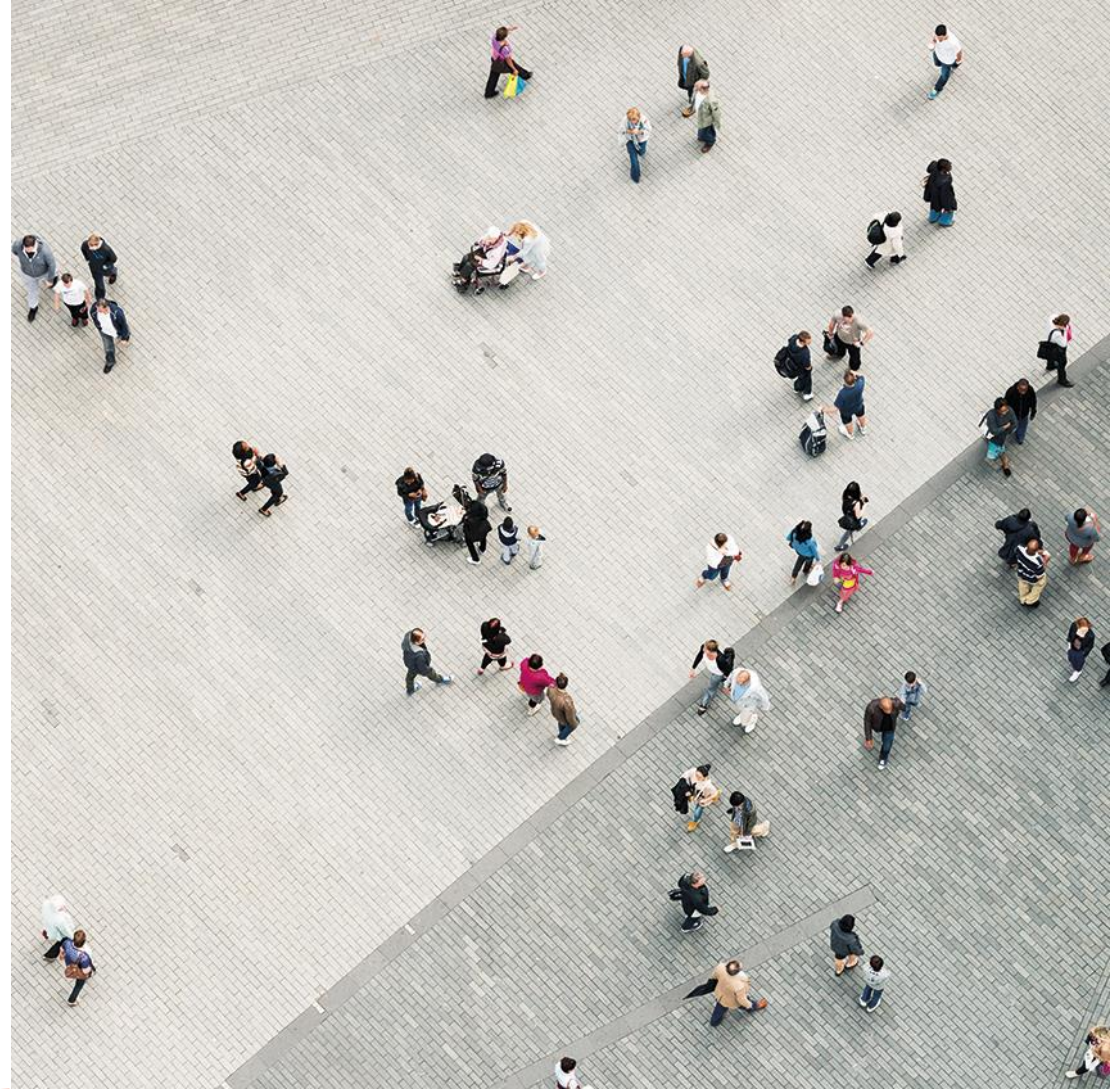


Cadent

New TM Contract Handover

01 April 2021



Cadent
Your Gas Network

New TM Contracts NL

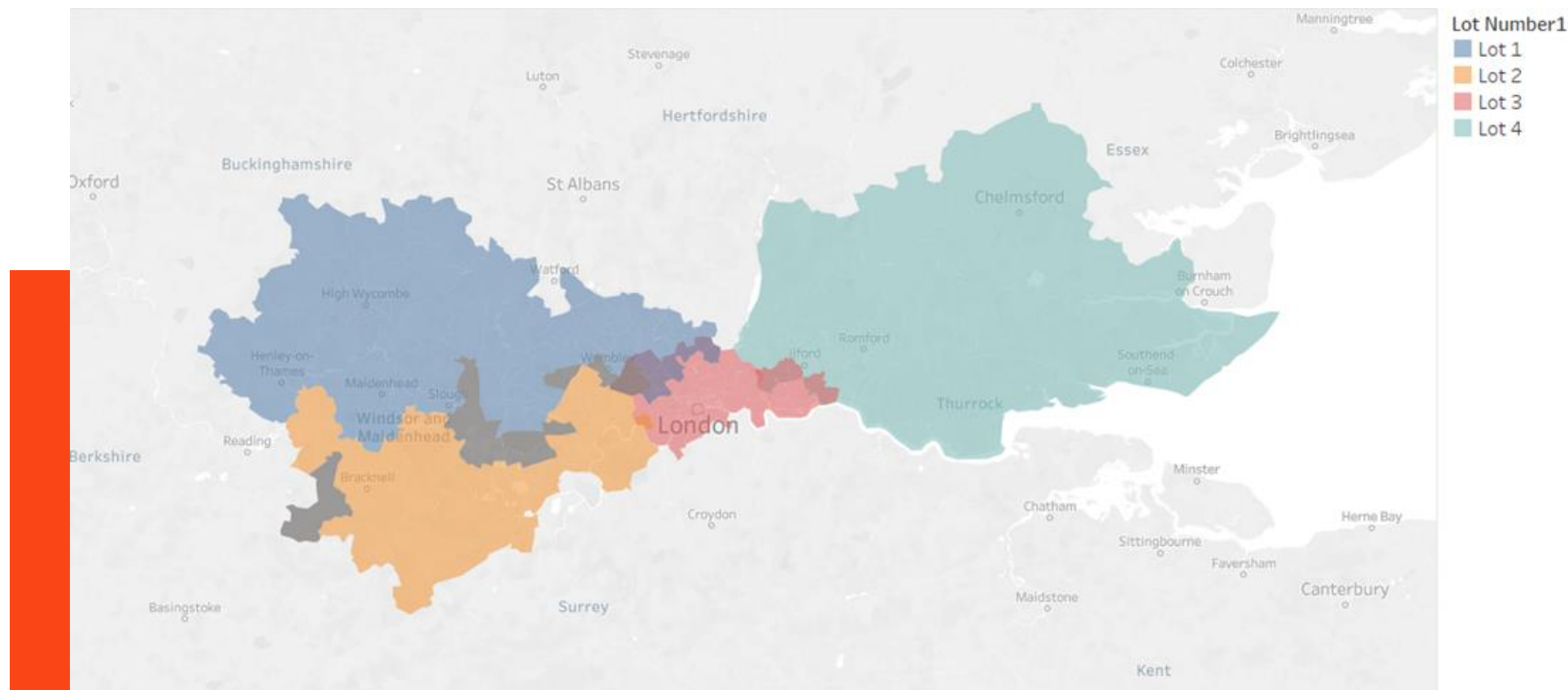
As of 1st April the new contracts for Customer Operations (including Connections) are live. This pack provides an overview of how they were selected and aligned to each lot, as well as any useful contacts.

In terms of impact, there should be no material change provided work is requested through the hires desk. However, if suppliers are communicated with directly can you please ensure you contact the correct one.



Strategy

Each network was split into Lots based on COAM areas; the strategy was to select multiple suppliers per network. Each Lot was allocated a primary, secondary and tertiary supplier.



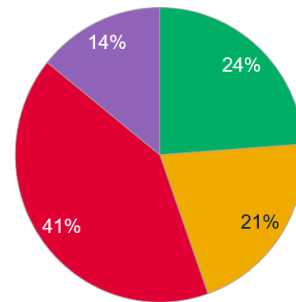
Strategy

Supplier scoring summary

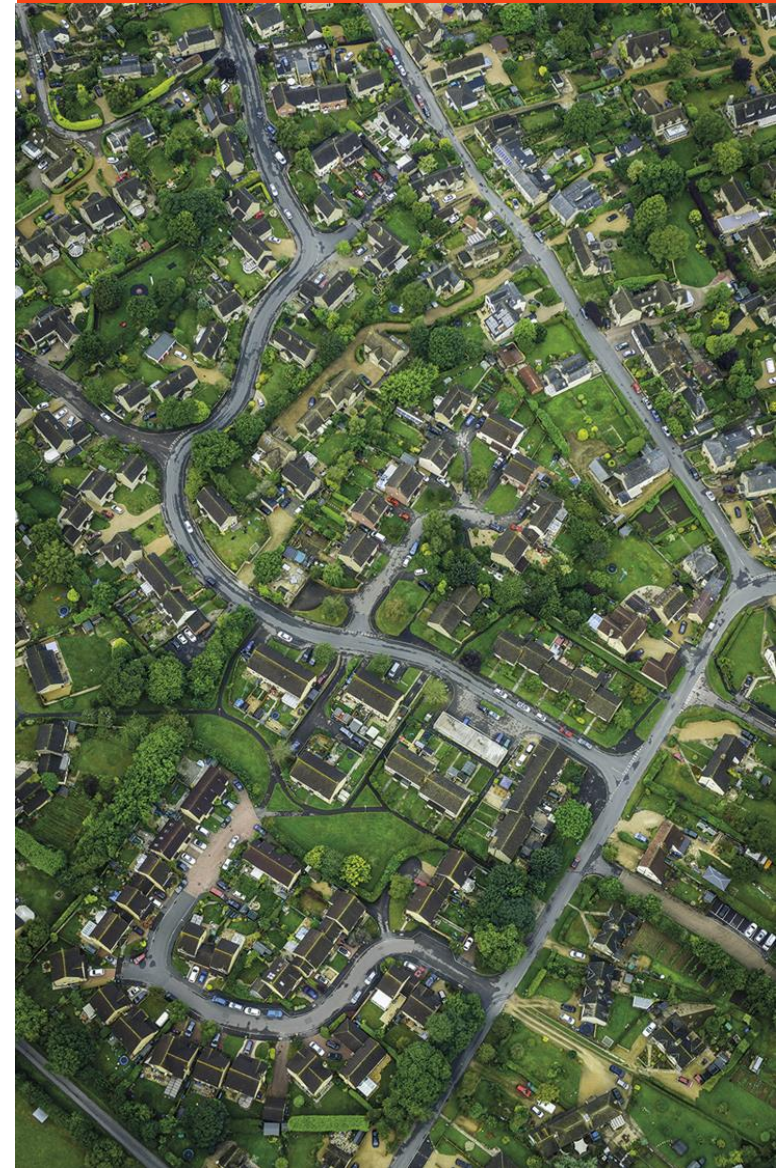
Supplier	Score			Lots P = Primary S = Secondary			
	Commercial (/40)	Capability (/60)	Total (/100)	1	2	3	4
Chevron	36	57	93	P	S	T	S
TMO	33	59	91				P
Keltic	40	49	89	T	P	S	
Herts	36	48	84	S	T	P	T

Network breakdown

- Lot 1 North of Maidenhead & Wembley
- Lot 2 South of Maidenhead & Hounslow
- Lot 3 Central London
- Lot 4 Romford, Basildon, Southend



We have selected 4 suppliers based on a combination of their commercial and technical scores and their ability to service the lots within the network.



Service-Level Agreements

There are a total of 15 SLAs in the TM contract.

#	Service Level Name	Service Level Description	Category of Service Failure	Service Penalties
1	Undertake job request in area of supply	All jobs accepted and undertaken to SLAs within agreed supply area. Report of number of jobs accepted and declined supplied as part of monthly MI.	Target KPI: 95% Minor failure: 90%-95% Severe failure: <90%	
2	Attend Site for site survey	Be available to attend site within 4 hours of request or on time if more than 4 hours' notice is provided.	Target KPI: 90% Minor failure: 90%-80% Severe failure: <80%	
3	Simple immediate request (no notice period, immediate response required)	Arrive at designated site ready to commence set up within 2 hours from being notified and requested to undertake a job. (Within 4 hours shown in brackets)	Target KPI: 80% (98%) Minor failure: 70%-80% (90%-98%) Severe failure: <75% (<90%)	£200 Service Credit if more than 4 hours late to an emergency job
4	Standard job request (minimum 4 hours' notice period)	Arrive at designated site ready to commence set up by notified time. (Within 1 hours of designated time shown in brackets)	Target KPI: 90% (98%) Minor failure: 80%-90% (95%-98%) Severe failure: <80% (<95%)	£200 Service Credit if more than 1 hour late to a planned job
5	Response to Breakdown of TM Equipment or Site maintenance required	Arrive at site within 2 hours of notification of breakdown or site maintenance request. Appropriate equipment to repair or replace the faulty equipment shall be brought to site.	Target KPI: 80% Minor failure: 70%-80% Severe failure: <70%	
6	Resolution of the Breakdown	Repair completed, and site fully operational within 4 Hours	Target KPI: 80% Minor failure: 70%-80% Severe failure: <70%	
7	Quantity of Breakdown	Jobs with a breakdown to be less than 10% of all jobs	Target KPI: <10% Minor failure: 10%-15% Severe failure: >15%	
8	Equipment Collection	Sites shall be cleared of all Traffic Management equipment within 4 hours from notification or at agreed time and client advised of site clear.	Target KPI: 90% Minor failure: 85%-90% Severe failure: <85%	Value of the Section 74s + [Supplier's handling and admin fees]
9	FPNs & Section 74s	Ensure all jobs are set up and cleared fully: The Supplier shall aim for ZERO Section 74s & FPNs per month that is attributable to the Supplier not clearing the site fully	Target KPI: 0 Minor failure: 1 Severe failure: >1	Value of the FPN/Section 74 + [Supplier's handling and admin fees]
10	Intelligent Lights (2 way)	Provision of 2-way intelligent lights shall be ensured whenever requested	Target KPI: 90% Minor failure: 85%-90% Severe failure: <85%	Will count as a refused job: Cadent has the option to reallocate the job to another supplier
11	TM Plan within 4 hours	CAD Drawing provided within 4 hours from notification in working hours (09:00-17:00)	Target KPI: 90% Minor failure: 80%-90% Severe failure: <80%	TM plan will be charged at 24 hours rate
12	TM Plan within 24 hours	CAD drawing provided within 24 hours from notification	Target KPI: 95% Minor failure: 90%-95% Severe failure: <90%	TM plan will be charged at 48 hours rate
13	TM Plan within 48 hours	CAD drawing is provided within 48 hours from notification	Target KPI: 95% Minor failure: 90%-95% Severe failure: <90%	
14	Specialist Signage Makeup & Delivery	Produce and deliver bespoke signage to site within 24 hours of request.	Target KPI: 90% Minor failure: 80%-90% Severe failure: <80%	
15	Invoicing	Review of application at agreed frequency and submission of an agreed consolidated monthly invoice and supporting information within 15 calendar days of month end.	Target KPI: 95% Minor failure: 90%-95% Severe failure: <90%	

List of Contacts

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