

CONTACT CENTRE SERVICES

CALL-OFF TERMS

SCHEDULE 4.4

OUTLINE TRANSITION PLAN

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This Schedule 4.4 (Outline Transition Plan) sets out the Outline Transition Plan applicable to the Services.

TABLE 1 – MILESTONES

A: Milestone	B: Description	C: Deliverables	D: Milestone Date from the Effective Date	E: Customer Authority Responsibilities	F: Dependencies
AA	Transition Approach	Transition Approach for the first Business Group in accordance with the obligations set out in Paragraph 2.1 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description) for the first Business Group.	83 Working Days	Customer Authority responsibilities defined under Paragraph 2.1 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description).	Formal sign-off of the Standard Transition Approach Principles.
A	Requirements Definition	Requirements Definition for the first Business Group, in accordance with the obligations set out in Paragraph 2.2 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description) for the first Business Group.	128 Working Days	Customer Authority responsibilities defined under Paragraph 2.2 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description).	Formal sign off of the Transition Approach Milestone for the corresponding Business Group.
B	Design and Planning	Production of the following documents for the first Business Group, in accordance with the obligations set out in Paragraph 2.3 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description) for the first Business Group: <ul style="list-style-type: none"> • Functional Design. • Rollout Schedule(s). 	143 Working Days	Customer Authority responsibilities defined under Paragraph 2.3 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description). Functional designs must be assured before Milestone B completes.	Formal sign-off of Requirements Definition Milestone for the corresponding Business Group.
C	Build	Configuration of Services to reflect the Requirements Definition and Functional Design for the first business Group in accordance with the obligations set out in Paragraph 2.4 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description) for the first Business Group.	173 Working Days	Customer Authority responsibilities defined under Paragraph 2.4 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description).	Formal sign-off of Design and Planning Milestone for the corresponding Business Group. PSN Connectivity Service Provider for the provision of WAN Bandwidth. Outgoing Service Provider for SIP connection and routing. Telephony Service Contractor for SIP connection and routing.
D	Siebel Adapter Reconfiguration	Completion of the obligations set out in Paragraph 2.5 in Responsibility Matrix of Schedule 4.5 (Take-On and	223 Working Days	Customer Authority responsibilities defined under	Desktop Service Tower Provider for desktop

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		Transition Description).		Paragraph 2.5 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description).	application test and deployment to Customer Authority Agent Desktops.
E	Test	Completion of the obligations set out in Paragraph 2.6 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description) for the first Business Group.	Milestone CC-P5 in Schedule 4.3 (Outline Take-On Plan)	Customer Authority responsibilities defined under Paragraph 2.6 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description).	<p>Formal sign-off of Build and Siebel Adapter (if applicable) Reconfiguration Milestones.</p> <p>Desktop Service Tower Provider for desktop application test and deployment to Customer Authority Agent Desktops.</p> <p>PSN Connectivity Service Provider for the provision of WAN Bandwidth.</p> <p>Outgoing Service Provider for SIP connection and routing.</p> <p>Telephony Service Contractor for SIP connection and routing.</p>
F	Pilot	Completion of the obligations set out in Paragraph 2.7 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description) for the first Business Group.	Milestone CC-P5 in Schedule 4.3 (Outline Take-On Plan) plus 5 Working Days	Customer Authority responsibilities defined under Paragraph 2.7 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description).	<p>Formal sign-off of all applicable Milestones for the corresponding Business Group to allow Pilot commencement including:</p> <ul style="list-style-type: none"> • Transition Approach • Requirements Definition • Design and Planning • Build • Siebel Adapter Reconfiguration (if applicable) • Test
G	Live Invoice Delivery	Completion of the obligations set out in Paragraph 2.8 in	To be provided at the	Customer Authority	Formal sign-off of the Pilot Milestone for the

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		Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description) for the first Business Group.	next SMP billing date following the completion of milestone F	responsibilities defined under Paragraph 2.8 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description).	corresponding Business Group.
H	Performance Monitoring Reports	Completion of the obligations set out in Paragraph 2.9 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description) for the first Business Group.	To be provided at the next SMP billing date following the completion of milestone F	Customer Authority responsibilities defined under Paragraph 2.9 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description).	Formal sign off of the Pilot Milestone for the transition of the corresponding Business Group.
I	Asset Register Delivery	Completion of the obligations set out in Paragraph 2.10 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description) for the first Business Group.	To be provided at the next SMP billing date following the completion of milestone F	Customer Authority responsibilities defined under Paragraph 2.10 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description).	Formal sign-off of the Pilot Milestone for the transition of the corresponding Business Group.
J	Customer Portal Live	Completion of the obligations set out in Paragraph 2.11 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description) for the first Business Group.	Milestone CC-P4 in Schedule 4.3 (Outline Take-On Plan)	Customer Authority responsibilities defined under Paragraph 2.11 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description).	Formal sign-off of the Asset Register Delivery Milestone for the Business Group.
M	Migration	Completion of the obligations set out in Paragraph 2.12 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description) for the first Business Group.	7 SMP Quarters from the Effective Date	Customer Authority responsibilities defined under Paragraph 2.12 in Responsibility Matrix of Schedule 4.5 (Take-On and Transition Description).	Formal sign-off of the Asset Register Delivery, Customer Portal Live and Performance Monitoring Reports and Live Invoice Delivery Milestones for the corresponding Business Group.

TABLE 2 – KEY MILESTONES

The Contractor shall achieve the Key Milestone Total Volume of Users Transitioned for each SMP Quarter as set out in Table 2 below. The Contractor shall be liable for Delay Payments in respect of any Delay in achieving the Key Milestone Total Volume of Users Transitioned for each SMP Quarter as described in Paragraph 11 of Schedule 5.1 (Charges and Invoicing).

A: Milestone	B. SMP Quarter	C: Volume of Contact Centre Users Transitioned	D: Deliverables
KM1	1	0	Users Transitioned from ICONS to PSN Services.
KM2	2	0	Users Transitioned from ICONS to PSN Services.
KM3	3	0	Users Transitioned from ICONS to PSN Services.
KM4	4	1682	Users Transitioned from ICONS to PSN Services.
KM5	5	2928	Users Transitioned from ICONS to PSN Services.
KM6	6	6810	Users Transitioned from ICONS to PSN Services.
KM7	7	11011	Users Transitioned from ICONS to PSN Services.
KM8	8	0	Users Transitioned from ICONS to PSN Services.

TABLE 3 – BUSINESS GROUPS TO BE TRANSITIONED

The Contractor shall complete Transition for those Business Groups shown in Table 3 below. The Contractor shall approach the planning, design and Migration for the Benefits Directorate, the Network Services Directorate, and Universal Credit in a coordinated manner.

Directorate	Business Group
Benefits Directorate	DLA (Child)
	DLA (Working Age) / PIP
	Benefits (Working Age)
Network Services Directorate	Contact Centre Services
Universal Credit	Universal Credit Live
	Digital Service Centre
Pensions Directorate	Pension Centres
	Attendance Allowance
	Carers Allowance
OED	Fraud & Error
CMG	CMG
NISSA	NISSA
DWP Finance Group	Debt Management
	Payment Resolution Service

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Overseas Health Team	Overseas Health Team
HR	HR Complex Case Advisory Service
Shared Services	Shared Services