SVAA SERVICE LINE SSL370
FOR
THE SVA AGENT -

MISCELLANEOUS SERVICES

4 November 20031 June 2004

AMENDMENT RECORD

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SVAA Service Line SSL370 - SVA Agent Miscellaneous Services

This SVAA Service Line forms part of the BSC Service Description for the SVAA.

The responsibilities, duties and obligations of the Supplier Volume Allocation Agent (SVAA) contained in this SVAA Service Line are limited to those relating to audit, security and control, communications and connection to the various networks (Managed Data Network, ISDN, the DECNET and the NETA NETWORK (NETANET)) which interface with the SVAA Systems, physical and logical security, the procurement of temperature and sunset data, and the provision of consultancy, technical architecture and design and software maintenance services.

In providing this and other SVAA Services the SVAA shall treat all Market Participants impartially.

A   Service Schedule

1.   Service Provided

1.1   Audit, Security & Control Requirements

1.1.1   The SVAA shall retain an audit trail for each Daily Profile Production (DPP) run, each Volume Allocation Run (VAR) and each issue of Market Domain for twenty eight (28) months following the Settlement Day, such that it is easily accessible to the BSC Auditor and in a form acceptable to the Client or its nominated agent and the BSC Auditor. The audit trail shall meet the requirements of the IT Development Policies for the 1998 Computer Systems.

1.1.2   The SVAA shall retain audit reports on standing data and changes to standing data and any supporting physical documentation for twenty eight (28) months following the Settlement Day, such that they are easily accessible for use by, and in a form acceptable to, the BSC Auditor.

1.1.3   The SVAA shall support the Extra-Settlement Determination process as agreed with the Client or its nominated agent.

1.1.4   The SVAA shall provide access to the Client or its nominated agent and the BSC Auditor to all systems, data, information, records, procedures and plans related to, and staff involved, in the provision of the services carried out by the SVAA on behalf of the Client or its nominated agent, including during provision of the Implementation Support Service.

1.1.5   The SVAA shall provide a fully itemised list of all the hardware and software (system and application) used in the operation of the SVAA Operations Service within 2 weeks, when requested to do so by a body authorised by the Client or its nominated agent.

1.1.6   The SVAA shall provide facilities to, and manage access to, and operation rights of, users, and operations and support staff, individually or in groups, to view and to modify any data received by the SVAA in relation to the SVAA Operations Services.

1.1.7   The SVAA shall monitor attempts to breach the security of the SVAA Operations Services and report on all such attempts within one Working Day to the Client or its nominated agent and the BSC Auditor when they occur.

1.1.8   Subject to the prior agreement of the Client or its nominated agent and the BSC Auditor, the SVAA shall arrange for all printed reports which are no longer required for the provision of services, or for audit or the purposes of the Client or its nominated agent, to be securely destroyed, e.g. by shredding, and for all the Client's or its nominated agent's data which is no longer required to be obliterated from machine readable media prior to disposal.

1.1.9   The SVAA shall ensure the confidentiality and integrity of the information that it receives, processes and maintains.

1.2   Communications and Data Network Requirements

1.2.1   All references hereafter to Network Service Provider shall be deemed to apply to the Managed Data Network, the ISDN~~DECNET~~ and the NETANET unless specifically stated otherwise.

1.2.2   All references to network shall be deemed to apply to the Managed Data Network, the ISDN~~DECNET~~ and the NETANET unless specifically stated otherwise.

1.2.3   The SVAA shall comply with any technical standards agreed with the Network Service Provider and use the network services only for the provision of the Services.

1.2.4   The SVAA shall accommodate a connection to the Client's or its nominated agent's chosen Managed network services provider sufficient to discharge its duties to send and receive data during the provision of the Implementation Support Service and during live Operation and to meet the requirements of BSC Procedure BSCP508.

1.2.5   In the event that the chosen network services, as determined by the Client or its nominated agent, is not in place in time for the commencement of the Implementation Support Service, the SVAA shall accept data in an agreed format, on an alternative electronic medium, such as magnetic tape, on an interim basis.

1.2.6   The SVAA shall provide full assistance to the Network Service Provider(s) in the diagnosis and rectification of faults. Where necessary, access to the Network Service Provider(s) equipment shall be provided to the equipment owner or his approved agent at a time and by a method agreed between the SVAA and the equipment owner or his agent.

1.2.7   Throughout the duration of the Agreement the SVAA shall record periods during the Working Day for which it is unable to receive or send files via the network(s), together with the reasons for each failure, and report these monthly to the Client or its nominated agent.

1.2.8   Should a Market Participant who sends data to the services or is a recipient of output data from the services not be linked to the network, then the SVAA shall receive or send the data within the

timescales defined in BSC Procedure BSCP508 by fax or by an alternative method agreed with the sender or recipient.

1.2.9   In pursuance of clause 1.2.8 of this SVAA Service Line, the SVAA shall be exempted by the Client from the timescales defined in BSC Procedure BSCP508 where such timescales are jeopardised by the alternative method agreed with the sender or recipient.

1.2.10   In pursuance of clause 1.2.8 of this SVAA Service Line, the SVAA shall be indemnified by the Client from regarding such alternative method, agreed with the sender or recipient, as being a breach of impartiality between Market Participants.

1.2.11   The SVAA shall record the time and date of transmission of every file sent and received, and shall make this information available to the Client or its nominated agent.

1.2.12   Throughout the duration of the Agreement the SVAA shall provide support in testing communication links and software interfaces to Suppliers' Agents or prospective Suppliers' Agents applying for Accreditation.

1.2.13   Where the SVAA uses an internal network to link components of the system, for example, end user devices, peripherals, server systems and gateways, any such network shall conform to the following standards:

  1)   the network protocol used shall be TCP/IP or OSI compliant;

  2)   the networking product used shall be a fully supported release of a widely available commercial product, subject to the agreement of the Client or its nominated agent.

1.2.14   Any Local Area Networks used to provide the SVAA Operations Service shall conform to the following standards:

  1)   IEEE 802 series (Ethernet, Token Bus and Token Ring);

  2)   ANSI X3T9.5 FDDI.

1.2.15   The SVAA shall use standards-based protocols between routers and gateways to ensure interoperability and connectivity to other network domains.

1.3 Provision of Output Files

1.3.1   Extract files from the SVAA System shall be formulated into a predictable output as described in the BSC SVA Data Catalogue. These files shall then be output to the Data Marshalling Process.

1.3.2   The SVAA shall use the pre-determined volume parameters and the number of Settlement Day(s) provided for the purposes of determining the level of output which is acceptable, by the Client or its nominated agent, in determining whether or not a re-send of output files will be undertaken.

1.3.3   When a request is received to re-send output files, via the National Help Desk, the SVAA shall ensure that the re-send is submitted to the Client or its nominated agent for consideration, where the request:

1.3.3.1.   exceeds the pre-determined parameters provided to the SVAA and;

1.3.3.2.   relates to more than three (3) Settlement Days, or an alternative number of Settlement Days as specified by the Client or its nominated agent, in accordance with clause 1.3.2 above, of output files.

1.3.4   Where instructed by the Client or its nominated agent to re-send the output files, the SVAA shall re-send the output files.

1.3.5   Where requested to re-send output files, the SVAA shall maintain records of the re-sends and report this information to the Client or its nominated agent when requested to do so by the Client or its nominated agent.

1.4   Data Marshalling

1.4.1   The SVAA shall route all electronic output files, via the Data Marshalling Process.

1.4.2   The SVAA shall use the flow control parameters notified to the SVAA, via the National Help Desk, in writing by the Client or its nominated agent. The Client or its nominated agent retains the right to change the flow control parameters at any time and the SVAA will use these flow control parameters as soon as practicable but no later than one Working Day after receipt.

1.4.3   The performance of the flow controller element of the Data Marshalling Process shall be reported to the Client or its nominated agent on a periodic basis.

1.4.4   The SVAA shall propose revisions to the flow control parameters and submit these to the Client or its nominated agent for agreement, in a format agreed with the Client or its nominated agent.

1.4.5   The SVAA shall ensure that the Data Marshalling Process outputs files in the following order of priority:

1)   Daily Profile Coefficient File followed by;

2)   the remaining reports specified in BSC Procedure BSCP508.

1.4.6   The Client or its nominated agent retains the right to change the order of priority at any time. Any such changes will be notified to the SVAA, via the National Help Desk, in writing by the Client or its nominated agent. The SVAA will amend the order of priority as soon as practicable but no later than one Working Day after receipt.

1.5   Managed Data Network ~~and DECNET files~~

1.5.1   The SVAA shall manage the Data Marshalling Process so that the files are passed, as soon as possible, to the gateway using the flow control parameters provided by the Client or its nominated agent from time to time.

1.5.2   "successful despatch" as referenced in SSL300, SSL310 and SSL360 means the receipt of such files at the gateway. In the instance where the flow controller element of the Data Marshalling Process :

1)   holds files; and

2)   is constrained only by the flow control parameters, specified at 1.4.2. above; and

3)   is operating in accordance with its agreed functional specification

the receipt of a complete and correct set of files in the Data Marshalling Process shall be deemed to have achieved "successful despatch".

1.6   NETANET files

1.6.1   Upon request by the Client or its nominated agent, the SVAA shall provide details of the proposed temporary and permanent input directories to be used for transmitting the NETANET files to the Client or its nominated agent for approval.

1.6.2   The SVAA shall implement the decisions reached by the Client or its nominated agent in respect of clause 1.6.1 above.

1.6.3   The SVAA shall manage the Data Marshalling Process so that the NETANET files are initially written to the NETANET input temporary directory.

1.6.4   Once the NETANET files have been written, the Data Marshalling Process shall then distribute the complete NETANET files to the permanent input directory at the NETANET.

1.6.5   The SVAA shall make a single attempt at sending the NETANET files to the temporary and permanent input directory at the NETANET and then follow the failure procedure agreed with the Client or its nominated agent if files are not transmitted.

1.6.6   All files sent must be retained by the ISR Agent for two [2] Working Days before being deleted from the NETANET directories.

1.7   Physical and Logical Security Requirements

1.7.1   The SVAA shall arrange for the premises used for the provision of the Services to be secure. Access to the premises shall be restricted to the SVAA's nominated staff or to other approved individuals under the supervision of those authorised staff or as required by the Client or its nominated agent.

1.7.2   Access to the Services shall be controlled at a minimum by user identifier and password.

1.7.3   The SVAA shall ensure that all data received is from a source authorised by the Client or its nominated agent.

1.7.4   The SVAA shall ensure that the confidentiality of information is protected from access or attacks from unauthorised parties.

1.7.5   The SVAA shall monitor any attempts to breach the physical and logical security of the system, and report on any such occurrences within one Working Day to the Client or its nominated agent. When any such attempt is discovered, the SVAA shall use all reasonable endeavours to identify the initiator of any such attempt and, where appropriate, any breach of security or integrity.

1.7.6   The SVAA shall review with the Client or its nominated agent any attempt to breach the security of the system, to ascertain whether the existing controls are adequate and to agree what additional measures may be necessary. The SVAA shall implement any such agreed measures.

1.8   Temperature and Sunset Data

1.8.1   The SVAA shall contract with an authorised Temperature Provider for the provision of the Noon Temperature Data at a location specified in the Market Domain Data for each GSP Group for which it provides the Services.

1.8.2   The SVAA shall contract with an authorised Time of Sunset Provider for the provision of Time of Sunset Data for the areas specified by the Client or its nominated agent. each GSP Group for which it provides the Services.

1.8.3   The SVAA shall ensure that Noon Temperature Data and Time of Sunset Data is delivered to it in time to meet the needs of the Implementation Trialling Manager and the timescales set out in BSC Procedure BSCP508 for the delivery of profile data.

1.9   **Consultancy Service**

1.9.1   The SVAA shall make available a Consultancy Service providing business and technical consultancy relating to SVAA Services or subject matter as directed by the Client or its nominated agent.

1.9.2   The business consultancy provided by the Consultancy Service shall have the capability to analyse existing business needs and business processes relating to SVAA Services or subject matter as directed by the Client or its nominated agent, and to produce proposals, specify requirements, produce business case justifications and deliver additional, new or changed business processes for business needs and processes relating to SVAA Services or subject matter as directed by the Client or its nominated agent.

1.9.3   The technical consultancy provided by the Consultancy Service shall have the capability to analyse information system needs and requests for change relating to SVAA Services or subject matter as directed by the Client or its nominated agent and to produce proposals, specify requirements and produce business case justifications.

1.10   Technical Architecture and Design Service

1.10.1   The Technical Architecture and Design Service shall cover the Core Supplier Volume Allocation System architecture comprising technical architecture, application architecture, data architecture, business processes and business architecture.

1.10.2   The SVAA shall provide a Technical Architecture and Design Service to monitor and provide advice in relation to:

- the future design of the Core Supplier Volume Allocation System;

- the architectural integrity of the Core Supplier Volume Allocation System;

- the architectural policies governing changes to the Core Supplier Volume Allocation System;

- the architectural and design policies for the Core Supplier Volume Allocation System;

- technical standards for the Core Supplier Volume Allocation System;

- project deliverables for the Core Supplier Volume Allocation System;

- requirements of networks used within the Core Supplier Volume Allocation System.

1.10.3   The Technical Architecture and Design Service shall provide and maintain the following Core Supplier Volume Allocation System requirements:

- a data dictionary to ensure effective data management and to control the definition of data ;

- technical standards and implementation tools;

- a central library of documentation and software.

1.10.4   The Technical Architecture and Design Service shall provide and maintain the central library holding, in electronic form, master copies of design and configuration documentation produced throughout the life cycle of the Core SVA Systems.

1.10.5   The Technical Architecture and Design Service shall provide assessments and recommendations based on these assessments of the benefits of new technology which could affect the Core Supplier Volume Allocation System.

1.10.6   The Technical Architecture and Design Service shall maintain contact with Design Authorities of members of the Electricity Supply industry, Parties and Agents accredited by the Performance Assurance Board and the Office of Gas and Electricity Markets.

1.10.7   The Technical Architecture and Design Service shall comply with the requirements of the IT Development Policies for 1998 Computer Systems.

1.10.8   The Technical Architecture and Design Service shall maintain regular communication about, and full disclosure of, design issues to the BSCCo and ensure that authorisation is sought from the Client or its nominated agent on matters of policy. Authority for the Technical Architecture and Design shall rest with the BSCCo.

1.11 Software Maintenance Services

1.11.1 The SVAA shall supply a Software Maintenance Service at the request of the Client for any number of the following application software systems: the ISRA System (ISRA), the NHH Data Aggregation System (NHHDA), the EAC/AA System, the Market Domain Data System (MDD), the Pool Application, the Data Marshalling System, the Logging and Performance Monitoring System and any other Developed

Application Software Materials (DASM) or Mutual Application Software Materials (MASM) as defined in Schedule 1 of the SVA Agent Agreement. This maintenance service shall cover repairs, emergency changes and development of the software.

1.11.2 The Software Maintenance Service shall make provision for making repairs, including emergency changes, to the ISRA, NHHDA, EAC/AA, MDD, Pool Application, Data Marshalling and Logging and Performance Monitoring software and any other DASM or MASM. For the avoidance of doubt, whilst the ISRA, NHHDA, and EAC/AA software system support is being provided by the ISRA System Developer, the SVAA shall manage such repairs, including emergency changes, through the National Help Desk Service treating each individual incidence as a Referred Incident.

1.11.3 The Software Maintenance Service shall make provision for making non-emergency changes to the ISRA, NHHDA, EAC/AA, MDD, Pool Application, Data Marshalling and Logging and Performance Monitoring software and for the development of new DASM or MASM when requested to do so by the Client or its nominated agent.

1.11.4 The Software Maintenance Service shall use reasonable endeavours to minimise the time-scale required for making repairs and emergency changes to the ISRA, NHHDA, EAC/AA, MDD, Pool Application, Data Marshalling and Logging and Performance Monitoring software and any other DASM or MASM. For the avoidance of doubt reasonable endeavours shall include but not be limited to:

- continuing working on the emergency change or repair outside of Working Days or normal working hours;
- implementing the repair out of normal working hours;
- provision of temporary hardware to facilitate problem resolution.

1.11.5 The Software Maintenance Service shall use all reasonable endeavours to minimise the time-scale for the development of new requirements as DASM or MASM.

1.11.6 The Software Maintenance Service shall:

- In respect of ISRA, NHHDA and EAC/AA software, comply with the requirements of the IT Development Policies for the 1998 Computer Systems.

- In respect of MDD, Pool Application, Data Marshalling and Logging and Performance Monitoring software, and any future DASM and MASM, comply with the requirements of the SVA Agent's software maintenance standards and best practices.

1.11.7 The Software Maintenance Service shall:

- prepare and validate new system releases and associated user and technical documentation;
- produce, in conjunction with the Client or its nominated agent, release documentation which identifies the new functionality and fault clearances in each new version;
- distribute new system releases and documentation to holders of existing versions;

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1.11.8 ~~The Software Maintenance Service shall respond to change requests or Orders from the Client or its nominated agent within two weeks of the issue date of the change request or Order, or as agreed with the Client or its nominated agent where a longer time is reasonable. Any such response shall contain an impact assessment of any proposed changes together with schedules of the time and cost of implementing the proposed change.~~

1.11.9 ~~The Software Maintenance Service shall make available up to four new versions of each of the three Application Software Materials (ASM), namely: the ISRA System, the NHH Data Aggregation System and the EAC/AA System. These new versions are in addition to any copies required for repair purposes, or those not used operationally each year if requested to do so by the Client or its nominated agent.~~

1.11.10 ~~The Software Maintenance Service shall maintain a release schedule showing the software releases agreed by the Client or its nominated agent together with their release dates and contents.~~

1.11.11 ~~The Software Maintenance Service shall retain an audit trail of any changes made to the application code of any ASM, DASM or MASM Systems including evidence of authorisation and of an appropriate level of testing.~~

1.11.12 ~~The Software Maintenance Service shall maintain, and make available when requested to do so by the Client or its nominated agent, a current and historical configuration record of the ISRA, NHHDA and EAC/AA software and any DASM or MASM.~~

1.11.13 ~~Subject to the provisions of 1.11.15 below, the SVAA shall not change any software provided by the Client (ASM) or developed by the SVAA upon the request of the Client (DASM), nor any processes or procedures provided by or agreed with the Client related to the Services, unless explicitly agreed in advance by the Client. The only exception is in an emergency situation, in which case the Client will be advised immediately on the next working day.~~

1.11.14 ~~The SVAA retains the right to independently change any MASM at its own cost, subject to notification of the Client, provided that such a change will not affect the services or Service Levels provided to the Client.~~

1.11.15 ~~The SVAA may, at its own cost and by prior agreement with the Client, make changes to any DASM in order to improve its operational efficiency.~~

~~1.12~~1.11 Dispute Handling

1.12.1 When instructed by the Client or its nominated agent, the SVAA shall re-run the Daily Profile Production and prioritise the despatch of the files as specified in clause 1.4 above.

1.12.2 For the purpose of clause 1.12.1 above the output files shall be despatched in accordance with BSC Procedure BSCP11.

1.12.3   For up to twenty eight (28) months after any Settlement Day the SVAA shall, on request of the Client or nominated agent, perform a Volume Allocation Run for such Settlement Day.

1.12.4   The SVAA shall support the Extra Settlement Determination process as agreed with the Client or its nominated agent.

1.131.12 Provision of Performance Monitoring Data

1.13.1   The SVAA shall provide the appropriate data to the Client or its nominated agent as specified in BSC Procedure BSCP533.

1.13.2   The SVAA shall provide the appropriate data to the Client or its nominated agent in the timescales specified in BSC Procedure BSCP533.

1.141.13 Re-calculation of Average Fraction of Yearly Consumption, GSP Group Profile Class Average EAC and GSP Group Profile Class Default EAC values

1.14.1   Annually in February or at an alternative period specified by the Client or its nominated agent, the SVAA shall re-calculate for all GSP Groups, on a Settlement Day basis for a twelve (12) month period, the:

- Average Fraction of Yearly Consumption;

- GSP Group Profile Class Average EAC; and the

- GSP Group Profile Class Default EAC

values spanning the twelve (12) month period, in accordance with BSC Procedure BSCP508.

1.14.2   The Client or its nominated agent will specify the start and end periods relating to the twelve (12) month period to be re-calculated.

1.14.3   The SVAA shall use the SVA System to re-calculate the Average Fraction of Yearly Consumption, GSP Group Profile Class Average EAC and GSP Group Profile Class Default EAC values.

1.14.4   The SVAA shall log any exceptions generated during the re-calculation and shall report these exceptions to the Client or its nominated agent.

1.14.5   The SVAA shall provide the revised Average Fraction of Yearly Consumption, GSP Group Profile Class Average EAC and GSP Group Profile Class Default EAC values to the Client or its nominated agent for approval, in accordance with BSC Procedure BSCP509.

1.14.6   Upon notification of the approval of the revised Average Fraction of Yearly Consumption, GSP Group Profile Class Average EAC and GSP Group Profile Class Default EAC values, the SVAA shall distribute these revised values in accordance with BSC Procedure BSCP5098.

2.   Charges

2.1   Charges for Services

2.1.1   Charges for Services in this SVAA Service Line are included in Schedule 7 (Charges) of the SVAA Agreement.

B   Service Level Agreement

3.   Service Availability

3.1   Availability

3.1.1   The SVAA shall ensure that the services described in part A are carried out in accordance with the BSCCo's Timetable for the Initiation of the Services;

3.1.2   Except where specified otherwise in this or another SVAA Service Line applying to the SVAA the SVAA shall ensure that the services described in part A are available on Working Days. In exceptional circumstances the SVAA shall make the Technical Architecture and Design Service available at other times if requested to do so by the Client or its nominated agent.

4.   Service Levels

4.1   Criteria for Audit, Security & Control Requirements

4.1.1   The criteria against which the successful provision of the Audit, Security & Control requirements described in Part A paragraph 1.1.5 will be measured for each Quarter are set out as follows:

4.1.2   The SVAA shall:

- provide a list of all hardware and software within the time-scale on 98% of all required occasions;

4.2   Criteria for Communications and Data Network Requirements

4.2.1   The criteria against which the successful provision of the Communications, existing Settlement Network and Data Network requirements described in Part A will be measured for each Quarter are set out as follows:

4.2.2   The SVAA shall:

- maintain a working connection to the Client's chosen network on no less than six hours on every Working Day. The six hours may include time during which the network was itself unavailable due to no fault of the SVAA.

- maintain a working connection to the Client's chosen network such that it is unavailable for no more than five hours in any Quarter due to failures by the SVAA or its systems;

4.3   Criteria for Physical & Logical Security Requirements

4.3.1   Service Levels not defined.

4.4 **Criteria for Provision of Temperature & Sunset Data**

4.4.1 The criteria against which the successful provision of the Noon Temperature Data & Time of Sunset data described in Part A will be measured for each Quarter are set out as follows.

The SVAA shall:

- ensure that a complete set of Noon Temperature Data and Time of Sunset Data is delivered on time for inclusion in Daily Profile Production Runs on 99% of all possible occasions.

4.5 **Criteria for Consultancy Service**

4.5.1 Service Levels not defined.

4.6 **Criteria for Technical Architecture and Design Service**

4.6.1 Service Levels not defined.

4.7 **Criteria for Software Maintenance Service**

4.7.1 When the ISRA, NHHDA, and EAC/AA software system support is being provided by the SVAA, if a defect is discovered in the ISRA, NHHDA, or EAC/AA software such defect shall be reported to the SVAA via the National Help Desk Service. On receipt of the reported defect the SVAA shall provide a correction for the defect. The target response times shall be as follows:

4.7.2 within 24 hours of notification for defects whose presence prevents completion of processing within the timescale required. In addition the SVAA shall provide a work around within 4 hours of such notification (Software Defect Severity Level 1);

4.7.3 within three (3) Working Days of notification for defects whose presence makes the results of processing only partially useable but does not prevent settlement (Software Defect Severity Level 2);

4.7.4 within ten (10) Working Days of notification for all other defects or errors (Software Defect Severity Level 3).

4.8 **Incentives**

4.8.1 The incentives to meeting these measures are referred to in Section 2 of this SVAA Service Line (Charges) and stated in Schedule 3 of the SVAA Agreement.

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