



Ministry of Infrastructure
and Water Management

Service Plan candidate-(E)ETS-providers Temporary Tol

Annex to Practical Information Accreditation and
Toll services

26-01-2024

Table of contents

1	Introduction	3
1.1	Objective	3
1.2	Structure of the format	3
2	Components service plan candidate-(E)ETS-provider	4
2.1	Expected number of passages (Section 44.1(i))	4
2.2	Description of existing back office system (Section 44.1 (ii))	4
2.3	Description of any testing facilities (Article 44.1(iii))	4
2.4	Description of test approach (Section 44.1 (iv))	4
2.5	Description of previously successfully completed tests (Article 44.1 (v))	4
2.6	Organization chart (Article 44.1 (vi))	4
2.7	Assurance Statement (Article 44.2)	4
3	Components Service Plan candidate-ETS-provider	5
3.1	Description of knowledge and skills (Article 44.3 (i))	5
3.2	Annual report and financial statements (Section 44.3(ii))	5
3.3	Letter of intent (Article 44.3 (iii))	5
3.4	ISO 9001 (Article 44.3 (iv))	5

1 Introduction

1.1 Objective

The candidate-(E)ETS-provider is expected to use this format to submit the service plan. This simplifies the assessment of the submitted documents from the candidate-(E)ETS-provider and accelerates the accreditation process.

1.2 Structure of the format

In chapter 2 you will find the sections (with a brief description) what is expected to be delivered. You will also find the reference to the relevant article of the EETS Domain Statement.

Chapter 3 is only applicable for the candidate-ETS-providers and is in terms of structure, similar to Chapter 2.

In the event of any differences between the text included here and the article in the EETS Domain Statement, the article in the EETS Domain Statement prevails.

2 Components service plan candidate-(E)ETS-provider

2.1 Expected number of passages (Section 44.1(i))

The expected number of passages per year by motor vehicles of all holders to which the candidate-(E)ETS-provider expects to offer toll services in the EETS area Blankenburg connection, on the basis of existing or yet to be concluded service agreements.

Based on the information below, an estimate of the required bank guarantee is made.

	# passages year 1	# passages year 2
Vehicle mass <= 3,500 kg		
Vehicle mass > 3,500 kg		

2.2 Description of existing back office system (Section 44.1 (ii))

A description of the existing back office system of the candidate-(E)ETS-provider, including the implementation of CEN/TS 16986:2016/ C1:2017, the hosting and the implementation of any other interfaces with the toll charger's back offices. All planned updates for the implementation of the temporary toll system for the Blankenburg connection must also be described, as well as all other updates planned during the test process for accreditation for other toll systems.

2.3 Description of any testing facilities (Article 44.1(iii))

A description of any test facilities that the candidate-(E)ETS-provider has at its disposal to complete the tests referred to in Article 44.1 of the EETS domain statement.

2.4 Description of test approach (Section 44.1 (iv))

A test plan, containing a description of the manner in which and the planning by which the candidate-(E)ETS-provider intends to carry out the tests referred to in Article 44.1 of the EETS domain statement and a description of the tasks and responsibilities of the candidate-(E)ETS-provider.

2.5 Description of previously successfully completed tests (Article 44.1 (v))

Where applicable, indication whether and, if so, which of the tests referred to in Article 44.1 of the EETS domain statement have previously been successfully completed by the candidate-(E)ETS-provider, in which case the test results will be provided to the toll charger. The candidate-(E)ETS-provider explains in writing why a previously performed test would eliminate or reduce the need for retesting for the temporary toll system for the Blankenburg connection.

2.6 Organization chart (Article 44.1 (vi))

An organizational chart of the candidate-(E)ETS-provider's own organization not older than one month showing, where applicable, the cooperation of the candidate-(E)ETS-provider within a group or with other legal entities for the services in the EETS area Blankenburg connection.

2.7 Assurance Statement (Article 44.2)

In addition to the information referred to in Article 44.1, the Service Plan contains a copy of an assurance statement

(i) prepared by an independent external auditor;

(ii) in accordance with ISAE 3000 standard (type 1);

(iii) demonstrating that the Candidate (E)ETS Provider meets the requirements set out in Annex VI;

(iv) for the preceding Calendar Year;

(v) according to the format available for this purpose via the Tolheffer website (www.e-tol.nl).

This Assurance Statement may be added as a separate appendix to this report.

3 Components Service Plan candidate-ETS-provider

3.1 Description of knowledge and skills (Article 44.3 (i))

A detailed description of the candidate-ETS-provider's knowledge and skills in electronic toll services or of competence in other areas relevant to the intended service provision over the last three financial years.

3.2 Annual report and financial statements (Section 44.3(ii))

The last annual report and the last annual accounts, which are not older than two years, of the candidate-ETS-provider or, if applicable, of the entity that provides financial guarantor, as well as, if Article 393 of Book 2 of the Dutch Civil Code applies, the auditor's report as referred to in Article 393, fifth and sixth paragraphs, of Book 2 of the Dutch Civil Code.

Both statements may be added to this report as separate appendices.

3.3 Letter of intent (Article 44.3 (iii))

A letter of intent issued by a credit institution of a Member State of the European Union with at least an A rating (Standard & Poor's) or an A2 rating (Moody's) or an equivalent rating, showing that the candidate-ETS-provider will receive a bank guarantee as referred to in Article 36 of this EETS Domain statement.

This declaration of intent may be added as a separate appendix to this report.

3.4 ISO 9001 (Article 44.3 (iv))

An EN ISO 9001 certificate awarded to the candidate-ETS-provider or a copy of an equivalent recognition with proof of registration from the certification body and a comparison between the requirements set in EN ISO 9001 and the equivalent recognition.

The certificate may be added as a separate appendix to this report.

This is a publication of:

Ministry of Infrastructure and Water Management
PO Box 20901 | 2500 EX The Hague | The Netherlands

www.rijksoverheid.nl/ienw

January 2024