



# Operational Services: Frequently Asked Questions

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This document contains questions which Alt HAN Co received during and after the Vendor Engagement Event (VEE) for Operational Services. It may also may contain other material pieces of information that have been deemed useful for vendors to inform the market.

Question Area	Question	Answer
Procurement	How do potential bidders formally express an interest?	Potential bidders had the chance to express interest via a feedback form at the Vendor Engagement Event. If you did not attend but still wish to express interest, please email <a href="mailto:AltHANProcurement@gemserv.com">AltHANProcurement@gemserv.com</a> . You will receive communications, and in due course, access to a Non-Disclosure Agreement via Huddle. Once signed and uploaded to Huddle, access to the Invitation to Tender (ITT) will be granted on or after its release date.
Procurement	Will qualifications be required as part of the ITT?	Yes, as part of the Selection Questionnaire in the ITT.
Industry	Is there any legislation/regulation to encourage Landlords to cooperate with the installation of Alt HAN technologies?	There is no specific legislation obliging Landlords to cooperate with Alt HAN Co, however Alt HAN Co is engaging with ARMA (Association of Residential Managing Agents) and BEIS (Department of Business, Energy & Industrial Strategy), who thus far have acknowledged the issue and indicated they will assist.
Industry	What role do Energy Suppliers have in developing Alt HAN Co further?	<p>Energy Suppliers are obliged to support the development of Alt HAN Co. There are effectively four high level tranches that reflect the lifecycle of Alt HAN Co which are:</p> <ol style="list-style-type: none"> <li>1. Establishment of Alt HAN Co, Supporting Services and Programme Initiation;</li> <li>2. Procurement, Development &amp; Implementation of the Alt HAN Service Provision;</li> <li>3. Alt HAN Services Deployment; and</li> <li>4. Alt HAN Services Steady State.</li> </ol> <p>The delivery is entering into Tranche 2 with the procurement of Technology Services and Operational Services. There is currently no scope for Alt HAN Co to expand beyond being a special purpose vehicle. The business model of Alt HAN Co will evolve as required through the different tranches.</p>
Industry	What is the nature of the relationship between Alt HAN Co, the DCC and Operational Service Provider(s)?	The Alt HAN Co recovers costs from Energy Suppliers via the DCC (Data Communications Company) charging mechanism. Alt HAN Co's Business Support Function interfaces with the DCC for this purpose. Operational Services will interface with Business Support Function to provide the relevant operational data and supporting information to enable Business Support Function to recover costs from the DCC.

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Industry	Who are the customers of the Operational Services? Are Operational Services vendors providing a service on behalf of the Alt HAN Co?	The successful vendor(s) will have a contractual relationship with Alt HAN Co and will therefore be providing Operational Services on behalf of Alt HAN Co. Whilst Alt HAN Co will also be a recipient of Operational Services, Energy Suppliers are the primary end 'customer' of Alt HAN Operational Services. Energy suppliers are also act as shareholders in Alt HAN Co.
Requirements	How will the responsibilities between the Service Management, Building Surveyor and Technology Services be synchronised?	<p>All service providers will be required to sign a Cooperation Agreement with each other, based on the service delivery dependencies which arise. Service Coordination falls under the remit of the Service Management provider, therefore the Service Management provider will synchronise the activities of the Building Surveyor and the installation and maintenance services of Technology Services Provider.</p> <p>The service providers for Service Management (Lot 1), Building Surveyor (Lot 2) and Technology Services (out of scope of this procurement) will contract directly with the Alt HAN Co.</p>
Requirements	Why is the Alt HAN market limited to 5% of GB premises?"	Alt HAN Co is working on the assumption that 5% of GB premises require an Alt HAN solution. Alt HAN solutions will be needed in some large single premises and some MDU premises where the distances between the meters and other smart metering equipment are greater than what the standard HAN provided by the single band and dual band communications hubs allow for. It is important to note that not every premise in an MDU building will require an Alt HAN Solution. Alt HAN Co is working on a per premises basis to be as economic and efficient as possible. It is likely that varying configurations of Alt HAN solutions will be used in MDU buildings, depending on the structure of the MDU.
Requirements	How complex is the data generated by the Alt HAN solutions?	Point-to-Point Alt HAN equipment is not expected to generate any data which needs to be processed or stored by Alt HAN Service Management. Shared Alt HAN equipment may generate data which could be beneficial to the Service Management provider in monitoring and reporting on service status. We will have a better understanding of this as we progress the procurement process for Technology Services.
Requirements	Is there already a database containing the locations of the expected 1.5 million premises or would the creation of one be part on the data analytics work?	Whilst the Alt HAN market size is estimated to be 5% of the GB market, the addresses and MPXNs for those premises is not yet known. The Data Analytics service component within the Service Management Lot will be responsible for identifying Alt HAN candidate premises by drawing on existing data sources, including but not limited to energy supplier data, and enriching this with data returned by the Building Surveyor.

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Technology Services	Who is responsible for ensuring the security of the Alt HAN Solution?	Alt HAN solutions are not expected to store or use the security credentials of other smart devices for the purpose of communicating with them, however, the Alt HAN solutions will undergo assessment by the SEC Security Sub-Committee to ensure any necessary security compliance.
Requirements	Will KPIs and expected outcomes be defined in the Operational Services ITT?	Yes, as this is an outcome-based procurement KPIs and SLAs will be stated in the ITT.
Requirements	Will the Operational Services provider(s) have the opportunity to define requirements with Energy Suppliers?	Alt HAN Co is already working with Energy Suppliers to gather requirements for the Operational Services which will be included in the ITT. Once a contract(s) for Operational Services is awarded, the contracted vendor(s) will work with the Alt HAN Delivery Programme and the Alt HAN Forum (which is comprised of Energy Suppliers), as needed, to define detailed requirements.
Requirements	Why does Alt HAN Operational Services need to set up a Service Desk given the already existing DCC Service Desk?	SEC does not currently mandate any integration between Alt HAN Services and the DCC, other than to recover Alt HAN costs. The DCC will not have sight of Alt HAN service status and cannot handle Alt HAN service incidents or queries. Therefore Alt HAN requires its own Services Desk and ticketing system.
Technology Services	Will Alt HAN solutions be installed in tandem with other smart metering equipment?	Point-to-Point (i.e. simple solutions) Alt HAN equipment will be installed by the Energy Supplier, in tandem with other smart metering equipment. Shared Alt HAN equipment will be installed by the Technology Services provider.  Shared Alt HAN equipment will not be installed in tandem with other smart metering equipment. In most cases, we expect that shared Alt HAN equipment will be installed prior to the Energy Supplier installing other smart metering equipment.
Technology Services	How many types of solutions will be used to fill the Alt HAN gap?	The solutions can be broadly split into two types; 'shared' and 'simple' solutions. For shared premises, the technology will be vendor installed and for simple premises the technology will be installed by suppliers.

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Technology Services	How many Technology Solutions will there be?	As the Technology Services procurement is still ongoing, the number of solutions proposed cannot be shared.
Requirements	Will the structure of the Operational Services work be front-loaded? Will the work tail-off once all Alt HAN solutions have been installed?	There will be an initial ramping up of the Service Management function required for Technology Services, with other aspects of Operational Services providing support where required. The Building Surveyor Lot will undergo intense activity for the first two years and subsequently provide minimum support. The Service Management function will be an enduring service, responsible for coordination between MDUs, acquiring landlord permission and overseeing the installation of equipment and maintenance.
Requirements	What is the scope of the Building Surveyor Lot? How and why has it changed since the original RFI?	In the original 2016 RFI, the Alt HAN Co had envisaged that the Building Surveyor would carry out more complex surveys. The original requirements have been reconsidered following feedback from the original RFI and further design work. The Building Surveyor's role will now be to survey buildings in order to collect data which will assist Service Management in confirming which premises are in scope for Alt HAN solutions. This will help ensure that the Technology Services provider only targets MDUs once Service Management is sufficiently confident that Alt HAN solutions are needed to support premises in that building. The Technology Services provider will subsequently carry out more detailed, technical assessments of MDU buildings prior to installing the Alt HAN Solution(s). By structuring the building surveys in this manner, Alt HAN Co seeks to ensure economic efficiency by only deploying the Technology Services provider to carry out costlier technical assessments and install Alt HAN solutions in buildings where Service Management has undertaken sufficient objective assessment to identify which premises in that building are in scope.
Commercial	Will the Commercial model be 'Pay As You Go' or 'Fixed Price'?	Alt HAN Co believes a firm decision on the Commercial Model is premature. The Commercial Model would need to be flexible to account for Operational Services. There will be different mobilisation periods and the frequency of the payments will depend on the nuances of the requirements.