewer than one request per quarter, for each quarter in which the vendor incurs eligible expenses.

Ten percent of each payment will be withheld by DelDOT as a performance guarantee payment. Throughout the course of the required 5-year operations and maintenance period, DelDOT shall disburse one-fifth of the performance payment each year, upon approval of the Vendor's annual report and quarterly reports for the previous year.

7. Service Level Agreement

Service level agreements provide information regarding the responsibilities vendors will provide to provide timely maintenance operations for charging infrastructure. These services include both regular preventative maintenance as well as incident response maintenance. Service level agreement guidance is provided in Table A-2 for typical services, activities and response times that should be outlined as part of the agreement.

Table A-2: Service Level Agreement Minimum Requirements

Service	Activities	Response Time
Customer service	Provide support and responses to inquiries and comments from EVSE users who are using or attempting to use the EVSE charging equipment	24 hours per day, 7 days a week, 365 days a year
Annual inspection	Including inspection of charger and auxiliary equipment, and connectivity and functionality. Visual check for sticker and signage issues. Report from inspection to include description of the units checked including serial number, full address, date of installation and last test and pass or fail status with itemized fail list if the unit has failed.	Annual, within 15 working days of anniversary.
Maintenance support for Severity Tier 1 incidents	Carry out cosmetic rectification works (excluding cost of replacement parts).	Up to 10 calendar days from notification.
Maintenance support for Severity Tier 2 incidents	Acknowledge and triage issues, perform remote diagnostics, identify and complete corrective actions.	Acknowledge receipt of issue within 4 hours (including non-business hours) after receiving reported issue from customers. Within 1 business day after issue acknowledgement, complete remote diagnostic and complete the corrective actions within 2 business days after issue acknowledgement. If the issue is not resolved within 2 business days, the issue will be elevated to Severity Tier 3 or 4.
Maintenance support for Severity Tier 3 incidents	Perform additional troubleshooting and identify corrective actions and timeline to resolve issue, implement correction action per established schedule and evaluate the resolution.	Present resolution timeline within 2 business days, implement corrective action and evaluate success within 2 business days. Issue will be closed or elevated to Severity Tier 4 within 1 business day afterwards.
Maintenance support for Severity Tier 4 incidents	Dispatch service contractor or vendor to investigate on-site, present resolution plan, identify corrective actions and timeline to resolve issue, procure replacement equipment as necessary and complete repairment, document root cause analysis and post-mortem.	Dispatch on-site service crew within 2 business days of completing Tier 2 or 3 evaluations, present resolution plan within 1 business days of onsite investigation, show proof of replacement equipment procurement with expedited procurement and shipping within 2 business days of resolution plan presentation, install equipment and complete repair within 2 business days of delivery, complete final resolution action and confirm resolution of issue within 10 business days of repair.
Data capture and progress reporting	Collect and report the installation and operations data for all maintenance activities	Quarterly and annually
Maximum outage time	Repair any EVSEs out of commission within designated time of initial outage	72 hours