

Request for Information (RFI)

**Procurement by Xoserve as the Central Data Services Provider (CDSP), of the Daily Meter Reading (Class 1) Service**

From 1st April 2023[[1]](#footnote-1), Xoserve will, in its capacity as the CDSP, have responsibility within the Uniform Network Code (UNC) for the provision and management of, timely and accurate Meter Reads to their customers (Transporters and Shippers).

Background of the Daily Meter Reading (Class 1) Service

A Supply Meter Point (SMP) will be categorised as a Class 1 SMP if it has an Annual Quantity (AQ) greater than 58.6m kWh. These are SMPs where a daily Meter Reading is required.

This RFI seeks to gather information from potential service providers that could supply the required service to obtain and provide daily Meter Reads for Class 1 SMPs, to the CDSP and their customers (Transporters and Shippers).

Please be aware that there are currently circa 400 Class 1 SMPs in Great Britain.

Summary of the key operational activities required for the Service

* Collect daily Meter Reads for Class 1 SMPs at the start of the Gas Day [05:00] and provide these to the CDSP by a specified time in a given format
* Collect and send hourly Meter Read information to required customers by specified times within the day in a given format
* Install and maintain Meter Reading equipment to ensure Meter Reads are taken at Class 1 SMPs as required
* Comply with an agreed liabilities regime which requires liability payments from the service provider where fixed standards for the service are not met
* Provide suitable information to allow for invoicing for the service
* Manage queries related to the service from the Customer and their customers (Shippers and Transporters)

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# INSTRUCTIONS TO RFI VENDORS

## Introduction

From 1st April 2023, Xoserve will, in its capacity as the CDSP, have responsibility within the UNC for the provision and management of, timely and accurate Meter Reads to their customers (Transporters and Shippers).

Background of the Daily Meter Reading (Class 1) Service

An SMP will be categorised as a Class 1 SMP if it has an Annual Quantity (AQ) greater than 58.6m kWh. These are SMPs where a daily Meter Reading is required.

Please be aware that there are currently circa 400 Class 1 SMPs in Great Britain.

Summary of the key operational activities required for the Service

* Collect daily Meter Reads for Class 1 SMPs at the start of the Gas Day [05:00] and provide these to the CDSP by a specified time in a given format
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* Provide suitable information to allow for invoicing for the service
* Manage queries related to the service from the Customer and their customers (Shippers and Transporters)

This RFI seeks to confirm if vendors can provide the Daily Meter Reading Class 1 Service. And for Xoserve to assess the suppliers and assure ourselves that potential vendors can provide [the provision and management of, timely and accurate Meter Reading as required by the Customer and their customers (Transporters and Shippers), and demonstrate their capability, they have the resources and capacity to provide Xoserve with our requirements. At this stage our assessment is a market review.

The existing service was originally specified a number of years ago, and this service has been re-procured on a number of occasions by the previous service recipient. This RFI is also requesting an insight into vendors existing services regarding innovations in Meter Reading services / resilience (e.g. application of Cloud technology to reduce the risk of failure) / interaction with DSC Customers and the end consumer themselves – e.g. via text alerts, mobile phone applications / reporting technologies. Where possible please add case studies of upgrades from a legacy network of assets to a more up to date/modern/cloud-based service.

Please complete this RFI with the Daily Meter Reading Class 1 Service in mind, including any supporting information, to provide Xoserve with knowledge of your business and also the applicable service offering.

## Confidentiality and Intellectual Property

The contents of this document provided by Xoserve or any of its representatives or prepared by the vendor specifically for Xoserve or any of its representatives, and exchanges with Xoserve or any of its representatives in relation to this document ("Confidential Information") shall be treated at all times as confidential by the vendor.

Either party shall not disclose any such Confidential Information to any third parties without prior written consent or use such Confidential Information for any purpose other than for the preparation and submission of a response to this document. The vendor shall ensure that Confidential Information is made available only to those of its personnel who need it and are directly involved in the process. If the vendor has an existing agreement with Xoserve which addresses confidentiality, Confidential Information under this RFI shall be deemed to be confidential for the purposes of that other agreement, save that to the extent of any conflict or inconsistency between this RFI and that other agreement in relation to confidentiality, the provisions of this RFI shall prevail.

## Disclaimer

This RFI does not commit Xoserve, their employees, agents or subcontractors to any specific course of action. The cost of preparing and submitting a response shall be borne in full by the vendor. Vendors shall have no recourse to Xoserve in this respect.

## Sub-contracting

Please specify any areas or elements of our requirements where you would wish to use a sub-contractor along with the reasons.

# RFI REQUIREMENTS

## Commercial

| **Question** | **Answer** |
| --- | --- |
|  |
| Please provide your full company name, registration number, registered address and address for correspondence. |  |
| Please provide a contact name, phone number and email address for your commercial and technical representatives.  |  |
| Please provide a statement of your company’s background and history (including the number of years in business) |  |
| Describe in a couple of sentences, your company background and core competencies. |  |
| Please state the size of your organisation by number of staff and by turnover. |  |
| If you are not based in the UK, do you have a UK office? If so, please provide the address. |  |
| Do you have a Code of Conduct? |  |
| Have you undertaken work for Xoserve previously? If yes, please provide details. |  |

## Technical/Operational

| **Question** | **Answer** |
| --- | --- |
| **This section applies to all Suppliers.** |
| How will you obtain Meter Readings from the relevant Class 1 SMPs, what assets would you anticipate being installed at site and what communications technology would you anticipate employing. What experience do you have operating such equipment? |  |
| Describe your expected timings for installing appropriate Daily Metered (DM) equipment for this service. Please justify your answer. |  |
| Given the proposed equipment at the SMP, describe what process and frequency you would adopt to maintain your DM equipment and ensure the accuracy of data retrieved from the SMP. Since these are geographically dispersed within Great Britain, does this present any specific challenges to be considered? |  |
| What performance levels would you expect to achieve with regards to provision of Daily Meter Readings? Please consider the End-2-End process from obtaining Meter Readings from the SMP, to the delivery to the CDSP, including the expected system availability of your infrastructure.  |  |
| Describe your process and expected timings to remedy issues with DM equipment. |  |
| In the event of system failure, what are the Recovery Plans that would be employed. It would be helpful to provide an assessment of relevant metrics such as Return to Operation and Recovery Point Objective?To what extent does this answer rely upon new architecture or leverage existing architecture? |  |
| What would you recommend for mobilisation and implementation? We would welcome views on recommended testing approach and duration for the initial implementation and any period of parallel running / service proving.  |  |
| We have a specified .csv format for provision of Meter Readings to the CDSP and to DSC Customers, to what extent are your communications configurable? |  |
| What is your Data Protection policy? Describe how you will ensure that data provided to you or obtained in order to conduct this service is held securely.  |  |
| What is your security policy and standards?  |  |
| Do you have any accreditations that could support your provision of the service? |  |
| Describe your reporting methods to current customers to understand service levels.  |  |
| What interface products can you provide in relation to this service for the CDSP, its customers or end consumers? For example, mobile or email alerts/notifications. |  |

## Other

| **Question** | **Answer** |
| --- | --- |
| **This section applies to all Suppliers.** |
| What is your position on modern slavery? |  |
| How is business continuity and disaster recovery managed in your company? Describe the key areas of this. |  |
| Please provide an overview of your resources for this scope and an overview of their training / development plans. |  |
| Please describe your Health and Safety and Environmental Protection policies. |  |
| How do you factor Continuous Improvement into existing services you provide? |  |
| Describe the experience you have in this industry and in relation to similar services.  |  |

## RFI Timings

| **Question** | **Answer** |
| --- | --- |
|  |
| RFI Issued  | 08/10/2021 |
| Questions to be submitted by | 20/10/2021 |
| Q&A to be completed by  | 29/10/2021 |
| RFI to be submitted by | 24/11/2021 |

## Buyer Contact Details

Procurement Manager

Xoserve Ltd

Dmsp.rfi@xoserve.com

# Glossary

**(AQ) Annual Quantity**

AQ is the estimated consumption of a SMP, using consumption history from the previous 12 months. The AQ is also is used as a basis for gas allocation and charging.

**Class 1**

A product Class which an SMP is required to be within where the AQ is greater than 58.6m kWh.

**(DM) Daily Meter Reading**

A daily Meter Reading is the reading of the index of the SMP, obtained for a day.

**(DMSP) Daily Meter Service Provider**

The Service Provider maintaining assets and providing reads on Class 1 DM SMPs.

**Daily Read Equipment**

Equipment which enables Meter Readings to be obtained remotely at set intervals.

**(SMP) Supply Meter Point**

Supply Meter Point is an Individual System Exit Point at which gas may (in accordance with the UNC), be offtaken from the Total System for the purposes of supply directly to particular premises.

1. <https://www.gasgovernance.co.uk/0710> [↑](#footnote-ref-1)