

ALT HAN COMPANY LIMITED

**Alternative HAN – Business Support
Function**

**Request for Proposal
1 August 2016**

**VERSION: 1.0(Final)
August 2016**

THE RESPONDENT SHALL AT ALL TIMES KEEP ALL INFORMATION DISCLOSED DURING THIS RFP EXERCISE OR OTHERWISE OBTAINED BY RESPONDENTS STRICTLY CONFIDENTIAL AND, WITHOUT PREJUDICE TO THE GENERALITY OF THE FOREGOING, SHALL: (i) ONLY DISCLOSE THE INFORMATION TO THOSE OF ITS EMPLOYEES WHO REQUIRE TO RECEIVE IT IN RELATION TO RESPONDING TO THIS REQUEST FOR PROPOSAL; AND (ii) NOT DISCLOSE THE INFORMATION TO ANY THIRD PARTY WHATSOEVER WITHOUT THE TRANSITIONAL ALTERNATIVE HAN FORUM (OR ITS SUCCESSOR THE ALT HAN FORUM) PRIOR WRITTEN CONSENT IN EACH CASE.

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Related Documents

Description of Version / Changes	Version
A1_Business Support Requirements for RFP	1.0
A2_Business Support Pricing Schedule for RFP	1.0
A3_Business Support T&Cs for RFP	1.0
A4_Business Support NDA for RFP	1.0
A5_Alternative HAN High Level Plan	1.0
A6_Alternative HAN Target Operating Model	2.0

Key Defined Terms

Alternative HAN (Alt HAN) – Alternative HAN is the generic name given to the solution(s) that will be needed to provide a HAN in those premises that are unlikely to be served by low power wireless radio (ZigBee PRO) operating at either the 2.4GHz or 868MHz solutions alone (i.e. without range-extending equipment).

Alternative HAN Company (Alt HAN Co.) – the company established as the vehicle to implement decisions made by the Alternative HAN Forum with regard to the delivery of Alternative HAN. It is constituted of all energy suppliers installing and operating smart meters in GB, who each own a single share of the company.

Alternative HAN Forum (Alt HAN Forum) – A body established under Section Z of the Smart Energy Code to provide a way for all energy suppliers installing and operating smart meters in GB to come together and make decisions on delivery of Alternative HAN.

Alternative HAN Operational Services – the scope of services that includes service management function, data manager and building surveyor as defined in the Alternative HAN Target Operating Model.

Alternative HAN Technical Requirements – technical requirements developed and approved by the (Transitional) Alternative HAN Forum that provide assurance that energy supplier regulatory obligations are met and that consumers and all other relevant smart metering users benefit from smart metering services.

Alternative HAN Technologies – devices, equipment and supporting systems that meet the Alternative HAN Technical Requirements and extend the range of the Standard HAN (see definition below) for use in high rise, medium rise, low rise and sprawling buildings

Device - One of the following: Electricity Smart Metering Equipment (ESME); Gas Smart Metering Equipment (GSME); Communications Hub (made up of a Gas Proxy Function and Communications Hub Function); Pre-Payment Interface Device (PPMID); Auxiliary Load Control Switch (ALCS¹); In Home Display (IHD) or Consumer Access Device (CAD).

Interoperability - is defined in this context as the ability of a device(s) to interface and operate with the DCC, its systems and equipment.

Interchangeability - is defined in this context as the ability of devices to interface and be compatible with other devices of a different manufacturer in a smart metering system in the consumers' premises. As such this allows the devices to be interchanged by the responsible energy supplier regardless of which energy supplier installed the device or replaced a device at a later stage.

Smart Energy Code (SEC) - The code designated by the Secretary of State pursuant to Condition 22 of the DCC licence and setting out, amongst other things, the contractual arrangements by which DCC provides services to users as part of its authorised business.

Smart Metering Equipment - A collective term for all smart devices (ESME, GSME, IHD, PPMID, CAD, and ALCS / HAN Connected ALCS, but not including the Communications Hub)

Standard HAN – the HAN solution mandated by the UK government that uses low power wireless radio (ZigBee PRO) operating at 2.4GHz (and 868MHz from Q1 2018)

Transitional Alternative HAN Forum – a body established under Section Z of the SEC to allow the commencement of Alternative HAN delivery design before the Alt HAN Forum is formally established

¹ These can also be HAN Connected ALCS as defined in SMETS2.

SECTION 1

1 SCOPE AND STRUCTURE OF RFP

The scope of this RFP is limited to the Business Support Function for the Alt HAN Forum and Alt HAN Co.

The Business Support Function is split into the following lots:

- **Lot 1:** Secretariat and administrative support services to the Alt HAN Forum and Alt HAN Co Board;
- **Lot 2:** Alt HAN Co Legal, Accountancy and Financial support services;
- **Lot 3:** Alt HAN Co Enduring Procurement and Contract Management support services; and
- **Lot 4:** Alt HAN Forum/Co Alt HAN Project Management & Delivery

This RFP does not seek information about Alt HAN Operational Services or Technological solutions. There are separate procurement processes being undertaken to identify vendors for those services.

This RFP has six sections followed by supporting appendices:

Section 1 provides an overview of the approach taken to this RFP;

Section 2 provides instructions for responding;

Section 3 covers the specific information to be provided;

Section 4 covers the pricing proposal;

Section 5 covers the contractual terms and conditions to be applied;

Section 6 covers Alt HAN Co's position on anti-bribery and corruption;

Section 7 covers Alt HAN Co's position on liability; and

Section 8 covers the appendices which provide more specific information about the services being requested.

Respondents are required to submit their offer in accordance with the Instructions to Respondents detailed in Section 2. Alt HAN Co will appoint the Business Support Function vendor(s) selected by this procurement subject to agreement of a contract.

1.1 RFP Approach

This RFP and its associated documents, appendices and attachments (as referred to herein) provide information on the approach Alt HAN Co will take to this RFP process for the supply of the Alt HAN Business Support Function service lots. This includes information on the service lots sought and the format and nature of the responses expected from all respondents.

Please note that the closing date for responses to this RFP is 09 September 2016

1.2 Background

The UK Government requires that energy suppliers install smart electricity and gas meters in all of their residential and small business customer premises within Great Britain (GB) by the end of 2020. It is recognised that in approximately 3.5% of GB premises Standard 2.4GHz and 868MHz HAN technologies will not connect all smart metering devices and that Alternative HAN (Alt HAN) technologies will be necessary to allow energy suppliers to complete their rollouts.

Due to a number of market, competition constraints and recognition of the immature status of Alternative HAN technologies, the Department of Business, Energy and Industrial Strategy (DBEIS)² decided to put in place regulatory arrangements to require all energy suppliers installing smart meters to coordinate activity to deliver Alt HAN services.

An Alternative HAN Forum will govern and oversee the design and delivery of Alt HAN services and technological solutions. The Alt HAN Forum will be made up of all energy suppliers operating in the GB smart metering market, who will be responsible for funding the purchase of these solutions.

An Alternative HAN Company (Alt HAN Co.) will act as a procurement vehicle for delivery of Alt HAN solutions. On 13 July 2016 DBEIS formally implemented the Alt HAN Forum and Alt HAN Co through the relevant smart metering regulation. In the interim period prior to the regulation being designated, the Smart Energy Code (SEC) allowed the Forum to be established on a transitional basis to allow the delivery of Alternative HAN services to continue. This was referred to as the Transitional Alt HAN Forum (TAHF). Under the TAHF, an Alt HAN delivery project was established to start the Alt HAN design work.

Under this governance and delivery model, this Business Support Function RFP has been developed to outline the anticipated service requirements to support Alt HAN delivery to reflect the Alt HAN Target Operating Model (TOM).

1.2.1 Introduction and Purpose of the RFP

During 2015, Energy UK and the HAN Oversight Group completed a number of work packages aimed at preparing the industry for the launch of the Alternative HAN implementation. The work packages prepared the business, technology and business support requirements to bring Alt HAN Co to an operational delivery state.

The purpose of this document is to:

- a. Start procurement of necessary Business Support Functions to facilitate delivery of Alt HAN Services;
- b. Allow potential vendors to demonstrate and provide evidence of competence and capability against a set of service requirements and questions set out in this RFP and appended documents; and
- c. Provide commercial proposals for delivery of the service lots.

The Alternative HAN Target Operation Model (TOM) accompanies this document. The TOM sets out the objectives of the Alt HAN Forum and Alt HAN principles that are intended to guide an overall economic and cost efficient Alt HAN delivery.

In order to help deliver on these objectives, Alt HAN Co will be looking to appoint a vendor or vendors to provide the Business Support Function lots. The lots will provide the Alt HAN Forum and Alt HAN Co support covering secretariat, administration, finance, procurement/contract management and project delivery/management. The primary role being to allow the Alt HAN Forum and Alt HAN Co to deliver its objectives.

² Formerly Department of Energy and Climate Change (DECC)

Respondents should note that Alt HAN Co requires Business Function lots to be in place and commencement of operations by **the end of 2016 (at the latest)**. This date is driven by the following key dependencies:

- The Alt HAN Co is established under the governance of the Alt HAN Forum with funding mechanisms operational (expected October 2016);
- Completion of Energy UK transitional project (Planned 31 October 2016 but expected to be extended); and
- Appointment of service providers into the Operational Services (Service Management Function, Data Manager, Building Surveyor and Alt HAN Technology vendors).

1.2.2 Contractual Agreement Term

The term of the Business Support Function contractual agreements shall be five years with the potential for a two-year extension, on the same terms and conditions, where mutually agreed.

1.2.3 Alt HAN Assumptions

The delivery of Alt HAN, that influence this RFP, will operate under the following assumptions:

- In order for services to be delivered as swiftly as possible it is assumed that procurements for Alt HAN Operational Services, Alt HAN Technology Provision and Alt Business Support Function will need to be parallel activities and not sequential (that may be ordinarily the logical approach) – additional risks shall be managed by the Alt HAN Forum governance processes.
- The exact date of when Alternative HAN services will be available is uncertain due to the immaturity of the market for device and solution providers, it is the ambition of the Alt HAN Forum to make Alt HAN Equipment available by the end of 2017. Therefore, we have assumed that Business Support Function and Operational Services are to be available by the end of 2016 with limited number of Technological services being available from Q4 2017. This will be dependent a number of procurements being delivered, all with inter-dependencies and the market responding, therefore there is a high probability risk this assumption will change as the project moves through the procurement phase.
- Following mobilisation, there will be Alt HAN installation activity that will be aligned with supplier obligations to complete their smart metering rollouts by the end of 2020, followed by steady state operation of the service (e.g. share service management, new/refurbished build, technology refresh, etc...)
- The Alt HAN Forum or Alt HAN Co will not duplicate any further development of Standard HAN standards, requirements or technologies. Standard HAN development is the responsibility of GB Smart Metering Implementation Programme's Transition Governance under DBEIS leadership until UK Government decides to transfer the responsibility to Enduring Governance under SEC arrangements

1.2.4 Alt HAN Governance

Alt HAN Co has been formally established to procure, appoint, and manage vendors on behalf of the Alt HAN Forum. Alt HAN Co has a board of directors constituted of energy supplier representatives of the Alt HAN Forum. It is to be operationally independent with the sole purpose of implementing the Alt HAN delivery decisions made by the Alt HAN Forum. Alt HAN Co will manage the RFP process for appointing the Business Support Function lots. The Board of Alt

HAN Co will continually review the performance of all contracted vendors on behalf of the Alt HAN Forum and act as the final stage of any dispute process.

1.3 Consideration / Awarding of Lots

Each of the four Alt HAN Co Business Support Function will be procured as an independent 'lot'. Respondents are invited to respond only to those lots where they will submit a formal proposal. However, responses to more than one lot will be welcome and particularly so when the respondent can demonstrate greater efficiency or value by combining multiple lots.

Respondents should note that the vendor(s) awarded Business Support Function contract(s) could be excluded from competing for provision of Operational Services or Technology Provision as it is likely that conflicts of interest will arise as well as the risk of commercial influence on business decisions where independence and impartiality is necessary.

Additionally, respondents should note the current working assumptions regarding the exclusions that are perceived to exist on vendors being able to operate other services, not subject to this RFP, on behalf of Alt HAN Co. The following table illustrates the exclusions that are likely to be imposed on the individual procurements. Respondents are invited to comment on these proposed exclusions in an appendix to the proposal.

Service	Lot	Constraint	Rationale
Alt HAN Operational Services	Service Management Function (Lot 1)	A single organisation can bid for any number of Alt HAN Operational Services lots – decision on appointment will be made in consideration of most efficient and economic approach. The appointed Service Manager, Data Manager or Building Surveyor will be unable to be contracted to provide Business Support Function lots. The Service Manager cannot be a Technology Provider	See below (for Business Support Function) The Service Manager should not be a Technology Provider (or have a direct commercial relationship) as one of its principle roles will be to make technology choices – the Alt HAN Forum must ensure those choices are free from commercial influence
	Building Surveyor (Lot 2)		
	Data Manager (Lot 3)		
Business Support Function <i>subject of this RFP</i>	Secretariat and Administrative support services (Lot 1)	A single organisation can bid for any number of Business Support Function lots – decision on appointment will be made in consideration of most efficient and economic approach.	The Business Support Function needs to perform its services on an objective and impartial basis free from any potential conflict of interest
	Legal, Accountancy and Financial support services (Lot 2)		
	Enduring Procurement and Contract Management support service (Lot 3)		
	Alt HAN Project Management & Delivery (Lot 4)	The appointed service provider(s) will be unable to be	

Service	Lot	Constraint	Rationale
		contracted to provide Service Management Function lots or be a Technology Provider.	
Technology Provider	No Lots – Our preferred requirement is to delivery at least one Alt HAN technology solution per building/premise architecture to minimise risks associated with single source procurement	More than one Technology Provider will be required A Technology Provider cannot be the Service Management Function	To manage single source risk and to ensure all premises requiring HAN range extending equipment are covered by Alt HAN technologies A Technology Provider should not be the Service Manager (or have a direct commercial relationship) as one of the Service Manager principle roles will be to make technology choices – the Alt HAN Forum must ensure those choices are free from commercial influence

Table 1 – Contractual Exclusions (Working Assumption)

1.5 Information Quality

The information in this RFP has been prepared to the best knowledge of Alt HAN Co at this time but is indicative only and does not purport to be comprehensive. It has not been independently verified.

While the information has been prepared in good faith, no representation or warranty is / or will be made, and no liability is / or will be accepted by Alt HAN Co or any shareholder of Alt HAN Co (or by any of their respective officers, employees, agents or advisors) in relation to the accuracy or completeness of this RFP or any other written or oral information made available to any respondent or its advisers. Any such liability is expressly disclaimed.

No information set out in this RFP or referred to in other written or oral information from Alt HAN Co will necessarily form the basis of any binding agreement with respondents to this RFP and neither should it be treated as being any representation or inducement with respect to any award or the RFP process.

Any successful respondent will be required to acknowledge in any agreement relating to any Business Support Function contract award that it has not relied on or been induced to enter into the agreement by any representation or warranty, except as expressly set out in the agreement itself.

SECTION 2

2 INSTRUCTIONS TO RESPONDENTS

2.1 Closing Date for RFP Response

An email copy of your RFP response must be sent to AlthancoMB03@energy-uk.org.uk by no later than 5pm on **09 September 2016**.

Alt HAN Co will only grant extensions to the Alt HAN Co submission deadline response in exceptional circumstances. Alt HAN Co reserves the right to reject a respondent from further consideration where it receives the response after the deadline for submission.

Respondents should note that the standard file formats for Alt HAN Co are Microsoft Word (.docx or .doc) and Microsoft Excel (.xlsx or .xls). Adobe Acrobat (.pdf) file formats are also acceptable, but should be accompanied by the associated Microsoft Word or Excel file. Respondents should confirm the suitability of other file formats prior to submission. If requested by Alt HAN Co, respondents may be required to submit an electronic version by e-mail after the deadline for submission.

Please respond to the RFP in a concise and succinct manner. Additional information or evidence may be included in appendices but these may not be considered as part of your response except where specifically additional information or evidence is requested by Alt HAN Co.

2.2 Receipt of RFP Response

Respondents must acknowledge receipt of the RFP by e-mail to AlthancoMB03@energy-uk.org.uk by 5pm on **08 August 2016**, clearly stating an intention to accept or decline this request.

Should respondents accept this request then please provide the following details:

- Organisation name;
- Main contact name, job title, email address and telephone number; and
- Second contact name, job title, email address and telephone number.

Costs incurred in preparing this response (including, for the avoidance of doubt, attendance at any presentation, preparing any supporting documentation or information comprised in it and in relation to any negotiations) will be borne exclusively by the responding organisation.

If successful, respondents will be required to enter into a formal agreement for the supply of the Business Support Function services based on the contract terms attached as Appendix 3 and subject to the completion of a contract negotiation process. By accepting this RFP, respondents agree to:

- a. Submit a bona fide response;
- b. Not divulge the proposed or actual response price or details to any third party; and
- c. Are accepting the terms and conditions of the Agreement (Appendix 3) or setting out which terms or conditions, if any, a change is requested ahead of contractual agreement.

Any questions regarding this RFP should be sent to AlthancoMB03@energy-uk.org.uk on or before **05 September 2016**.

Where appropriate, all questions and responses (anonymised) will be circulated to all respondents on a regular basis.

2.3 Validity Period

Respondents can withdraw a submission by giving written notice by email (AlthancoMB03@energy-uk.org.uk) any time before the RFP closing date.

Respondents must confirm that their response will remain valid and open for acceptance for **three months** from the Closing Date. Failure to comply with this clause shall render your response void.

2.4 Sub-Contracting

Respondents may propose to sub-contract any of the Business Support Function lots and/or services to another party. A description of how such an arrangement would work must be provided. Respondents should note they will retain accountability and responsibility for delivery of the services where they use sub-contractors. Sub-contractors shall be approved by the respondent and agreed by Alt HAN Co and relevant details documented in the Business Support Function contractual agreement between Alt HAN Co and the successful respondent(s).

2.5 Confidentiality

The details of the RFP and all information made available in relation to it is to be treated as strictly private and confidential and must not be published, copied or made to be known to any other party without the prior written consent of Alt HAN Co.

Alt HAN Co shall treat as private and confidential every response to the RFP and shall not disclose details of the same to any other party except where necessary for the purposes of the RFP evaluation.

2.6 RFP Process – Indicative Timeline

The following table sets out the expected timescales for the procurement process, these dates are being provided on the basis they are the latest known dates at the time of publication to the best of our knowledge, they are indicative and non-binding and are subject to change.

Event	Date
RFP Issue	01 August 2016
Confirmation of Receipt of RFP, intention to respond and intention to attend the Respondent Workshop	08 August 2016
Submission deadline for Respondent questions	05 September 2016
Final response to Respondent questions	07 September 2016
Deadline for RFP Response / RFP Closing Date	09 September 2016
Respondent Workshops	23, 24 or 25 August 2016
Initial response evaluation & shortlisting	12 September to 12 October 2016
Notification to Respondents of shortlisting	20 October 2016
Shortlisted respondent presentations, meetings and Best and Final Offer stage	24 October to 11 November 2016
Preferred bidder approvals process	16 November 2016
Contract negotiation stage	21 November to 14 December 2016
Confirmation of appointment by Alt HAN Forum	16 December 2016
Contract award	w/c 19 December 2016

Table 1- Indicative RFP Timeline

2.7 RFP Process and Award Criteria

After the submission deadline, Alt HAN Co will evaluate and shortlist candidates that best meet the delivery of the service requirements of the Business Support Function lots. Further clarifications and negotiations will take place with those shortlisted respondents. This will require respondents to provide presentations at a location in central London, and the process will also include a Best and Final Offer (BAFO) and a contract negotiation stage.

Alt HAN Co will award the contract based on the most economic and efficient offer that meets all service requirements. However, Alt HAN Co reserves the right to reject any or all respondents, in part or in full, and to award the contract to other than the lowest priced response.

Alt HAN Co will consider a number of criteria to determine which offer is the most economic and efficient, including:

Award Criteria
1. Financial and business stability
2. Experience, competence and track record in delivering similar services
3. Understanding of the Business Support Function lot(s) and the associated services to be delivered
4. Capability to deliver the Business Support Function lot(s) and services
5. Provision of meaningful service levels, milestones and key performance indicators with demonstrable capability to meet those measures ³
6. Usability of services
7. Experience and qualifications of key individuals identified by the respondent to deliver services, where applicable
8. Demonstration of capability to operate efficiently and effectively within an environment with a number of key stakeholders, other delivery agents and Government
9. Completeness of RFP response
10. Commercial structure and service rates
11. Agreement of the Terms and Conditions (Appendix 3)
12. Proposed "Implementation of Services Plan", delivery strategy and delivery timetable
13. Approach to Quality, Health, Safety and Environment when delivering the services
14. Proposed governance structures
15. Mobilisation readiness and scalability
16. Availability of references and reference outcomes
17. Approach to data protection / privacy
18. Ability to provide added value services

Table 2- Contract Evaluation Criteria

For the avoidance of doubt, the evaluation criteria above are not listed in any particular order or ranking.

2.8 Canvassing/ Collusion

When preparing a response:

- Except as specifically authorised by Alt HAN Co, respondents shall not approach members of the Alt HAN Forum, directors of Alt HAN Co, the staff of any shareholder of Alt HAN Co or staff of any of their advisers with a view to providing information in respect of any part of your submission or proposals or attempting to support or enhance your prospect of being selected as a preferred bidder.
- Respondents should certify that their response is bona fide and that it has not been adjusted by agreement or by arrangement with any other party. Furthermore, it should certify that:
 - i. Respondents have not communicated to a party other than Alt HAN Co any details of their response except to the extent necessary to obtain professional or technical advice or information, quotations or offers of funding necessary for the preparation of the submission;

³ Alt HAN Co reserve the right to propose its own service levels, milestones and key performance indicators at any stage of this procurement.

- ii. Respondents have not entered into any agreement or arrangement with any other party that they shall refrain from submitting a response or adjust their response in any way.

Any breach of any of the aforementioned points in section 2.8 may lead to the exclusion of one or all responding parties involved at the discretion of Alt HAN Co.

2.9 Respondent Workshops

Subject to interest, a Respondent Workshop will be offered to parties, who have indicated they are intending to provide a response, on either the 23rd, 24th or 25th August. The workshop will be held at an address in central London. The workshop is an opportunity to engage with the project team, receive a walkthrough of the RFP document and requirements, and respondents will be able to ask questions and seek clarifications, the format of these workshops may be held on a bi-lateral basis and / or in an open forum, the format and arrangements will be confirmed to following notification to respond. Respondents who are interested in attending a workshop should notify Alt HAN Co of their interest in their 'intention to respond' notification by **08 August 2016** at (AlthancoMB03@energy-uk.org.uk) and state the preferred date(s).

2.10 Assumptions

Responses should outline the assumptions the respondent has made in their proposals. Where further clarification is required to gain further certainty in those assumptions or indeed about any element of the RFP document and the response process, please use the RFP enquiry service at AlthancoMB03@energy-uk.org.uk.

2.11 Alternative Considerations

Respondents must cover the full scope of work and requirements in their response; however, alternative considerations and suggestions for delivery of the Business Support Function service lots are welcome. This should be documented in a separate appendix section within the response titled "Alternative Considerations", i.e. not included within the main response.

SECTION 3**3 SPECIFIC INFORMATION TO BE PROVIDED IN RFP RESPONSE****3.1 Overview**

This section 3 outlines the information that Alt HAN Co requires respondents to provide as part of their response. In addition, Appendix 1 sets out the scope of the Business Support Function service lots required.

As part of a response, respondents are required to demonstrate understanding of Great Britain's Smart Metering Implementation Programme, timescales and plan and how Alternative HAN delivery fits into the broader context.

Respondents should also provide details of how they will deliver the services detailed Appendix 1 and respond to the specific questions in this document below. Responses to these specific questions should be referenced in your response.

3.2 Specific Questions

3.2.1	General Information
3.2.1.1	What is the Company Name of the legally contracting entity that you propose to use for this contract and what is its status (plc, Ltd etc.)?
3.2.1.2	If this is not the Parent Company, please identify the Parent Company and its status. In addition, we may require a Parent Company Guarantee or Performance Bond or some similar legal assurance in this event. If required, can you please confirm that you are able to provide this?
3.2.1.3	Please specify those office locations that you would primarily intend to use for the provision of services to Alt HAN Co.
3.2.1.4	For each facility that you would propose to use for Business Support Function service lot delivery to Alt HAN Co, please outline the size and scalability of operations required to fulfil the requirements in Appendix 1.
3.2.1.5	Please provide two contact names, roles and contact details
3.2.1.6	Please confirm that you are able to agree the terms and conditions of the Agreement – if necessary, provide any proposed changes
3.2.2	Experience
3.2.2.1	Please describe your experience of providing services, relevant to the lots you are making an offer for, detailing previous clients and what services have been undertaken.
3.2.2.2	Please provide background to your proposal illustrating your understanding of Great Britain's Smart Metering Implementation Programme, timescales and plan and how Alternative HAN delivery fits into the broader context. In particular, please show how your business is qualified to provide the Business Support Function service lot(s).
3.2.2.3	Please demonstrate your understanding of Alternative HAN, the Alt HAN Forum, Alt HAN Co and the Business Support Function role within that.
3.2.2.4	Please provide the name of a client who we can use as a reference for whom you have provided a similar outsourced service (preferably within the regulated utility sector).
3.2.2.5	Please outline the performance measures you have in place with the client relevant to this process and provide a summary of your performance against these measures (including any relevant evidence).

3.2.2.6	<p>Please provide an Implementation of Services Plan for each of the lots setting out all activities, milestones, key dates and all other relevant information. Each plan should detail the timelines and handover requirements necessary for full delivery each service lot and related requirements. The plan should explicitly state the amount of handover support required (day(s)/week) over a proposed time period. Any ongoing requirement for specialist support from the current project delivery team should be stated. Assumptions and evidence to support each Implementation of Services Plan should also be provided.</p> <p>Respondents should note that each Implementation of Services Plan will be subject to an explicit contractual provision.</p>
3.2.3	Financial Information
3.2.3.1	Please provide copies of the audited accounts for your proposed contracting entity for the last three years and, if appropriate, for the Parent Company.
3.2.4	Quality, Health, Safety and Environment Assurance and Change Management
3.2.4.1	Do you have formal quality, health, safety and environment accreditation? If yes, please provide all relevant details. If no, please demonstrate how you would ensure that you will operate in line with ISO9001, 14001 and 18001 principles.
3.2.4.2	Does your company have established Quality, Health Safety and Environment (QHSE) Assurance Policies? If yes, please provide a copy of these policies. If no, please explain your views / principles on ensuring QHSE in any delivery.
3.2.4.3	<p>How have you embedded QHSE assurance in your company's operating procedures? Please provide documents relevant to operation of the services subject to this RFP.</p> <p>Respondents should note that compliance with relevant embedded QHSE assurance plans procedures, processes and records will be subject to an explicit contractual provision.</p>
3.2.4.4	Please provide the name, position, and responsibilities of your Quality (or QHSE) Manager and the organisational structure of your quality (QHSE) department.
3.2.4.5	How do you monitor QHSE in your organisation? Please Provide details of your QHSE audit process and the frequency and nature of any QHSE audits undertaken? Please include any industry standard QHSE audit regimes you and any subcontracted agents you may use comply with and the status of your accreditation against said standards.
3.2.4.6	How do you ensure compliance with written QHSE policies and procedures?
3.2.4.7	Please describe your mechanism for managing, controlling and documenting changes to process, associated documentation, IT systems, and training manuals. Please describe how you disseminate and manage these changes within your organisation.
3.2.4.8	Please provide an overview of your IT, system and software capabilities, the flexibility of these capabilities to react to change providing examples of development and implementation timescales as appropriate.
3.2.5	Reporting
3.2.5.1	<p>Please provide details of the Management Information System (MIS) you currently use to measure, record, and report operational performance. This will include, but not be limited to, the detail of data capture, the format of standard reports, and the means of access available to Alt HAN Co.</p> <p>Respondents should note that the form of report(s) shall be agreed with Alt HAN Co.</p>
3.2.6	3rd Party Management
3.2.6.1	Please provide details of all third parties and sub-contractors that you may appoint to provide any of those services associated with this RFP.

3.2.6.2	Please provide details of the services that third parties or sub-contractors will deliver and highlight any services or relationship the sub-contractor has or has had with the Respondent.
3.2.6.3	Please provide details of what mechanisms and procedures you use to monitor and control such third parties and sub-contractors.
3.2.7	Legal
3.2.7.1	Please detail the legal structure of your Group of Companies and identify the other members of the Group, if applicable.
3.2.8	Confidentiality
3.2.8.1	What procedures would you follow to prevent the disclosure of confidential, sensitive or proprietary information about Alt HAN Co, its operations, shareholders or customers? In your answer, please specify what corporate governance policies and information security accreditations or certifications you currently have in place.
3.2.8.2	What protection measures have you implemented to prevent unauthorised access to your facilities and the part(s) of your premises from which you would supply services to Alt HAN Co? (note: the reference to facilities includes unauthorised access to systems or the data held within them).
3.2.8.3	If selected by Alt HAN Co, you will be required at all times to comply with all relevant data protection and privacy legislation. Please confirm that you will comply with all applicable data protection and privacy laws and requirements.
3.2.9	Insurances & Guarantees
3.2.9.1	Do you hold employer's liability insurance? If yes, please provide a copy of your current certificate, where certificates are renewed please also share any updated certificates and highlight where there are any changes to the original.
3.2.9.2	Do you hold public and product liability insurance? If yes, what is the value of this insurance and with whom do you hold it?
3.2.9.3	Do you hold appropriate insurance in respect of third party liabilities (bodily harm or damage to property)? If yes, please provide a copy of your current certificate, where certificates are renewed please also share any updated certificates and highlight where there are any changes to the original.
3.2.9.4	Do you hold appropriate insurance in respect of professional liabilities (professional advice or consultancy)? If yes, please provide a copy of your current certificate, where certificates are renewed please also share any updated certificates and highlight where there are any changes to the original.
3.2.10	Governance
3.2.10.1	Please provide details of the proposed governance model that you would adopt to ensure that you deliver any contract under the Business Support Function service lots within commercial, service, and regulatory requirements.
3.2.10.2	Please describe the key governance processes that you would adopt in delivering any contract under the Business Support Function service lots contract with particular focus on the process interfaces and the information exchanged with Alt HAN Co.
3.2.10.3	Please demonstrate the risk management process that you would propose to utilise to manage the work, and additionally demonstrate how you have applied this to support the delivery of other similar work.
3.2.10.4	Please specify the respective responsibilities and obligations for both you and Alt HAN Co under the proposed governance model.
3.2.11	Relationship Management Framework
3.2.11.1	Please describe the main components of your Relationship Management framework. Please provide details of the likely activities within each stage.
3.2.11.2	Please indicate how the proposed model would ensure adequate stakeholder involvement at the appropriate levels in your organisation.
3.2.11.3	Please confirm that you would nominate a director of your company to be responsible for overseeing your relationship with Alt HAN Co and to act as a contact point.

3.2.12	Resourcing
3.2.12.1	Please provide details of who will be involved with Business Support Function service lots from your organisation in terms of roles and skill sets. Please provide named individuals.
3.2.13	Business Support Function Service Requirements (Appendix 1)
3.2.13.1	Please describe how you will fulfil the Business Support Function relevant to the lot(s) relating to your proposal(s). You should provide a response for each scope area as listed in Appendix 1 and for each specific requirement and question within this document. You should reference responses to the requirement and question number. You should clearly show where you are providing additional information.
3.2.14	Business Support Function Pricing Schedule (Appendix 2)
3.2.14.1	Please provide your pricing proposals relevant to the lot(s) relating to your proposal(s).

3.3 Assumptions and Dependencies

Throughout this RFP, there are numerous examples where respondents are requested to detail their plans to provide for the Business Support Function service lots (and/or evidence to support that). Respondents should clearly describe this in the appropriate area of the RFP response.

Additionally, Alt HAN Co needs to identify any responsibilities that respondents assume Alt HAN Co will discharge. Respondents should set out all Alt HAN Co decisions, requirements, dependencies, activities and information that would be required to allow delivery of each of the Business Support Function service lots. It is of critical importance to both parties that respondents identify and document these points in the proposal response.

It is essential to Alt HAN Co that clear, transparent and honest business relationships are in place with all of its vendors. As such, Alt HAN Co requests respondents to confirm that all costs associated with this contract are included in their proposal responses. Any future claim for additional costs not previously stated by a respondent, arising from an assumption or a dependency on Alt HAN Co and its shareholders, will not be considered by Alt HAN Co.

Accordingly, respondents are required to list separately, clearly and independently all assumptions made in determining cost proposals, and to identify the anticipated cost and timescale impact should that assumption be incorrect.

Similarly, respondents must list separately and independently all contractual dependencies on Alt HAN Co and, where relevant, its energy supplier shareholders, for the completion of any obligations under the agreement. These two lists must be included in the RFP response.

SECTION 4

4 PRICING PROPOSALS

Respondents should complete the pricing schedule attached as Appendix 2 – respondents will need to:

1. Provide full details of all prices associated with Business Support Function lot;
2. Provide a total price split for each of the defined areas set out for each of the four lots;
3. Provide reasons for any price ranges and the risks and assumptions that influenced the proposed prices;
4. Provide details of any other recurring or single prices to be invoiced to Alt HAN Co and the pricing periods, invoice dates and payment terms;
5. Provide details of any pricing efficiencies to be applied for the extent of the contractual agreement including cost savings if more than one lot is awarded; and
6. Provide the costs, advantages, and disadvantages of any options being proposed.

SECTION 5

5 TERMS AND CONDITIONS

As part of your RFP response, you must confirm your acceptance of the terms and conditions included in Appendix 3. You should note that the extent of acceptance of these terms and conditions is one of the evaluation criteria for this RFP. For the avoidance of doubt, Alt HAN Co will not use any terms and conditions other than set out at Appendix 3 and others agreed by Alt HAN Co as part of this procurement.

SECTION 6

6 ANTI-BRIBERY AND CORRUPTION

Alt HAN Co is committed to the highest standards of ethical conduct and integrity in its business activities and therefore all Alt HAN Co.'s employees, contractors and vendors must comply with the Bribery Act 2010.

SECTION 7

7 POSITION ON LIABILITY

Alt HAN Co will not owe or accept any duty or responsibility or liability to any party, whether in contract, tort (including negligence) or otherwise and shall not be liable in respect of any loss, damage or expense which is caused by any vendor contracted for Business Support Function services except, in each case, Alt HAN Co agree otherwise in writing.

Alt HAN Co is facilitating the set-up, organisation and delivery of Alt HAN and will lead in defining these requirements through to operational delivery. It will be the responsibility of the Business Support Function(s) to arrange the necessary provision of business support and to assume any obligations and liabilities that necessarily follow this in ensuring that those services are carried out economically, efficiently, fairly, reliably and otherwise in accordance with expected industry and professional standards. The Business Support Function(s) shall also ensure, where relevant, that any suitable sub-contractual provisions are in place with subject matter experts to reflect these requirements.

A culture of continuous improvement should exist, where the Business Support Function(s) performance is monitored and processes reviewed and improved whenever appropriate.

SECTION 8

8 APPENDICES

- Appendix 1 Business Support Function Requirements**
- Appendix 2 Pricing Schedule**
- Appendix 3 Terms and Conditions**
- Appendix 4 Non-Disclosure Agreement**
- Appendix 5 Alternative HAN – High Level Plan (provided for information)**
- Appendix 6 The Alternative HAN Target Operating Model (provided for information)**