

# Vendor Engagement Event Pre-Read

## OPERATIONAL SERVICES

## COMMUNICATION PROTOCOL

All communication with the Alt HAN Company (Alt HAN Co) on the Operational Services procurement must be submitted via e-mail to [AltHANProcurement@gemserv.com](mailto:AltHANProcurement@gemserv.com). Any query, email, telephone call or any other communication method to any other individual(s) will not be accepted nor answered.

Vendors who contact any individuals representing Alt HAN Co, other than the above named designated individual, may be disqualified from consideration.

Please note that throughout the procurement process all questions, and Alt HAN Co's response, will be shared with all vendors who have expressed an interest in the Operational Services procurement. The identity of the organisation and person raising the query will be kept confidential. Where Alt HAN Co receives similar or identical queries, Alt HAN Co reserves the right to consolidate those questions when making its response.

As part of the vendor engagement event, please note that a list of all vendors in attendance (information to include company, name, job title) will be distributed to vendors that Express an Interest in attending the event (including those vendors unable to attend) for transparency.

Please contact us if you would like to opt out from having your attendance details shared and we will fulfil your request.

# Table of Contents

Communication Protocol .....	2
1. Background .....	4
2. Procurement Process .....	5
3. High Level Requirements .....	5
4. Next Steps .....	6

## 1. Background

The UK Government requires that energy suppliers install smart electricity and gas meters in all their residential and small business customer premises within Great Britain (GB) by the end of 2020. Within the customer's premises, these devices will communicate with each other via a Home Area Network (HAN), as defined by the Smart Metering Equipment Technical Specifications (SMETS 2). The standard HAN will operate in the harmonised frequency bands around 2.4GHz and 868MHz.

The Department for Business, Energy & Industrial Strategy (BEIS) estimates this HAN technology to be suitable to provide the communication links between smart metering equipment in 95% of GB premises. However, it is anticipated that the remaining 5%<sup>1</sup> of GB premises will require additional equipment to extend the range of the HAN to connect all the smart metering devices. Alternative (Alt) HAN<sup>2</sup> is the generic name given to the technological solution(s) that are necessary to extend the range of the standard 2.4GHz or 868MHz HAN. Installation and use of Alt HAN technological solution(s) will allow all smart metering devices to communicate.

In February 2016 BEIS established Alt HAN Co as a special purpose company to allow GB energy suppliers to deliver Alt HAN technological solutions and operational services. A Request for Information (RFI) was subsequently issued in August 2016 to review the capability, suitability and availability of potential Alt HAN technology and operational service options. The RFI underlined that currently there is a lack of fully mature technical solutions available to achieve this outcome. The Alt HAN Co is currently in the procurement process for Technology Services and is now seeking to commence the procurement of Operational Services.

For more information please visit [www.althanco.com](http://www.althanco.com).

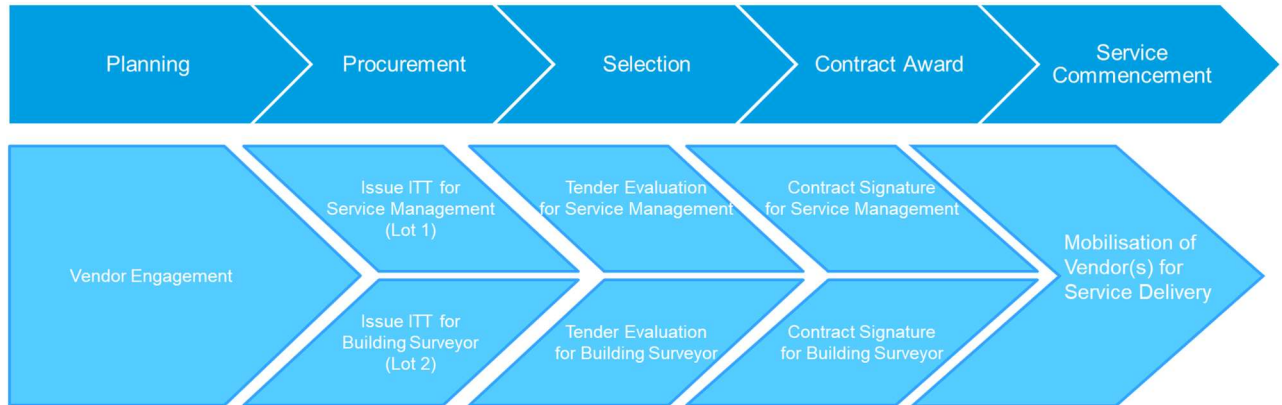
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<sup>1</sup> The 5% estimate is largely determined by the performance of dual band communications hubs. Recent information disclosed by the Data and Communications Company suggests that the performance assumption may not be met. Results of formal testing are due to be published by BEIS soon. The impact to the size of the Alt HAN market will be provided to vendors on receipt.

<sup>2</sup> For further detailed information on the composition of buildings and premises in GB that may require Alt HAN technological solutions see: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/486058/Ofcom\\_Smart\\_Meter\\_HAN\\_868MHz\\_RF\\_Coverage\\_Campaign.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/486058/Ofcom_Smart_Meter_HAN_868MHz_RF_Coverage_Campaign.pdf)

## 2. Procurement Process

The current intention is for Alt HAN Co to procure Operational Services using a Framework Agreement for one or two vendors, or vendor groups, to provide a Service Management and Building Surveyor function as separate Lots. The high-level process for the procurement will be as follows:



A Restricted Procurement Procedure will be utilised for interested vendors who submit a tender response, with a Selection Questionnaire used to create a short-list of qualified, capable vendors for full tender evaluation.

Service commencement, whether by one or more Vendors, will occur according to any mobilisation plans.

Timescales are not explicitly contingent upon the Award of Contract for Technology Services, however the Operational Services ITT activities may be influenced by the outcome/development of the Technology Services solutions, which may result in an impact to the key milestone activities.

## 3. High Level Requirements

Key requirements for each Lot are set out below:

### 3.1. Service Management (Lot 1)

The Service Management provider will be responsible for:

- **Service Coordination** - acting as the central point of coordination for Alt HAN Operational Services. It will provide oversight of and act as an escalation point for all other capability areas and will be responsible for the output and responsibilities of the other service lines described below.
- **Inventory Management** - creating and maintaining the Alt HAN Inventory and interfacing with energy suppliers to provide the necessary visibility of Alt HAN candidate premise status and supporting information.
- **Service Desk and Incident Management** - providing a single point of contact for Service Users to seek help in relation to the Alt HAN Service and will provide an incident management

ticketing process to ensure the tracking and timely resolution of any incidents raised in relation to the service, device faults and returns.

- **Supply Chain and Logistics** – forecasting, coordinating and tracking aggregate Alt HAN Equipment orders to be manufactured and shipped to energy suppliers by the Technology Services Provider as well as tracking and coordination of any Alt HAN Equipment returns.
- **Billing and Reporting** - creating, collating and submitting reporting information on Alt HAN Service performance (e.g. service level reporting and fault level reporting) and Alt HAN Explicit Charging data to the Contracting Authority and / or Business Support and Service Users as appropriate.
- **Building Liaison and Coordination of MDU Activity** – coordinating rollout activity (installation and maintenance) with Technology Service Provider(s), identifying and recording building contact information, obtaining Building Landlord permissions for Alt HAN installation and maintenance and negotiation of relevant payment ahead of installation.
- **Data Analytics** – identifying and forecasting Alt HAN candidate buildings and premises for Alt HAN risk classification and building surveying. Creating (using supplier abort and/or other premise data) and maintaining a Classification Model to determine the use case and an initial decision on the Alt HAN solution to be installed in a premise.
- **IT Systems and Data Hosting** - responsible for the provision and maintenance of IT and data hosting infrastructure to support all service lines within Service Management, including but not limited to the provision and maintenance of the infrastructure required to support the Alt HAN Inventory and Classification model (i.e. databases and associated access controls).

### 3.2. Building Surveyor (Lot 2)

The **Building Surveyor** will be responsible for conducting basic surveying activity of potential Alt HAN candidate buildings across Great Britain and collecting the relevant survey data to inform the Alt HAN Classification Model and the pre-installation activities of the Service Management Function (Lot 1) and the Technology Services Provider, with necessary oversight from Service Management.

The Building Surveyor will not be responsible for the analysis of any data collected and conducting detailed technical building assessments (responsibility of the Technology Solutions Provider).

## 4. Next Steps

The vendor engagement event on 28th March 2018 will provide further details on the scope of services, timescales and procurement approach, and will be an opportunity for vendors to ask questions.