



# Smart Meters Programme Schedule 2.7

(Catalogue Services) (CSP Central version)

<b>Amendment History</b>			
<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Status</b>
v.1	Signature Date	DECC	Execution Copy

**SCHEDULE 2.7  
CATALOGUE SERVICES**

**1. INTRODUCTION**

- 1.1 This Schedule 2.7 (Catalogue Services) provides a framework for the DCC to call off Catalogue Services from the Contractor.
- 1.2 The remainder of this Schedule 2.7 sets out the process by which the DCC may call-off or cease the provision of any Catalogue Services. Further details of the Catalogue Services are set out in Appendix 2 to this Schedule 2.7.
- 1.3 The format and content of the Catalogue Service Call-Off Form and Catalogue Service Cessation Form shall be finalised by the DCC within 30 (thirty) days of the Signature Date and such forms, as amended from time to time, will be appended to this Schedule in Appendix 1.

**2. GENERAL**

- 2.1 The Contractor acknowledges that nothing in this Schedule 2.7 shall oblige the DCC to take any Catalogue Services from the Contractor or prevent the DCC from receiving services similar or identical to Catalogue Services from any third party.
- 2.2 The Change Control Procedure shall not apply to any request by the DCC for the provision by the Contractor of any Catalogue Services.
- 2.3 If the DCC requests the Contractor to provide any of the Catalogue Services at any time during the Service Period, the Contractor shall provide all those Catalogue Services in accordance with the provisions of this Schedule 2.7. The Contractor shall ensure that, at all times during the Service Period, the Catalogue Services comply with all requirements applicable to the Services (including as set out elsewhere in this Agreement).
- 2.4 Until such time as a Catalogue Service Call-Off Form or Catalogue Service Cessation Form has been signed and issued by a duly authorised representative of the DCC in accordance with the DCC's authorisation and sign off procedure(s) (as notified to the Contractor in writing from time to time) then:
  - (a) unless the DCC expressly agrees otherwise in writing, the Contractor shall continue to supply the Services in accordance with the existing terms of this Agreement as if such Catalogue Service Call-Off Form or Catalogue Service Cessation Form did not apply; and
  - (b) any discussions, negotiations or other communications which may take place between the DCC and the Contractor in connection with any proposed Catalogue Service Call-Off Form or Catalogue Service Cessation Form, including the submission of any related communications, shall be without prejudice to each party's other rights and remedies under this Agreement.

**3. INITIATION OF NEW CATALOGUE SERVICES**

**General**

- 3.1 The Contractor shall, at all times during the Service Period, be obliged to:
- (a) provide any Catalogue Services requested by the DCC in accordance with this Agreement (provided such request complies with paragraph 3.2 of this Schedule 2.7);
  - (b) ensure through a combination of periodic reviews and, where necessary, appropriate testing and implementation of any necessary adjustments, that it is and continues to be able to provide any Catalogue Services duly requested in accordance with this Schedule 2.7 without any risks or impacts (including any arising in connection with the implementation, testing or operational use of such Catalogue Services):
    - (i) to the rights or obligations of either party under this Agreement;
    - (ii) to the End-to-end Smart Metering System and/or Other Energy Industry Systems; or
    - (iii) to the Services, DCC Services or any DCC Eco-System Entity, (each a "**Risk/Impact**"); and
  - (c) ensure, at all times during the Service Period, that the Services referred to in the Catalogue Service Call-Off Form (including their implementation, testing and/or operational use) do not affect the performance by any Contractor Person of any other obligation with regard to any other parts of the Services.

### **Call-Off**

- 3.2 The DCC may notify the Contractor that it requires any Catalogue Services (including additional Catalogue Services) by sending the Catalogue Service Call-Off Form to the Contractor (signed by a duly authorised representative of the DCC in accordance with paragraph 2.4 of this Schedule 2.7). The Contractor shall:
- (a) acknowledge receipt of the Catalogue Service Call-Off Form by written notice to the DCC within two (2) Working Days and (in the same notice) provide all information and assistance reasonably necessary to enable the DCC to assess the nature of any Risk/Impact relating to the Catalogue Services (or shall confirm there is no Risk/Impact);
  - (b) without prejudice to paragraph 3.1, inform the DCC of potential Risks/Impacts relating to the Catalogue Services and how it proposes to mitigate and/or remove the same;
  - (c) promptly provide all further information and assistance necessary to enable the DCC to assess the nature, risks or impact of any Risk/Impact relating to the Catalogue Services or any proposal made by the Contractor under paragraph 3.2(b) above; and
  - (d) unless notified in writing by the DCC that it wishes to withdraw the Catalogue Service Call-Off Form prior to the commencement of the

Catalogue Services, implement, test and commence the provision of the Catalogue Services in accordance with this Schedule 2.7 and this Agreement (including the applicable timescales for commencement of the Catalogue Services set out in this Schedule 2.7).

- 3.3 Following the successful implementation, testing and commencement of the Catalogue Services in accordance with this Schedule 2.7, the Charges shall be adjusted in accordance with the Charges detailed in Appendix 2 (Service Catalogue) of this Schedule 2.7 (Catalogue Services).
- 3.4 From the time that the provision of the Catalogue Services is commenced and in addition to its other obligations under this Agreement, the Contractor shall, at no additional cost to the DCC, implement and provide any ancillary or incidental service, function or responsibility not specified for the Catalogue Services where such service, function or responsibility is necessarily required for the proper performance by the Contractor of the Catalogue Services and is not expressly identified for the Catalogue Services as the responsibility of the DCC or another External Service Provider.
- 3.5 Any work undertaken by the Contractor to implement a Catalogue Service or in providing any such Service prior to receipt of a Catalogue Service Call-Off Form duly signed by the DCC (in accordance with paragraph 2.4 of this Schedule 2.7) shall be strictly at the Contractor's risk, cost and expense and the Contractor waives all claims it may have at any time for compensation under the quantum meruit doctrine or any other basis whatsoever.

#### 4. **CESSATION OF CATALOGUE SERVICES**

- 4.1 The DCC may notify the Contractor that it requires the Contractor to cease the provision of any Catalogue Services by sending a Catalogue Service Cessation Form to the Contractor. The Contractor shall be obliged to:
  - (a) cease the provision of any Catalogue Services as requested by the DCC; and
  - (b) ensure at all times that such cessation does not affect any other parts of the Services and does not result in any other Risk/Impact.
- 4.2 Without prejudice to the generality of the Contractor's obligations under this Schedule 2.7, upon receipt of the Catalogue Service Cessation Form, the Contractor shall promptly (and in any event within two (2) Working Days) provide all information and assistance reasonably necessary to enable the DCC to assess the nature of any Risk/Impact relating to the cessation of the relevant Catalogue Services (or shall confirm there is no Risk/Impact).
- 4.3 Each Catalogue Service Cessation Form must comply with, and shall be subject to the obligations of the parties set out in, this Schedule 2.7 (including the applicable timescales for cessation of the Catalogue Services set out in this Schedule 2.7).
- 4.4 If the DCC does not otherwise elect by notice in writing that it wishes to withdraw the Catalogue Service Cessation Form (prior to the Contractor ceasing to provide the relevant Catalogue Services), the Contractor shall:
  - (a) acknowledge receipt of the Catalogue Service Cessation Form; and

- (b) cease to provide the relevant Catalogue Services in accordance with this Schedule 2.7 and this Agreement (including the applicable timescales for cessation of the relevant Catalogue Services set out in this Schedule 2.7).
- 4.5 From the date at which the Contractor is to cease providing the relevant Catalogue Services in accordance with the Catalogue Service Cessation Form, the Charges shall be reduced (as if such Catalogue Services are no longer provided) in accordance with the provisions of Appendix 2 of this Schedule 2.7 (Catalogue Services).
- 4.6 In ceasing to provide any Catalogue Services, the Contractor shall, at no additional cost to the DCC, perform all obligations and provide any ancillary or incidental service, function or responsibility not specified for the Catalogue Services where such service, function or responsibility is necessarily required for the proper performance by the Contractor of the cessation of the relevant Catalogue Services and is not expressly identified for the Catalogue Services as the responsibility of the DCC or another External Service Provider.
- 4.7 The cessation of any Catalogue Service shall not be deemed a partial termination of this Agreement and the corresponding Clauses of this Agreement and Schedule 7.2 (Payments on Termination) shall not apply to any such cessation.

**Appendix 1**  
**Catalogue Service Call-Off and Cessation Forms**

This Appendix 1 will include copies of the Catalogue Service Call-Off Form and Catalogue Service Cessation Form as created and maintained pursuant to paragraph 1.3 of this Schedule.

**Appendix 2**  
**Service Catalogue**



**PART A**  
**Wide Area Network Service Catalogue**

**1. INTRODUCTION**

- 1.1 This Part A of Appendix 2 details the Wide Area Network Service Catalogue that the Contractor shall use to provide Catalogue Services to the DCC.
- 1.2 This Part A covers the following Catalogue Services (as defined in this Schedule 2.7 (Catalogue Services)):
  - (a) Test Lab Services;
  - (b) Service Desk Support Services;
  - (c) OTA SIM Transfer Service; and
  - (d) Support Staff Services.

**2. TEST LAB SERVICES**

- 2.1 The Contractor shall provide, upon request from the DCC, a Test Lab Service.
- 2.2 The Test Lab Services shall consist of the provision of an agreed number of SMS Test Sets and the necessary infrastructure to connect these SMS Test Sets to the Contractor’s SMWAN through Communications Hubs.
- 2.3 The Testing Service Charges, for the Test Lab, shall consist of variable charges, based on the number of SMS Test Sets, and are shown below in Table 1.

<b>Number of SMS Test Sets</b>	<b>Unit Charge (£)</b>
Base number as described in Schedule 6.2 (Testing and Acceptance)	■
Base number plus 25	■
Base number plus 50	■
Base number plus 75	■

**Table 1: Test Lab Service Charges**

**3. SERVICE DESK SUPPORT SERVICES**

- 3.1 The Service Desk Support Service shall consist of the provision of additional staff to provide Service Desk Support.
- 3.2 The Charges for the Service Desk Support Service shall consist of monthly unit Charges per FTE, based on the grade of FTE and the committed timeframe of the Service.
- 3.3 The Charges for the Service Desk Support Service shall only be permitted to be levied by the Contractor in the event that the scope of the Contractor Service Desk (as set out in Part D of Schedule 2.1 (DCC Requirements)) is

amended via the Change Control Procedure for the volumes of non-Contractor related incidents handled by the Contractor Service Desk.

3.4 The Service Desk Support Service Charges are shown below in Table 2.

FTE	Committed Time Period		
	One Month	Two to Six Months	More than Six Months
	Monthly Charge (£)		
Non Manager Grade – Service Desk Support	■	■	■
Manager Grade (for every 6 non managers)	■	■	■

**Table 2: Service Desk Support Service Charges**

3.5 The Contractor shall provide, upon request from the DCC, a Service Desk Advisor.

3.6 The Service Desk Advisor shall provide support, training and advice to DCC Service Desk staff.

3.7 The Charges for the Service Desk Advisor are shown below in Table 3.

Staff	Daily Charge (£)
Service Desk Advisor	■

**Table 3: Service Desk Advisor Charges**

**4. OTA SIM TRANSFER SERVICE**

4.1 The Contractor proposes a flexible solution to ensure the orderly transition of the Services from the Contractor, should it become necessary.

4.2 If the Replacement Contractor is a Mobile Network Operator (MNO), Communications Hubs could be transferred to the Replacement Contractor in the event of expiry or termination of this Agreement by conducting an 'over-the-air' (OTA) change of network operator credentials on the SIM chip, details of which are set out in Schedule 8.5 (Exit).

4.3 The capability required to facilitate a future 'OTA SIM swap' consists of additional licences to allow for a change of the International Mobile Subscriber Identity (IMSI) within the SIM chip included within the Communications Hubs.

4.4 The OTA SIM Transfer Service shall, upon request for a tranche of Communications Hubs, consist of the provision of additional SIM licences to facilitate an OTA SIM transfer for each Communications Hub within a tranche of Communications Hubs.

- 4.5 The Charges for the OTA SIM Service, as shown below in Table 4, shall consist of variable charges per Communications Hub, based on the number of Communications Hubs within an agreed tranche of Communications Hubs.

Component	Charge per Communications Hub (£)
SIM Licence	■

**Table 4: OTA SIM Transfer Charges**

5. **SUPPORT STAFF SERVICES**

- 5.1 The Contractor shall provide, upon request from the DCC, the following support staff:

- (a) O2 Guru Support: to provide ad-hoc support for installers at regional stores across the UK;
- (b) Deployment Planning Support: to provide advice on the deployment roll-out to enhance network optimisation;
- (c) Supply Chain Optimisation Support: to provide advice on managing the forecasting and ordering of Communications Hubs;
- (d) Event Driven Customers Services Support: to provide consumer satisfaction surveys via SMS.

- 5.2 The Charges for the Support Staff Services are shown below in Table 5:

Support Staff	Daily Charge per FTE (£)
O2 Gurus Support	■
Deployment planning support for the roll-out	■
Supply Chain optimisation support	■
Event Driven Customer Service Measures (EDCSM)	■

**Table 5: Support Staff Services**

**PART B  
Communications Hub Service Catalogue**

**1. INTRODUCTION**

- 1.1 This Part B of Appendix 2 details the Communications Hub Service Catalogue that the Contractor shall use to provide Catalogue Services to the DCC.
- 1.2 This Part B covers the following Catalogue Services:
  - (a) Communications Hub Test Assets;
  - (b) Communications Hub Installation Assets;
  - (c) Communications Hub Testing and Accreditation Services;
  - (d) Communications Hub Installation and Maintenance Training Services; and
  - (e) SMWAN Field Unit Assets.

**2. COMMUNICATIONS HUB TEST ASSETS**

- 2.1 The DCC may use the Service Catalogue call-off process, as detailed in paragraph 3.2 of this Schedule 2.7, to purchase additional Communications Hub Assets, outwith of the provisions contained within Schedule 7.1, for testing and training purposes.
- 2.2 The Charges for any additional Communications Hub Assets shall comprise of unit prices per Communications Hub, to be paid in full upon delivery of the Communications Hub.
- 2.3 The ordering process for Communications Hub Assets purchased through the Service Catalogue, shall be as described in Part D of Schedule 11.
- 2.4 The unit Charges associated with each type of Communications Hub are shown below in Table 6.

<b>Cellular Only Communications Hub Unit price</b>	<b>Cellular + RF mesh Communications Hub (single aerial port) Unit price</b>	<b>Cellular + RF mesh Communications Hub (two aerial ports) Unit price</b>
■	■	■

**Table 6: Communications Hub Test Assets**

**3. COMMUNICATIONS HUBS INSTALLATION ASSETS**

- 3.1 The DCC may use the Service Catalogue call-off process, as detailed in paragraph 3.2 of this Schedule 2.7, to purchase any necessary assets to support the installation of Communications Hub Assets.
- 3.2 The unit Charges, and associated minimum order volumes, for each type of asset are shown below in Table 7.

<b>Communications Hub Installation Assets</b>	<b>Unit price (£)</b>
RF Mesh Aerial: low gain, short lead aerials to be used with special Communications Hub variant with a mesh port aerial	■
Cellular Aerial: low gain, short lead aerials to be used with cellular plus RF mesh Communications Hub variant	■
High gain cellular aerial: directional high gain, long lead aerials to be used with cellular plus RF mesh Communications Hub variant	■
High gain RF mesh aerial: omni-directional high gain, long lead aerials to be used with special Communications Hub variant with a mesh port aerial	■

**Table 7: Communications Hub Components**

**4. COMMUNICATIONS HUB TESTING AND ACCREDITATION SERVICES**

4.1 The Communications Hub Testing and Accreditation Service shall consist of the provision of a Communications Hub Test Lab and the provision of qualified staff to deliver testing and accreditation of Communications Hubs.

4.2 The Charges for the Communications Hub Testing and Accreditation Service shall consist of:

- (a) Fixed Monthly Charges for the provision of a Communications Hub Test Lab;
- (b) Variable Charges, per FTE, for the provision of testing and accreditation staff.

4.3 The Charges for the Communications Hub Testing and Accreditation Service are shown below in Table 8 and Table 9:

<b>Testing and Accreditation Service</b>	<b>Fixed Monthly Charge (£)</b>
Provision of Test Lab	■

**Table 8: Communications Hub Test Lab**

<b>Grade</b>	<b>Daily Charge per FTE (£)</b>
Project Test Lead	■
Solution Integration Principal	■
Domain Test Lead/Senior Test Lead	■

E-E Test Analyst	■
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**Table 9: Communications Hub Testing and Accreditation Charges**

**5. COMMUNICATIONS HUB INSTALLATION AND MAINTENANCE TRAINING SERVICES**

5.1 The Communications Hub Installation and Maintenance Training Services shall consist of the provision of training courses to Communications Hub Installers in order to:

- (a) optimise installation processes;
- (b) provide information and training on Communications Hub maintenance; and
- (c) support use of SMWAN Field Unit Assets and the Self-help Portal.

5.2 The Charges for the Communications Hub Installation and Maintenance Training Service shall consist of:

- (a) Variable Charges per day of training material delivered, including:
  - (i) preparation of all necessary intellectual content; and
  - (ii) provision of any supporting material such as presentations or handouts.
- (b) Variable Charges per FTE for training delivery.

5.3 The Charges for the Communications Hub Installation and Maintenance Training Service are shown below in Table 10.

Service	Unit Charge (£)
Provision of training materials for one day of classroom training (including materials preparation, 'Train the Trainer' and delivery environment)	■
Provision of one Instructor for one day of training delivery	■

**Table 10: Communications Hub Installation and Maintenance Training Charges**

**6. SMWAN FIELD UNIT ASSETS**

6.1 The DCC may use the Service Catalogue call-off process, as detailed in paragraph 3.2 of this Schedule 2.7, to purchase SMWAN Field Unit Assets.

6.2 The SMWAN Field Unit shall consist of a hand-held device, designed to enable Communications Hub Installers to carry out the Communications Hub Installation Process Support Materials and Communications Hub Maintenance Support Materials.

- 6.3 The SMWAN Field Unit shall provide the following features:
- (a) ability to provide information on the availability of the Contractor’s SMWAN at the electricity meter point; and
  - (b) ability to provide location information to the Communications Hub or to the Contractor’s systems.
- 6.4 The Charges for the SMWAN Field Unit shall consist of unit charges per SMWAN Field Unit asset, based on the volume of SMWAN Field Unit assets ordered by the DCC.
- 6.5 The Charges for the SMWAN Field Unit are shown below in Table 11:

Minimum Total Annual Volume	Maximum Total Annual Volume	Unit price (£)
■	■	■

**Table 11: SMWAN Field Unit Charges**

- 6.6 The DCC may use the Service Catalogue call-off process, as detailed in paragraph 3.2 of this Schedule 2.7, to purchase RF Mesh dongles to enable Service Users to test for coverage using hand held terminals.
- 6.7 The Charges for the RF Mesh dongles are shown below in Table 12:

Minimum Total Annual Volume	Maximum Total Annual Volume	Unit price (£)
■	■	■

**Table 12: RF Mesh dongles**