

United Utilities

Maintenance

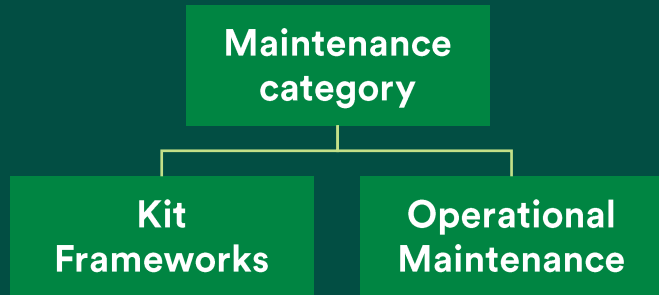
Onboarding Pack

Kit Frameworks



Our Maintenance team is split into the supply of goods (Kit Frameworks) and services (Operational Maintenance).

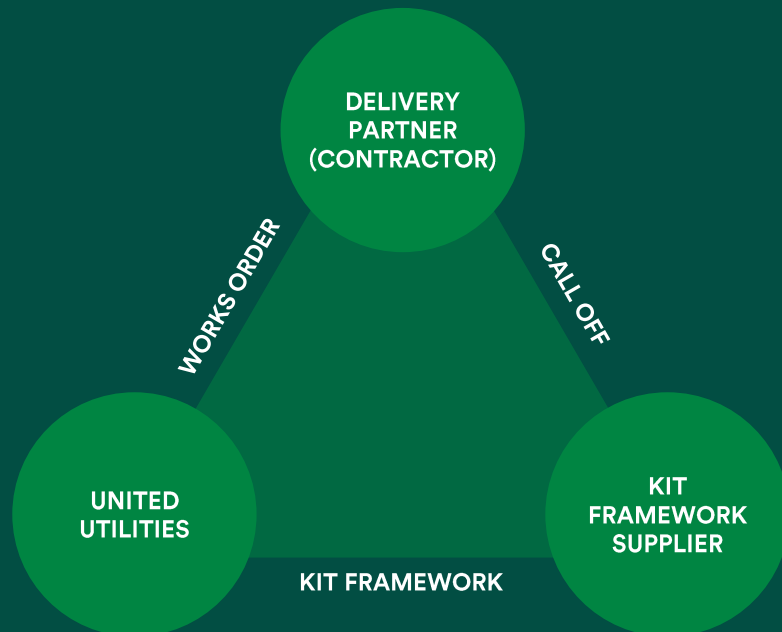
The **Kit Frameworks** category is responsible for the supply of goods and associated services. This category supports both our Maintenance operational team and Capital Delivery programme, ensuring the right goods and associated services are in place to support our operational delivery and AMP8 programme.



01 | Maintenance goods requirements: Kit Frameworks

Our Kit Frameworks are tri-party contracts allowing United Utilities and contractors to benefit from existing agreements and access to robust supply chains. These Kit Frameworks should be utilised by both United Utilities colleagues and our delivery partners to deliver work on all UU schemes. Our frameworks cover:

- Network materials
- Mechanical equipment
- Electrical equipment
- Process equipment
- Operational Technology
- Surveys and consultancy and services – corporate



We want our Kit Frameworks to be as mutually beneficial as possible. It is important to us that all contractor delivery partners have access to a reliable supply chain and commercially beneficial agreements. Therefore, United Utilities and all delivery partners should be utilising these Kit Framework agreements to deliver work on all UU schemes.

The Kit Frameworks are managed by the indirect commercial team. If you have a query, please email kitframeworks@uuplc.co.uk and one of the team will be in touch. As a supplier under the Kit Framework, you will be allocated a dedicated commercial contact within the team.

Please contact the Kit Framework team for details of contractors that potentially call off from agreements.

02 | Use of call-off agreements

It is the responsibility of the suppliers to request call-off contract details from any contracting party. It is the responsibility of the contractor to submit call off contracts when utilising Kit Frameworks to ensure the agreement is legally binding to the Framework contract.

This can be found under **Schedule 2 (Form of Call-Off Contract)** within the agreement.

Please note: monthly reporting will measure compliance to this process.

Call-off contracts will be part of the initial Kit Framework contract pack and are available through the Client Collaboration Portal for contractors.

[Client Collaboration Portal >](#)

03 | KPI pack

Our Kit Framework key performance indicator (KPI) pack ensures that we are capturing all the relevant information to ensure our suppliers are performing as expected.

This includes the following information:

- List of enquiries received
- Third-party spend (see link below) – suppliers required to complete monthly
- Call off received – mandatory requirement
- Standard products ordered (Blueprint)
- Product lead time – updated monthly

[Kit Framework KPI Template >](#)

We intend to publish internal supplier scorecards with RAG status (see below) and compliance. Any missing fields will cause non-compliance.

Poor performance or no KPIs received

KPIs are missed

- Failure to meet targets
- Significant issues with budgets/delivery
- Requires immediate action/intervention to prevent failure

Acceptable performance

KPIs are slightly off track

- Suppliers are slightly underperforming
- Project is at risk/experiencing issues which could escalate

Good or exceptional performance

KPIs are met

- Targets are met/exceeded
- No significant risks or issues

04 | Parts ordering

Request for quotes and orders can be placed by sites or internal teams:

- Parts ordering team (for goods) – partsordering@uuplc.co.uk
- Any site with a valid UU email address
- Third-party contractor or subcontractor (check with Kit Framework team for validation)

Please note the following important information:

- A valid United Utilities purchase order number must be quoted on your invoice, or it will be rejected – no purchase order, no pay. Please do not accept any requests or send any goods without a valid purchase order.
- Purchase orders will be sent via email to the supplied email address for orders.
- Please include order confirmations lead times, carriage charges, and cost breakdown sheets.
- Where quotations are needed, this must be sent first before any purchase orders are placed.
- Where there is a valid product list, no quotations will be needed.
- Emergency purchase orders can be raised for emergency requirements during out of hours periods.

Please note, we are contractually obliged to run audits alongside the contracts.

For any queries or validation of orders, contact the Kit Framework team.



05 | Delivery standards in supply chain

All deliveries must go into TVS Chorley and must arrive in the morning, Monday to Friday, based on current arrangements.

TVS Supply Chain Solutions Ltd (FAO United Utilities)
Logistics House
Buckshaw Avenue
CHORLEY
PR6 7AJ

Any oversized orders must have the authority of the logistics and spares manager, Adrian.wilson@uuplc.co.uk

Note: non-standard pallets will NOT be accepted (1.2m x 1m is standard).

No delivery will be accepted without paperwork. This paperwork must be visible, be on the outside of the consignment, and include all of the following information:

- TVS Supply Chain Solutions delivery address, with 'FAO United Utilities'
- Supplier name and address
- Supplier advice note number
- Name of carrier and dispatch date
- Carrier consignment number
- UU purchase order number(s) – starting with 4202...
- UU part number(s) – e.g. NCWV123456
- Manufacturer part number (MPN)
- Description stating features where applicable, such as two parts bolted to a main part
- The delivered quantity and unit of measure (clearly ID if parts are inside or attached/fitted to 'X')
- Total number of pallets/cartons/weights
- Hazardous material should be clearly marked with correct documentation attached

Pallets

Unless qualifying as a parcel delivery, all loads must be presented fully palletised and meet the following criteria:

- Fit for purpose to safely move loads and fully slatted
- Clean and in a good state of repair
- Safe for mechanical handling

Unsafe loads and those not meeting the criteria as above will be rejected.

Proof of delivery

The Proof of Delivery (POD) is not a confirmation of goods received in full. We will only sign for the number of boxes, pallets delivered, etc. The Inbound team reserves the right to make a claim against short deliveries or damaged/incorrect goods within a reasonable timeframe.

06 | Opportunities

Do you have a case study of your great work in partnership with UU, or a recent success story involving the Maintenance team, that you'd like to share?

Get in touch with your Commercial contact to have this posted on our SharePoint page or distributed throughout our United Supply Chain.

We would love to hear your feedback on our Supply Chain – use the form linked below to share your experience with the Kit Framework team.

[Supplier Feedback Form](#) >

[Submit a supplier case study](#) >



07 | Project Blueprint (standard assets)

Our Project Blueprint aims to standardise our assets and solutions. Standardisation makes our assets and solutions more efficient, sustainable, innovative, repeatable and effective. This means we can deliver at pace to help improve service to our customers.

[Standardisation Catalogue](#) >

Blueprint framework requirements

With our Project Blueprint frameworks, we require specific documentation to be sent within eight weeks of framework award. These specifications will be communicated with you via your Commercial contact. Documents requested may include:

- 2D or 3D drawings
- Basis of Design
- Commissioning details
- Associated documentation to support the product
- Details to be shared on contract award

08 | Key Product Lead Time Tracker

The Kit Framework team are in the process of tracking lead times for key assets – this is tracked from point of order. Some standardised products/solutions have been designed to keep lead times to a minimum, and as such we are working with the Supply Chain to monitor where pinch points are in the manufacturing process.

Please get in contact with the Kit Framework team for more information.

Other Kit Framework agreements

Operational Technology: five frameworks

1. Supply of Process Instrumentation
2. Supply of Programmable Logic Controllers
3. Systems Integration Services
4. Supply and Delivery of Variable Speed Drives
5. Supply of Motor Control Centres

Surveys and Consultancy: six frameworks

1. Specialist Aquatics
2. Ground Investigation Services
3. Geospatial Survey Services (Topographical)
4. Environmental Assessments
5. Environmental Surveys and Consultancy
6. Flow and Assets

