



## DCUSA Change Report

### DCP 271 – ‘Process and Costs of Providing Additional Hunter Facilities’

#### Executive Summary

DCP 271 seeks to introduce a process for Suppliers who wish to procure additional Hunter facilities from the TRAS Service Provider and to make these costs transparent to the Supplier community. This change also seeks to introduce the ability for additional Hunter costs for these services to be charged to the individual supplier.

This document presents the Change Report for DCP 271 and invites all Parties to vote on the following:

- whether to accept or reject DCP 271, noting whether or not DCP 271 better facilitates the DCUSA Objectives; and
- the implementation date for DCP 271.

The voting deadline for DCP 271 is **13 September 2016**.

## 1 PURPOSE

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- 1.1 This document is issued in accordance with Clause 11.20 of the DCUSA and details DCP 271 – *‘Process and Costs of Providing Additional Hunter Facilities’*.
- 1.2 The voting process for the proposed variation and the timetable of the progression of the Change Proposal (CP) through the DCUSA Change Control Process is set out in this document.
- 1.3 Parties are invited to consider the proposed amendments (Attachment 2) and submit their votes using the form attached as Attachment 1 to [dcusa@electralink.co.uk](mailto:dcusa@electralink.co.uk) no later than **13 September 2016**.

## 2 EXECUTIVE SUMMARY

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- 2.1 DCP 271 was raised by Npower on the 11 May 2016 and seeks to introduce a process for Suppliers who wish to procure additional Hunter facilities from the TRAS Service Provider and to make those costs transparent to the Supplier community. This change also seeks to introduce specific measures for additional Hunter costs for these services to be charged to the individual Supplier. CP 16/338 has been raised as the equivalent SPAA change.
- 2.2 Over a period of three months the TRAS Expert Group met four times and issued one consultation. The consultation requested Parties’ views on the process for Suppliers who wish to procure additional Hunter facilities from the TRAS Service Provider.
- 2.3 The TRAS Expert Group unanimously supports the principles of this change and the legal text.

## 3 BACKGROUND TO THE DCP 271 CHANGE PROPOSAL

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- 3.1 DCUSA Schedule 25 sets out the provisions relating to TRAS. Appendix 1 of Schedule 25 details the TRAS methodology as provided by the TRAS Service Provider. This includes use of the Hunter System to allow parties to provide data to TRAS and receive outputs.
- 3.2 Currently each Supplier is allocated a defined number of Permitted Users who will be provided with individual Hunter login details. Suppliers with less than 50,000 registered supply points will be allocated 2 Permitted Users, while Suppliers with over 50,000 registered supply points will be allocated up to 20 Permitted Users with the exact number determined using the following calculation. The number of Permitted Users per Supplier is calculated as

the number of Qualified Outliers (QO) expected to be received per month divided by 500 (the number of potential theft leads a user may be expected to process each month).

- 3.3 The TRAS Expert Group (TEG) has been made aware that there is a demand for additional Permitted Users and the TRAS Service Provider has confirmed that it can provide these facilities.
- 3.4 DCP 271 was developed by the TEG and raised by Npower and proposes to introduce an amendment to Schedule 25 to include a process for Suppliers to procure additional Permitted Users and to include a new appendix to Schedule 25 to include a list of the costs for such additional Permitted Users to ensure the Supplier community is aware of the opportunity to purchase them. An equivalent SPAA CP has been drafted (SPAA CP 16/338).
- 3.5 It should be noted that the TRAS Service Provider has amended the calculation for Permitted Users for the first year following TRAS go live (until 31 March 2017). Therefore, the number of Permitted Users currently allocated to each Supplier will be based on the number of QOs divided by 250. Any party wishing to understand the number of Permitted Users allocated to them should contact the TRAS Service Provider at [TRAS.ServiceDesk@experian.com](mailto:TRAS.ServiceDesk@experian.com).

#### **4 INTENT OF DCP 271 CHANGE PROPOSAL**

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- 4.1 DCP 271 has been raised by Npower to introduce a process for Suppliers who wish to procure additional Hunter facilities from the TRAS Service Provider and to make those costs transparent to the Supplier community.
- 4.2 This CP has been designated as a Part 2 Matter as the proposed change does not impact any of the criteria set out in Clause 9.4.

#### **5 DCP 217 WORKING GROUP**

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- 5.1 The DCUSA Panel acknowledged that the TRAS Expert Group (TEG) has already been established to oversee the Theft Risk Assessment Service. Therefore, it was deemed that it was more efficient to use the TEG to assess the DCP 271, rather than creating a new working group. SPAA and DCUSA TRAS CPs are considered during the open session of the TEG meeting

and all SPAA and DCUSA Parties are eligible to attend. DCUSA Parties were provided with information regarding DCP271 and they were invited to the TEG meetings.

- 5.2 All TEG members were supportive of the general principle of DCP 271.

## **6 TRAS EXPERT GROUP ANALYSIS OF DCP 271**

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- 6.1 DCP 271 has been assessed by the TEG. The Change Proposal reflects the initial proposal from the TRAS Service Provider. Further discussions have taken place between the SPAA and DCUSA representatives and the TRAS Service Provider which led to an amended proposal. This final proposal has been reflected in the legal drafting and will be included in a TRAS Contract Change Notification, to be progressed and implemented in parallel with the SPAA and DCUSA CPs.

- 6.2 As part of its considerations, the TEG compared the costs of each Permitted User proposed by the TRAS Service Provider with the Hunter costs included in the overall TRAS service and accepted that this was a competitive proposal.

### **Procurement Process and Invoicing Arrangements**

- 6.3 The process for procurement of additional Permitted Users has been set out in Attachment 2 as an amendment to Schedule 25. Suppliers who wish to procure additional Permitted Users shall notify the TRAS Contract Manager of their request. It is proposed that Suppliers wishing to avail of the additional Permitted Users should be invoiced for the costs as described in the list of services (Attachment 2).
- 6.4 Upon receipt of such a request, the TEG will assess and recommend to SPAA and DCUSA to approve the request and approve a contract change. It should be noted that consideration of requests by the TEG will be considered anonymously. Upon approval, the TRAS Service Provider will execute the request and liaise with the Supplier. The TRAS Service Provider will invoice SPAA and DCUSA as part of the standard TRAS Charges who will in turn invoice the procuring Supplier.
- 6.5 On 1st February each year Experian will recalculate the number of extra users (i.e. number of users held by a Supplier less Permitted Users therefore considering any movement in number of QO's received by each Supplier). Supplier's will then decide whether they wish to purchase more users and inform the Secretariat by the 10<sup>th</sup> Working Day in March. The TRAS Contract Manager will inform the TRAS Service Provider who will set up any additional Permitted Users and invoice SPAA and DCUSA accordingly.

## **7 DCP 271 CONSULTATION ONE**

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- 7.1 The TRAS Expert Group carried out a consultation (Attachment 4) to give DCUSA Parties and other interested organisations an opportunity to review and comment on the proposed DCP 271 solution.
- 7.2 A summary of the responses received, and the TEG's conclusions are set out below and are included as Attachment 5:

### **Question 1: Do you understand the intent of the DCP 271 change?**

- 7.3 All respondents understood the intent of the CP.

### **Question 2: Are you supportive of the principles of the DCP 271 change?**

- 7.4 All respondents were supportive of the principles of the CP however one respondent noted concerns regarding the way it had been proposed to calculate the user logins.
- 7.5 The respondent stated that the Big 6 should retain their current quota of logins and stated a concern that the assumption that full time staff are working full time on TRAS leads, may not be the case. They stated that they would therefore prefer all of the clerical team to have access unless there is a function for the login to be shared among the employees.
- 7.6 The TEG noted that this is a separate issue relating to the over-allocation of user logins by the TRAS Service Provider to certain Suppliers at TRAS go live and noted that discussions on this issue are ongoing. The TEG concluded that this issue will be treated separately to the proposal in CP271.

### **Question 3: Do you have any comments on the draft legal text?**

- 7.7 One respondent had comments on the legal text and requested an amendment be made to the Schedule 25 new Appendix 4 legal text to:
- ensure that the Contract Manager is informed of the recalculated number of extra users;
  - incorporate a cut-off date for the request of logins; and
  - apportion costs according to when the supplier receives its requested login.
- 7.8 The TEG agreed to amend the legal text according to the comments and to incorporate the 10<sup>th</sup> Working Day of March as the cut-off date for requesting new logins.

- 7.9 TEG did not agree to amend the text to apportion costs according to when the supplier receives its requested login as the Service Provider has stated that this is not an option it can support.

**Question 4: Do you consider that the proposal better facilitates the DCUSA objectives? Please give supporting reasons.**

- 7.10 All respondents agreed that the CP better facilitates DCUSA Objective 4 by introducing the ability for Suppliers to purchase additional Hunter facilities. Respondents stated that there is no homogeneity in the internal structure of Supplier company working arrangements. The opportunity to procure additional Hunter facilities will aid Suppliers who have different internal teams that need access to Hunter to carry out their licence obligations.

**Question 5: Are you supportive of the proposed implementation date?**

- 7.11 All Suppliers answered that they were supportive of the proposed implementation date of 04 November 2016.

**Question 6: Do you have any other comments on the DCP 271?**

- 7.12 One Supplier had one further comment on DCP 271 regarding the aforementioned over allocation of user logins to certain Suppliers. The respondent stated that this issue will need to be resolved with processes in place to check and monitor this before invoicing takes place.
- 7.13 The TEG noted the concerns raised but noted that this issue will be dealt with separately from the intent that is proposed by the CP.

## **8 ACTIONS UNDERTAKEN BASED ON FEEDBACK FROM THE CONSULTATION**

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- 8.1 The TEG considered the responses to the questions posed in the consultation and agreed to amend the legal text to:
- ensure that the Contract Manager is informed of the recalculate the number of extra users;
  - incorporate a cut-off date of the 10<sup>th</sup> Working Day of March for the request of Permitted Users; and
  - reflect an additional option to purchase a block of 3 users for £2500.
- 8.2 Regarding concerns on the over-allocation of Hunter user logins to certain Suppliers, the TEG noted that this issue is being progressed separately outside of the intent of this CP.

## 9 PROPOSED LEGAL TEXT

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- 9.1 The proposed legal text has been reviewed by the DCUSA Legal Advisor and acts as Attachment 2.

## 10 DCP 271 – TRAS EXPERT GROUP CONCLUSIONS

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- 10.1 The TEG reviewed each of the responses received to the consultation and concluded that all of the respondents understood the intent of DCP 271.
- 10.2 The TEG agreed that all respondents were supportive of the principle of the CP.
- 10.3 The TEG noted that respondents felt that specifically DCUSA General Objective 4 was better facilitated by this change.

## 11 EVALUATION AGAINST THE DCUSA OBJECTIVES

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- 11.1 The TEG considers that DCUSA General Objective 4 is better facilitated by DCP 271. The reasoning against the objectives is set out in the table below:

<b>DCUSA General Objective Four - The promotion of efficiency in the implementation and administration of this Agreement</b>
DCP271 will better facilitate General Objective 4 by introducing the ability for Suppliers to purchase additional Hunter facilities. There is no homogeny in the internal structure of Supplier company working arrangements. The opportunity to procure additional Hunter facilities will aid Suppliers who have different internal teams that need access to Hunter to carry out their licence obligations.

## 12 IMPACT ON GREENHOUSE GAS OMISSIONS

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- 12.1 In accordance with DCUSA Clause 11.14.6, the Working Group assessed whether there would be a material impact on greenhouse gas emissions if DCP 271 were implemented. The TEG did not identify any material impact on greenhouse gas emissions from the implementation of this CP.

## 13 CONSUMER IMPACTS

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- 13.1 The TEG did not identify any material impact on consumers from the implementation of this CP.

## 14 IMPLEMENTATION

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- 14.1 Subject to Party approval, DCP 271 will be implemented in the next scheduled DCUSA release following approval.

## 15 PANEL RECOMMENDATION

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- 15.1 The DCUSA Panel approved the DCP 271 Change Report on 17 August 2016. The timetable for the progression of the CP is set out below:

Activity	Date
Change Report approved by DCUSA Panel	17 August 2016
Change Report Issued for Voting	19 August 2016
Party Voting Closes	13 September 2016
Change Declaration Issued	15 September 2016
Implementation	03 November 2016

## 16 ATTACHMENTS:

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- Attachment 1 - DCP 271 Voting Form
- Attachment 2 - DCP 271 Proposed Legal Text
- Attachment 3– DCP 271 Change Proposal
- Attachment 4 - DCP 271 Consultation
- Attachment 5 – DCP 271 Consultation Responses