

CONTRACT FOR PRISONER AND NON-PRISONER FOOD SUPPLY

SCHEDULE 13

IMPLEMENTATION PLAN

1 DEFINITIONS

1.1 In this Schedule, the following definitions shall apply:

“Test Issue” any variance or non-conformity of a Deliverable from its requirements (such requirements being set out in the relevant Test Success Criteria);

“Test Success Criteria” in relation to a Test, the test success criteria for that Test.

2 INTRODUCTION

2.1 This Schedule, together with the Implementation Plan, describes the Parties' respective obligations during the Implementation Period in respect of the completion of all Implementation Activities by the Planned Supply Commencement Date ("**Implementation**").

2.2 The Parties agree the primary objective of Implementation is to enable the Supplier to commence delivery of the Products and performance of the Services (including the provision of access to and use of the Online Ordering System) by the Planned Supply Commencement Date, without deterioration in the levels of performance received by the Authority prior to the commencement of the Implementation Period.

3 DEVELOPMENT AND APPROVAL OF THE IMPLEMENTATION PLAN

3.1 On and from the Effective Date until such time as the Implementation Plan is approved by the Authority pursuant to this Paragraph 3, the Supplier shall commence Implementation in accordance with the Outline Implementation Plan.

3.2 No later than ten (10) Working Days after the Effective Date, the Supplier shall provide the Authority with a draft Implementation Plan which complies with the requirements set out in Paragraph 3.3.

3.3 The draft Implementation Plan prepared by the Supplier shall:

3.3.1 incorporate all of the Key Milestones, Deliverables and Due Dates set out in Annex 1 (*Milestone and Deliverable Matrix*);

3.3.2 include all Authority responsibilities necessary to allow the Supplier to carry out the Implementation Activities;

3.3.3 be consistent with and build upon, the Outline Implementation Plan;

3.3.4 state a submission date for each Deliverable which allows sufficient time for the Deliverable to undergo Testing and be Accepted by its Due Date (and for each Key Milestone to be Accepted by its corresponding Milestone Date) in Annex 1 (*Milestone and Deliverable Matrix*);

3.3.5 include (as a minimum):

(a) all steps, tasks and activities to be completed by each Party and the timescales for completion (including start and end dates) in respect of the delivery and Acceptance of each Deliverable and Milestone;

(b) internal and external dependencies (with named owners wherever possible); and

(c) contingencies and allowances for potential Delays.

3.3.6 include a Test Plan which sets out, for each Test to be carried out:

- (a) the purpose and expected outcome of the Test, the Deliverable and Milestone to which it relates, the requirements being Tested and the specific Acceptance Criteria to be satisfied;
 - (b) a detailed procedure for the Test, including a timetable with start and end dates;
 - (c) the Testing resources (if any) to be supplied by the Authority;
 - (d) dates and methods by which the Authority may inspect Test results or witness the Test in order to establish that the Acceptance Criteria have been met;
 - (e) the mechanism for ensuring the quality, completeness, and relevance of the Test;
 - (f) the process which the Authority will use to review issues that arise during Testing and the Supplier's progress in resolving these in a timely basis; and
 - (g) anything else reasonably required the Authority and notified to the Supplier in writing;
- 3.3.7 include a populated version of the fleet register set out in Annex 3 to this Schedule, which once Accepted, shall be the "**Fleet Register**"; and
- 3.3.8 comply with the additional Acceptance Criteria for Documentary Deliverables (as defined in Paragraph 10.3).
- 3.4 The Authority shall use reasonable endeavours to notify the Supplier whether it approves or rejects the draft Implementation Plan within four (4) Working Days of its receipt of the draft Implementation Plan.
- 3.5 If the Authority gives notice of its rejection of the draft Implementation Plan, such notice shall identify the issues which the Authority reasonably requires the Supplier to rectify before the Authority will approve the draft Implementation Plan. Within five (5) Working Days of receipt of the Authority's notice of rejection, the Supplier shall amend the draft Implementation Plan to rectify such issues and submit an amended draft of the Implementation Plan for approval by the Authority.
- 3.6 The Authority shall use reasonable endeavours to notify the Supplier as to whether it approves or rejects the amended draft Implementation Plan within four (4) Working Days of its receipt of the amended draft Implementation Plan. If the Authority gives notice of its rejection of the amended draft Implementation Plan:
- 3.6.1 such notice shall identify the issues which the Authority reasonably requires the Supplier to rectify before the Authority will approve the draft Implementation Plan; and
 - 3.6.2 that rejection shall be deemed to be a Notifiable Default for the purposes of the Rectification Plan Process; and
 - 3.6.3 the Authority shall escalate the issue to the Implementation Project Board.

- 3.7 The approved draft of the Implementation Plan shall be the Implementation Plan for the purposes of this Agreement on and from the date on which the draft Implementation Plan is approved.
- 3.8 The Supplier shall update and maintain the Implementation Plan pursuant to Paragraph 4 throughout the Implementation Period and afterwards (to the extent required pursuant to Paragraph 4) and shall carry out and comply with that Implementation Plan as updated.

4 UPDATES TO AND MAINTENANCE OF THE IMPLEMENTATION PLAN

- 4.1 The Supplier shall review the Implementation Plan throughout the Implementation Period so as to identify any changes which may be needed to reflect the current nature of the Implementation and the Authority's plans in respect of Implementation. Any proposed changes to the Implementation Plan which seek to alter the Planned Supply Commencement Date shall be subject to the Change Control Procedure. Any changes to the Implementation Plan which do not alter the Planned Supply Commencement Date may be agreed between the Parties in writing without having to go through the Change Control Procedure, provided that (unless otherwise agreed by the Authority) any such changes to the Implementation Plan:
- 4.1.1 must be promptly submitted to the Authority for approval via the Implementation Project Board;
 - 4.1.2 do not have an adverse impact on the Authority;
 - 4.1.3 do not have an adverse impact on the delivery of the Products or supply of the Services;
 - 4.1.4 do not require a Contract Change;
 - 4.1.5 do not involve the Authority paying additional charges or other costs;
 - 4.1.6 will not be effective until such time as they are approved by the Authority; and
 - 4.1.7 shall not change a Milestone or a Milestone Date.
- 4.2 The Supplier shall be responsible for maintenance of all documents relating to the Implementation Plan, including:
- 4.2.1 documents which track progress against the Milestones and Acceptance Criteria; and
 - 4.2.2 a Implementation risks and issues register.
- 4.3 The Supplier shall keep the Fleet Register up to date during the Implementation Period and throughout the Term.
- 4.4 The Supplier warrants, represents and undertakes that it has used its knowledge and expertise to create an effective Outline Implementation Plan and shall use its knowledge and expertise to create an effective Implementation Plan which includes all Deliverables and Milestones that are reasonably foreseeable, reasonably capable of being determined and critical to the achievement of Implementation and acknowledges that the Authority has relied upon this warranty and representation in entering into this Agreement.

5 IMPLEMENTATION RESOURCING

- 5.1 On and from the Effective Date:
- 5.1.1 each Party shall appoint a suitably skilled and experienced manager (the "**Implementation Manager**") who shall be responsible for co-ordinating and managing all aspects of each Party's obligations under the Implementation Plan.

In respect of the Supplier's Implementation Manager, such individual shall be a member of Key Personnel; and

- 5.1.2 the Supplier shall procure that its Implementation Manager shall be assisted by an appropriately skilled team who shall assist in all aspects of the Supplier's responsibilities and obligations during the Implementation Period ("**Implementation Team**").

6 IMPLEMENTATION COSTS

- 6.1 Save to the extent expressly stated otherwise in Schedule 15 (*Charges and Invoicing*), the Parties agree that no charges, fees and/or other costs will be payable to the Supplier by the Authority for the provision of the Implementation Activities.

7 IMPLEMENTATION GOVERNANCE

- 7.1 During the Implementation Period, the Supplier shall ensure that its necessary Personnel attend the governance meetings described in this Paragraph 7.
- 7.2 The Authority may change the attendees and the frequency of any of the meetings described in this Paragraph 7 at any time during the Implementation Period by notifying the Supplier in writing.
- 7.3 The "**Implementation Project Board**":
- 7.3.1 shall be attended by:
- (a) each Party's respective Implementation Manager;
 - (b) each Party's senior director responsible for Implementation; and
 - (c) any other representatives or other third parties that the Authority may wish to invite, including senior representatives, advisors and personnel from other Government Departments;
- 7.3.2 shall meet within one (1) week of the Effective Date and a minimum of monthly thereafter during the Implementation Period at dates and times to be notified to the Supplier by the Authority; and
- 7.3.3 shall:
- (a) monitor and oversee Implementation;
 - (b) review risks and issues and associated remediation and mitigation plans escalated to it from the Implementation Working Group (as defined in Paragraph 7.4);
 - (c) consider requests by the Supplier to amend the Implementation Plan and refer such requests to the Authority for approval; and
 - (d) receive reports from the Supplier regarding the progress of Implementation and the Acceptance of Deliverables and Milestones.
- 7.4 The "**Implementation Working Group**":
- 7.4.1 shall be attended by:
- (a) the Implementation Manager and appropriate members of the Implementation Team;

- (b) appropriate representatives from the Authority responsible for monitoring and overseeing Implementation on behalf of the Authority; and
 - (c) any other representatives or other third parties that the Authority may wish to invite including senior representatives, advisors and other Government Departments;
- 7.4.2 shall meet within one (1) week of the Effective Date and weekly thereafter during the Implementation Period at dates and times to be notified to the Supplier by the Authority; and
- 7.4.3 shall:
- (a) review the Supplier's progress against the Implementation Plan, Deliverables and Milestones;
 - (b) consider risks and issues notified to it by either Party; and
 - (c) consider remediation and mitigation plans to address such risks and issues and, as appropriate, escalate risks and issues to the Implementation Project Board.

8 IMPLEMENTATION REQUIREMENTS

- 8.1 The Supplier shall:
- 8.1.1 provide the Implementation Activities in accordance with the Implementation Plan and this Agreement;
 - 8.1.2 not cause disruption to the Authority during the Implementation Period;
 - 8.1.3 perform its obligations so as to ensure the Acceptance of each Deliverable by its corresponding Due Date and of each Milestone by its associated Milestone Date; and
 - 8.1.4 fully co-operate with the Authority in respect of Implementation during the Implementation Period.
- 8.2 Save as set out in the Implementation Plan, the Supplier shall ensure that the provision of the Implementation Activities shall not have any material adverse effect on the continuity and quality of any activities of, or supply provided by the Supplier prior to the Supply Commencement Date.
- 8.3 If the Supplier becomes aware of a risk or issue relating to the Implementation Activities, including an actual or anticipated Delay, it shall immediately notify the Authority in writing.
- 8.4 As soon as reasonably practicable and in any event within five (5) Working Days following a risk or issue being notified in accordance with Paragraph 8.3, the Supplier shall provide the Authority with:
- 8.4.1 a plan of action to mitigate any risks identified in accordance with Paragraph 8.3;
 - 8.4.2 a rigorous timetable for implementing the plan of action to resolve the risk or issue;
 - 8.4.3 an indication of whether any change to a Deliverable, the affected Milestone or its associated Milestone Date is required to mitigate the risk or resolve the issue and any details relating to such change; and
 - 8.4.4 a recommendation on whether or not escalation is required to the Implementation Project Board,

and the risk or issue will immediately be added by the Supplier to the Implementation risk and issues register and will be tracked there until closed.

- 8.5 The Supplier shall commence the supply of Products in accordance with this Agreement to fifteen (15) Sites no later than two (2) weeks prior to the Supply Commencement Date (the “**Pilot Period**”). The Products and Sites applicable to the Pilot Period shall be determined by the Authority and notified to the Supplier at least four (4) weeks prior to the Supply Commencement Date. For the avoidance of doubt, the Key Performance Indicators will not apply during the Pilot Period.

9 TEST PLANS

- 9.1 The Supplier shall develop Test Plans and submit these for the approval of the Authority as soon as practicable but in any case no later than twenty (20) Working Days (or such other period as the Parties may agree in writing) prior to the start date for the relevant Testing (as specified in the Implementation Plan).
- 9.2 Each Test Plan shall include as a minimum:
- 9.2.1 the relevant Test definition and the purpose of the Test, the Milestone to which it relates, the requirements being tested and, for each Test, the specific Test Success Criteria to be satisfied;
 - 9.2.2 a detailed procedure for the Tests to be carried out, including:
 - (a) the timetable for the Tests, including start and end dates;
 - (b) the Testing mechanism;
 - (c) dates and methods by which the Authority can inspect Test results or witness the Tests in order to establish that the Test Success Criteria have been met;
 - (d) the mechanism for ensuring the quality, completeness and relevance of the Tests;
 - (e) the format and an example of Test progress reports and the process with which the Authority accesses daily Test schedules;
 - (f) the process which the Authority will use to review Test Issues and the Supplier's progress in resolving these in a timely basis;
 - (g) the Test schedule;
 - (h) the re-Test procedure, the timetable and the resources which would be required for re-Testing; and
 - 9.2.3 the process for escalating Test Issues from a re-Test situation to the taking of specific remedial action to resolve the Test Issue.

- 9.3 The Authority shall not unreasonably withhold or delay its approval of the Test Plans provided that the Supplier shall incorporate any reasonable requirements of the Authority in the Test Plans.

10 TESTING

- 10.1 The Parties shall comply with and complete all Testing in accordance with the Test Plan, the Implementation Plan and this Agreement.

- 10.2 The Supplier shall submit each Deliverable by the Due Date required by the Implementation Plan. Without prejudice to the forgoing, the Supplier shall only submit a Deliverable for Testing if:

10.2.1 the Supplier has subjected the relevant Deliverable to its own internal quality control measures and is reasonably confident that it will satisfy its Acceptance Criteria;

10.2.2 the Authority has issued an Acceptance Certificate in respect of any prior, dependant Deliverable(s); and

10.2.3 the Parties have agreed the Test Plan relating to the relevant Deliverable(s) in accordance with this Schedule.

- 10.3 In addition to the requirements set out in Paragraph 10.2, in respect of each Deliverable that is a document (a "**Documentary Deliverable**"), the Supplier shall ensure that the Documentary Deliverable:

10.3.1 is clearly written in English and in a way that those parties who will need to refer to the document should be able to understand.

10.3.2 is complete, with an appropriate level of detail and any relevant cross-references.

10.3.3 contains no obvious errors of spelling, grammar, numbering or order, duplications or omissions; and

10.3.4 is in accordance with the format, scope and requirements of the applicable Acceptance Criteria,

and such requirements shall be deemed to be additional Acceptance Criteria for each Documentary Deliverable in addition to any Acceptance Criteria set out in the Implementation Plan.

- 10.4 The Supplier shall:

10.4.1 provide each Deliverable to the Authority for Testing in accordance with the Test Plan and shall allow the Authority to Test each Deliverable at such time and location as set out in the Test Plan or as otherwise agreed between the Parties;

10.4.2 permit the Authority to invite such third parties as it deems necessary to participate in the Testing; and

10.4.3 make available:

(a) such members of its Personnel; and

(b) such documentation as may be necessary,

to enable the proper completion of the Testing.

- 10.5 If the Authority believes that a Deliverable satisfies all of its Acceptance Criteria then the Authority shall issue an Acceptance Certificate to the Supplier stating that the Deliverable has been Accepted. A Deliverable shall only be Accepted when the Authority believes that all

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Acceptance Criteria relating to that Deliverable have been successfully Tested and satisfied and the Authority has issued an Acceptance Certificate to the Supplier stating that the Deliverable has been Accepted.

- 10.6 If a Deliverable (or any relevant part) does not satisfy its Acceptance Criteria, the Authority may:
- 10.6.1 issue an Acceptance Certificate conditional upon and subject to the rectification of any issue(s) with the Deliverable by a date specified by the Authority. The Supplier shall rectify such issue(s) to the reasonable satisfaction of the Authority by the date specified by the Authority and shall notify the Authority as soon as practicable after it has done so; or
 - 10.6.2 notify the Supplier of any issues with the Deliverable which prevent that Deliverable from satisfying its Acceptance Criteria (which may include the need for amendments in the case of any Documentary Deliverable). Following such notice, the Supplier shall rectify any such issues with the Deliverable and re-submit the Deliverable (or the relevant part) to the Authority for further Testing or for re-Testing within three (3) Working Days of receiving such notice.
- 10.7 The Authority shall use reasonable endeavours to either issue an Acceptance Certificate in accordance with Paragraph 10.5 or notify the Supplier that a Deliverable has either been conditionally Accepted or not been Accepted (as applicable) in accordance with Paragraph 10.6, within four (4) Working Days of the completion of Testing of each Deliverable.
- 10.8 Any failure of a Deliverable to satisfy its Acceptance Criteria which results in a Delay shall be deemed to be a Notifiable Default for the purposes of the Rectification Plan Process.
- 10.9 The Authority shall issue an Acceptance Certificate to the Supplier when each Milestone has been Accepted.
- 10.10 The Authority shall be entitled, without prejudice to any other rights and remedies that it has under this Agreement or at Law, to recover from the Supplier any reasonable additional costs it may incur as a direct result of further review or re-Testing which is required for the Acceptance Criteria for a Deliverable to be satisfied.

11 AUTHORITY DELAY

- 11.1 If the Authority fails or the Supplier reasonably believes that the Authority is likely to fail to perform an Authority responsibility included in the Implementation Plan and such failure causes or is likely to cause a Delay in achieving a Deliverable or Milestone, then the Supplier shall notify the Authority (providing appropriate supporting evidence where possible) of the failure or likely failure and the likely extent of the Delay as soon as practicable after becoming aware of such failure or likely failure.
- 11.2 To the extent that the Delay arises as a result of an Authority Cause, Clause 37 of this Agreement shall apply.

ANNEX 1 – MILESTONE AND DELIVERABLE MATRIX

REF	KEY MILESTONE	DELIVERABLES / ACTIVITIES	ACCEPTANCE CRITERIA	DUE DATE	SCHEDULE REFERENCE	MILESTONE PAYMENT (ESTIMATE)
1.	Approval of Implementation Plan	Delivery by the Supplier of the Implementation Plan.	Approval by the Authority of the Implementation Plan, in accordance with the requirements of the Agreement.	5 months prior to the Planned Supply Commencement Date	Schedule 13 (Implementation Plan), Paragraph 3.	The text has been redacted under the exemptions set out by the Freedom of Information Act
2.	Approval of Security Management Plan	Delivery by the Supplier of the Security Management Plan.	Approval of the Supplier's Security Management Plan, in accordance with the requirements of the Agreement.	4 months prior to the Planned Supply Commencement Date	Schedule 5 (Security Management)	The text has been redacted under the exemptions set out by the Freedom of Information Act
3.	Completion of Product testing	Completion of all necessary Commodity Appraisal Panel testing, including (where applicable) any re-testing of Products.	Approval by the Authority of all Products subject to CAP testing, in accordance with the requirements of the Agreement.	3 months prior to Planned Supply Commencement Date	Schedule 2 (Specification), Paragraph 9 – Commodity Appraisal Panel Schedule 21 (Governance), Paragraph 6 – Role of the Commodity Appraisal Panel	The text has been redacted under the exemptions set out by the Freedom of Information Act
4.	Online Ordering System: training materials	Provision by the Supplier of appropriate training materials for Authorised Users of the Online Ordering System.	Approval by the Authority of appropriate training materials for the use of the Online Ordering System by Authorised Users, in accordance with the requirements of the Agreement.	3 months prior to Planned Supply Commencement Date	Schedule 2 (Specification), Appendix G – Online Ordering System.	The text has been redacted under the exemptions set out by the Freedom of Information Act
5.	Readiness to supply halal Products	Entry by the Supplier into appropriate contractual arrangements with Approved Halal Slaughterhouses and Halal Certifiers.	Approval by the Authority that the Supplier has entered into appropriate contractual arrangements with a sufficient number of Approved Halal Slaughterhouses to enable the Supplier to meet the Authority's expected requirements for Products over the Initial Agreement Year. Approval by the HMPPS Muslim Advisor of each Halal Slaughterhouse to	3 months prior to Planned Supply Commencement Date	Schedule 2 (Specification), Paragraph 18 – Supply of Religious / Culturally-Specific Foods Appendix E – Authority's Halal Standard	The text has been redacted under the exemptions set out by the Freedom of Information Act

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Contract for Prisoner and Non-Prisoner Food Supply – Schedule 13 (Implementation Plan)

REF	KEY MILESTONE	DELIVERABLES / ACTIVITIES	ACCEPTANCE CRITERIA	DUE DATE	SCHEDULE REFERENCE	MILESTONE PAYMENT (ESTIMATE)
			<p>be utilised by the Supplier to supply Products.</p> <p>The engagement in writing by the Supplier of a Halal Certifier in respect of each Approved Halal Slaughterhouse.</p>			
6.	Agreement of the Sustainability Plan	Provision by the Supplier of the Sustainability Plan.	Approval by the Authority of the Sustainability Plan, in accordance with the requirements of the Agreement.	2 months prior to Planned Supply Commencement Date	Schedule 2 (Specification), Paragraph 22 - Sustainability Schedule 4 (Standards)	The text has been redacted under the exemptions set out by the Freedom of Information Act
7.	Readiness to commence deliveries	Completion of the activities necessary to demonstrate the readiness of the Supplier to commence carrying out deliveries from the Supply Commencement Date in accordance with the Delivery Schedule.	<p>Receipt by the Authority of a full 'Day 1' list of depot locations to be used in the delivery of the Agreement, including the location of the depot assigned to support each Site and a named contact point assigned to support each Site.</p> <p>Completion by the Supplier of appropriate plans to overcome all delivery constraints (e.g. physical constraints) applicable in respect of each Site.</p> <p>Completion by the Supplier of a dummy run, in compliance with the Delivery Schedule, to each Site by an empty vehicle capable of successfully delivering to such Site.</p>	1 month prior to Planned Supply Commencement Date	<p>Schedule 2 (Services Description), Paragraph 5 - Deliveries</p> <p>Appendix D – Site Details, Delivery Points, Delivery Schedule and Percentage of Spend per Site</p> <p>Appendix H – Transport Managers and Delivery Drivers Handbook</p>	The text has been redacted under the exemptions set out by the Freedom of Information Act
8.	Readiness of Delivery Drivers	<p>Provision of a list of the Supplier's Delivery Drivers by the Supplier to the Authority.</p> <p>Confirmation by the Supplier of the vetting of Delivery Drivers and provision of appropriate evidence.</p>	<p>Receipt by the Authority of a full 'Day 1' list of the Delivery Drivers that will carry out deliveries for the Supplier.</p> <p>Completion by the Supplier of the vetting of all Delivery Drivers in accordance with the</p>	1 month prior to Planned Supply Commencement Date	<p>Schedule 2 (Specification), Paragraph 7 - Delivery Drivers</p> <p>Appendix H – Transport Managers and Delivery Drivers Handbook</p>	The text has been redacted under the exemptions set out by the Freedom of Information Act

REF	KEY MILESTONE	DELIVERABLES / ACTIVITIES	ACCEPTANCE CRITERIA	DUE DATE	SCHEDULE REFERENCE	MILESTONE PAYMENT (ESTIMATE)
		Confirmation by the Supplier of the training of the Delivery Drivers and provision of appropriate evidence.	requirements of the Agreement. Completion by the Supplier of appropriate training of all Delivery Drivers which covers all aspects of the Delivery Driver's Handbook.			
9.	Readiness of the Catalogue	Compilation by the Supplier of the Catalogue.	Receipt by the Authority of a full 'Day 1' Catalogue in accordance with the requirements of the Agreement which: <ul style="list-style-type: none"> contains all Products listed in the Product Range; is in Excel format. 	2 months prior to Planned Supply Commencement Date	Schedule 2 (Services Description) Paragraph 2 - Catalogue Production and Maintenance Appendix A – Product Range	The text has been redacted under the exemptions set out by the Freedom of Information Act
10.	Approval of Exit Plan	Delivery by the Supplier of the Exit Plan.	Approval of the Supplier's Exit Plan, in accordance with the requirements of the Agreement.	2 months prior to the Planned Supply Commencement Date	Schedule 25 (Exit Management)	The text has been redacted under the exemptions set out by the Freedom of Information Act
11.	Readiness of fleet vehicles	Confirmation by the Supplier of the readiness of its fleet vehicles	Receipt by the Authority of the Fleet Register in accordance with the requirements of the Agreement, including: <ul style="list-style-type: none"> A log of the proposed vehicles to be used in relation to each Site, including sufficient contingency planning for unavailable vehicles; Confirmation that each of the proposed vehicles are fully equipped (including with telematics systems, mechanical handling equipment and delivery media, such as cages and pallets) and fit for purpose; 	1 month prior to Planned Supply Commencement Date	Schedule 2 (Specification) Paragraph 5 - Deliveries Paragraph 13 - Quality Standards and Assurance Processes and Procedures Paragraph 17 – Fleet Register Appendix H – Transport Managers and Delivery Drivers Handbook Schedule 13 (Implementation Plan), Annex 3 – Fleet Register	The text has been redacted under the exemptions set out by the Freedom of Information Act

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REF	KEY MILESTONE	DELIVERABLES / ACTIVITIES	ACCEPTANCE CRITERIA	DUE DATE	SCHEDULE REFERENCE	MILESTONE PAYMENT (ESTIMATE)
			<ul style="list-style-type: none"> Details of the maintenance regime that the Supplier will undertake in respect of the vehicles in the Fleet Register. 			
12.	Supplier Communication Plan	Compilation and distribution by the Supplier of a detailed communication plan and welcome pack for Authorised Users.	<p>Approval by the Authority of an appropriate communications plan and welcome pack in accordance with the requirements of the Agreement.</p> <p>Distribution by the Supplier of the welcome pack to all Authorised Users.</p>	1 month prior to Planned Supply Commencement Date	Schedule 8 (Supplier Solution)	The text has been redacted under the exemptions set out by the Freedom of Information Act
13.	Service Continuity Plan	Provision by the Supplier of a written Service Continuity Plan in relation to the Agreement.	Approval by the Authority of the Supplier's Service Continuity Plan in accordance with the requirements of the Agreement and confirmation by the Supplier of the date of the last test of the Service Continuity Plan.	3 months prior to Planned Supply Commencement Date	Schedule 26 (Service Continuity and Corporate Resolution Planning)	The text has been redacted under the exemptions set out by the Freedom of Information Act
14.	Readiness of customer service helpline	<p>Establishment by the Supplier of a customer service helpline.</p> <p>Compilation by the Supplier and provision to Authorised Users of details of the Supplier's management structure, contact details, helpline numbers and escalation processes.</p> <p>Training by the Supplier of customer services personnel.</p> <p>Compilation by the Supplier of a written Customer Complaints Procedure.</p> <p>Compilation by the Supplier of a written Service Error Recovery Process.</p>	<p>Confirmation by the Authority that the Supplier's customer service helpline is ready to accept calls from Authorised Users.</p> <p>Receipt by the Authority of an organogram detailing the Supplier's management structure, and the role and contact details of all of the Supplier's personnel who will be working on the Agreement, including mobile phone numbers and email addresses.</p> <p>Completion by the Supplier of the training of its customer services personnel in accordance with the requirements of the Agreement.</p>	1 month prior to the Planned Supply Commencement Date	<p>Schedule 2 (Specification), Paragraph 11 - Customer Services and Paragraph 19 - National Account Manager</p> <p>Schedule 8 (Supplier Solution)</p> <p>Schedule 29 (Key Personnel)</p>	The text has been redacted under the exemptions set out by the Freedom of Information Act

REF	KEY MILESTONE	DELIVERABLES / ACTIVITIES	ACCEPTANCE CRITERIA	DUE DATE	SCHEDULE REFERENCE	MILESTONE PAYMENT (ESTIMATE)
			<p>Approval by the Authority of an appropriate written Customer Complaints procedure in accordance with the requirements of the Agreement.</p> <p>Approval by the Authority of an appropriate written Service Error Recovery Process in accordance with the requirements of the Agreement.</p> <p>Distribution by the Supplier to Authorised Users of the contact details of the customer service helpline and details of relevant service processes and escalation procedures.</p>			
15.	Procurement of Required Insurances	Procurement by the Supplier of the Required Insurances.	Receipt by the Authority of either: (a) scanned copies of the certificates of insurance required pursuant to the Agreement; or (b) a letter of confirmation from its insurance broker confirming insurance is in place which complies with the requirements of the Agreement.	2 months prior to the Planned Supply Commencement Date	Schedule 6 (Insurance Requirements)	The text has been redacted under the exemptions set out by the Freedom of Information Act
16.	Readiness of Online Ordering System	Provision by the Supplier of a working Online Ordering System	Confirmation by the Authority that a working Online Ordering System, in accordance with the requirements of the Agreement, has been made available by the Supplier to Authorised Users, including the generation and issue of the required account codes and location identifiers.	1 month prior to the Planned Supply Commencement Date	Schedule 2 (Specification), Paragraph 3 - Ordering Appendix G – Online Ordering System	The text has been redacted under the exemptions set out by the Freedom of Information Act
17.	Completion of Pilot Programme	Satisfactory completion by the Supplier of the Pilot Programme, involving placement of Orders and fulfilment of deliveries.	Approval by the Authority of the satisfactory completion by the Supplier, in accordance with the requirements of the Agreement, of the	2 weeks prior to the Planned Supply Commencement Date	Schedule 2 (Specification), Paragraph 3 - Ordering Appendix G – Online Ordering System	The text has been redacted under the exemptions set out by the Freedom of Information Act

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REF	KEY MILESTONE	DELIVERABLES / ACTIVITIES	ACCEPTANCE CRITERIA	DUE DATE	SCHEDULE REFERENCE	MILESTONE PAYMENT (ESTIMATE)
			delivery of Orders placed by the Authority pursuant to the Pilot Programme.		Schedule 13 (Implementation Plan), Paragraph 8.5 - Implementation Requirements	

ANNEX 2 - ACCEPTANCE CERTIFICATE

Deliverable or Milestone	Acceptance Certificate Author	Date
[Enter Deliverable or Milestone name here]	Enter Here	Enter Date Here

This is to certify that the following Deliverable and/or Milestone has been Accepted and that the relevant Test(s) set out in the Test Plan have been successfully carried out and witnessed by the Authority:

Deliverable Accepted (if applicable, or if not, enter "Not applicable"):

Enter Deliverable description here

Milestone Accepted or Milestone to which the Accepted Deliverable relates (as applicable):

Enter Milestone Description here

Milestone Payment payable by the Authority:

Enter Milestone Payment here

Test description

Enter Test Description here

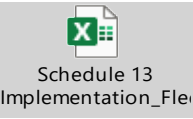
Signed by:

Date

ANNEX 3 – FLEET REGISTER

The Parties shall agree the Fleet Register during the Implementation Period.

Supplier unique code Registration mark	Vehicle			Temperature range				Equipment to be supplied with delivery					Status			MOJ		
	Delivering Depot	Model	Size	Ambient	Chilled	Frozen	Multi temp	Tail lift	Pump truck	Vehicle Camara	Straps	Vehicle Telematics	Owned	Leased	TBC	MOJ Establishme nt	Regular Vehicle / Alternative	Matched to delivery schedule Gate Detail Y/N



ANNEX 4 – OUTLINE IMPLEMENTATION PLAN

The text has been redacted under the exemptions set out by the Freedom of Information Act