ITT Q13 (750 words total)

Please provide a full supply chain map, for each element of the contract

Please provide your business continuity plans and procedures, highlighting the degree of protection it offers for the business and operations of the Supplier and tier 2 Suppliers.

This should include plans for network provision, hardware and installation services, highlighting key potential risks and how they will be managed

Please note, this will for part of the contract, within Schedule 11

Installation Overview

The installation element of the work involves MWS who currently operate across the YW area. It comprises an overall establishment of circa 450 FTE via directly employed staff and an extensive network of subcontract services.

This new framework is circa 50% of the existing arrangement and whilst it will operate standalone, has already identified synergies and opportunities to provide shared services between both arrangements.

Supply Chain

The key suppliers to MWS will be:

* PHBS and Aquaforce to provide Plumbing / internal meter installation services. Both organisations have been involved in early engagement discussions around the upscaling requirements and will be supported by the wider MWS team in achieving what’s required.
* MWS – Central Team. Whilst not strictly ‘supply chain’ as they are MWS, there is currently an established, experienced call & customer management centre supporting the delivery of circa 12000 meter exchanges/installs per month across the Thames water operating area. This will be expanded, potentially with resource split between the existing location and local, Yorkshire based staff.
* Logistics support. Whilst to be finalised, discussions are on-going with 2 well established logistics support organisations to manage both the strategic stock and ‘in day’ installation requirements.
* Excavation services will be provided via the framework arrangements in place with an extensive subcontract network across the Yorkshire region.

Business Continuity Plans

M Group Services implement and continually maintain a Business Continuity Management Programme which results in an effective and planned best response to major incidents and any other requirements.

The purpose of the Business Continuity Management Programme will be ensuring that M Group Services continues to meet the expectations and requirements of its clients and partners.

Every site at MWS has undertaken an Business Impact Assessment on all critical activities which would be affected by any unplanned event including loss of access, Technology, People or Materials.

All listed sites then have Business Continuity Plans (BCPs) and, if applicable, Activity Recovery Plans (ARPs) for critical activities, which are then referenced in the Group BCMS. Each BCP states the essential functions of the business and site to ensure operational delivery and services are maintained.

Roles and responsibilities are assigned on a site basis within respective BCPs. In many cases, multiple people may fulfil multiple roles. All roles receive appropriate training on Business Continuity and how their roles affect

the Continuity Plans.

Our Group Incident Response Structure is as follows:

A diagram of a business process

Description automatically generated