



Future eGates Services

SCHEDULE 13

IMPLEMENTATION

Schedule 13 (*Implementation*)

1 DEFINITIONS

1.1 In this Schedule, the following definitions shall apply:

“Implementation Plan”	The plan developed and revised from time to time in accordance with Paragraph 5 of this Schedule;
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“Initial Implementation Plan”	The first formal release by the Authority to the Supplier of the Implementation Plan;
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2 INTRODUCTION

2.1 This Schedule defines the process for Mobilisation (including Model Port and Early Adopter Sites) and National Estate Rollout.

3 Model Port

3.1 Prior to commencing any activity at the Early Adopter Sites, the Supplier shall have first Implemented its solution at the Authority’s Model Port in accordance with the Implementation Services set out in Schedule 2 (*Services Description*) and in accordance with Schedule 14 (*Testing Procedures*). The activity during the Model Port phase shall confirm that the Supplier’s solution meets the Authority’s requirements in the pre-production environment prior to moving to the live environment at the Early Adopter Sites.

3.2 In order to progress to the Implementation of eGates at the Early Adopter Sites the Supplier must first obtain from the Authority the Milestone Achievement Certificates associated with two CPP Milestones unique to the Model Port. The exit criteria (I.e. Model Port Exit Criteria) associated with each of these CPP Milestones are the same and are set out at Annex 1 to this Schedule. Whilst the Model Port Exit Criteria are the same for both CPP Milestones, each Milestone must be Achieved separately by the Supplier as they relate to differing phases of Implementation activity at the Model Port.

3.3 The first CPP Milestone at the Model Port, referred to in Paragraph 3.2 above, is Achieved by the Supplier once the Authority has successfully completed all

of its SIT2 activity and issued the associated Test Certificate and Milestone Achievement Certificate to the Supplier in accordance with Schedule 14 (*Testing Procedures*).

- 3.4 Once the Supplier has Achieved the first CPP Milestone at the Model Port (see Paragraph 3.3 above), the Supplier shall complete the initial IT Health Check as further described in Paragraph 7.1 of Schedule 5 (*Security Management*). On completion of any agreed remediation actions from the IT Health Check, the Authority will conduct regression testing at the Model Port in accordance with Schedule 14 (*Testing Procedures*) and review the results against the Model Port Exit Criteria. Once the Authority is satisfied that regression testing has been successful and that the Model Port Exit Criteria have been met, the Authority shall issue to the Supplier the associated Test Certificate and Milestone Achievement Certificate and the Supplier shall have Achieved the second of the CPP Milestones referred to in Paragraph 3.2 above. At this point, implementation activity at the Model Port shall be concluded and Operational Services in relation to Model Port shall commence.
- 3.5 For the avoidance of doubt, activities, tasks, Deliverables and Milestones at the Model Port shall be managed and delivered against a Site Specific Implementation Plan pertinent to the Model Port.

4 EARLY ADOPTER SITES

- 4.1 Implementation at the Early Adopter Sites shall only commence once the Supplier has obtained approval from the Authority that the Model Port Exit Criteria have been Achieved for both CPP Milestones as described in Paragraph 3 to this Schedule. The Implementation of the Early Adopter Sites shall be to the timescales as set out in the Implementation Plan and Site Specific Implementation Plan for each Early Adopter Site. National Estate Rollout can only commence once the Supplier has met the Early Life Support Exit Criteria (set out at Annex 2 to this Schedule) at all of the Early Adopter Sites. The achievement of the Early Life Support Exit Criteria at the final Early Adopter Site shall mark the end of the Mobilisation Phase and the commencement of the National Estate Rollout Phase.

5 IMPLEMENTATION PLAN

- 5.1 The Implementation Plan is the overarching plan that provides the higher level view of the sequencing of Ports and key Milestone Dates associated with the Implementation of those Ports. It also covers the timescales for the Mobilisation Phase including Model Port and the Early Adopter Sites. It is owned and maintained by the Authority and progress against the Implementation Plan is reported by the Authority to the Programme Board.
- 5.2 Whilst the Implementation Plan is ultimately owned by the Authority, the Parties shall collaboratively work together on the production of the Initial Implementation Plan, subsequent updates to the Implementation Plan and

delivery against the dates set out in the Implementation Plan. The Supplier shall provide the Authority on a timely basis for inclusion in the Implementation Plan (including for the avoidance of doubt, the Initial Implementation Plan), information and details relating to activities, tasks and deliverables that the Supplier is leading on, in particular such activities, tasks and deliverables during the Mobilisation Phase. The Parties shall discuss the content of the Implementation Plan on an ongoing basis and the Authority shall keep the Supplier updated on any potential changes to the Implementation Plan and/or where known, information in relation to the next formal version of the Implementation Plan (see Paragraph 5.5 of this Schedule).

5.3 The Initial Implementation Plan shall be provided to the Supplier by the Authority within 30 days of the Effective Date.

5.4 [REDACTED]

5.5 Commencing, no later than the first anniversary following the Effective Date, the Authority shall at six (6) monthly intervals throughout the National Estate Rollout Phase update the Implementation Plan and provide the Supplier with the next formal version of the Implementation Plan. Each such formal release of the Implementation Plan by the Authority shall cover approximately the next twelve month forward view.

6 SITE SPECIFIC IMPLEMENTATION PLAN

6.1 The Site Specific Implementation Plan shall include tasks and activities, Milestones, Deliverables and dependencies pertinent to each Port and specifically in relation to the Phase of eGates being Implemented at that Port. The Site Specific Implementation Plan shall make clear which Party is responsible for each task and deliverable stated within the Site Specific Implementation Plan.

6.2 The Site Specific Implementation Plan is owned and maintained by the Authority and where required, progress against the Site Specific Implementation Plan shall be reported by the Authority to the Programme Board.

6.3 The Supplier shall be required to provide updates to the Site Specific Implementation Plan in relation to Implementation activities that the Supplier is leading on, on a timely basis to support the Authority's internal reporting requirements.

6.4 The Site Specific Implementation Plan shall be the key method of tracking Implementation progress at a Port and shall be discussed between the Parties and other stakeholders as required at the Checkpoint Calls and the weekly Programme Delivery Meeting.

6.5 For the avoidance of doubt, a Site Specific Implementation Plan shall be required for all of the following Implementations:

- 6.5.1 The Authority's Model Port;
- 6.5.2 Each of the Early Adopter Sites; and
- 6.5.3 Each Phase of eGate Implementations at Ports throughout the National Estate Rollout phase.

7 OUTLINE IMPLEMENTATION PRINCIPLES

- 7.1 The Authority's Implementation requirements, in particular those set out in Schedule 2 (*Services Description*), this Schedule and Schedule 14 (*Testing Procedures*) along with the Implementation methodologies, principles and approaches set out in Schedule 8 (*Supplier Solution*) provide the basis on which Site Specific Implementation Plans will be constructed.
- 7.2 Where approved by the Authority, the Parties may agree on an individual Port by Port basis that the Implementation methodologies, principles and/or approaches set out in Schedule 8 (*Supplier Solution*) require minor amendment(s) due to local factors pertinent to the Port.

8 PRODUCTION OF THE SITE SPECIFIC IMPLEMENTATION PLANS

- 8.1 The Parties shall work collaboratively, with the Authority leading on the production of the Site Specific Implementation Plan. The Supplier shall submit on a timely basis to support production of the Site Specific Implementation Plan its Key Information Pack (in accordance with guidance at Annex 3 of this Schedule) to provide visibility to the Authority and Port Operator of the Implementation activities to be included in the Site Specific Implementation Plan. The Supplier shall also provide the Authority with all other necessary information including any details in relation to the Implementation activities that the Supplier is leading on, in order for the Authority to produce a draft of the Site Specific Implementation Plan to the required timescales.
- 8.2 The Site Specific Implementation Plan shall include as a minimum:
 - (a) timescales in respect to the Implementation of eGates at the given Port including as a minimum the following Milestones:
 - (i) the ATP Milestone;
 - (ii) the CPP Milestone(s); and
 - (iii) any other significant Port specific project milestones along with any Milestone Payments as set out in Schedule 15 (*Charges & Invoicing*).

- (b) Deliverables and any Authority Responsibilities;
 - (c) Key delivery activities including but not limited to build, configuration, integration, testing, training, Early Life Support and handover to the Authority's Service Management team; and
 - (d) clear allocation of the required roles and responsibilities of both Parties.
- 8.3 The Authority shall produce a draft of the Site Specific Implementation Plan eighteen (18) weeks prior to the start of the Supplier's onsite Implementation activity.
- 8.4 Following receipt of the draft Site Specific Implementation Plan from the Authority, the Supplier shall:
 - (a) review and comment on the draft Site Specific Implementation Plan as soon as reasonably practicable and in any event within five (5) Working Days; and
 - (b) notify the Authority in writing of its review comments in relation to the Authority's draft Site Specific Implementation Plan.
- 8.5 Following receipt of the Supplier's review comments in relation to the draft Site Specific Implementation Plan, the Parties shall work collaboratively together to impact assess the required changes to the Site Specific Implementation Plan. The Authority may at its absolute discretion reject or accept such changes to the Site Specific Implementation Plan.
- 8.6 The Parties shall work collaboratively during the Checkpoint Calls to finesse the Site Specific Implementation Plan and carry out any further required changes on a timely basis to support delivery of the tasks, activities, Milestones and Deliverables contained within it.

9 RESPONSIBILITIES

- 9.1 Whilst the Authority has overall responsibility for delivery against the Implementation Plan and any Site Specific Implementation Plan the Supplier shall at all times remain responsible for all aspects of the Services and Implementation Services and for any delay it causes in relation to the tasks, activities, Milestones and Deliverables set out in the Implementation Plan and/or Site Specific Implementation Plan.

10 GOVERNMENT REVIEWS

- 10.1 The Supplier acknowledges that the Services may be subject to Government review at key stages of the project. The Supplier shall cooperate with any bodies undertaking such review and shall allow for such reasonable assistance as may be required for this purpose within the Charges.

ANNEX 1: Model Port Exit Criteria

Criteria Reference	Criteria Description
MOEC1	Tests as defined in the Model Port Test Plan have been executed in accordance with the Test Success Criteria and the Authority has issued the relevant Test Certificate.
MOEC2	No known outstanding Severity Level 1 "Critical" Test Defects or Severity Level 2 "High" Test Defects remain (unless agreed workarounds have been specifically Approved by the Authority)
MOEC3	An action plan has been agreed with the Authority to resolve all outstanding Severity Level 3 "Medium" Test Defects or Severity Level 4 "Low" Test Defects.
MOEC4	Regression testing has been completed as defined in the Model Port Test Plan unless agreed otherwise by the Authority.
MOEC5	Test Exit Review Meeting held and attended by the Parties and Test Completion Report issued by the Supplier and Approved by the Authority.

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MOEC5a	Completion of all necessary readiness activities shall allow for flexibility depending on a Port size and complexity, but it will be mandatory to complete a Service Readiness Review in accordance with the Home Office Service Integration Model, Service Transition Operating Model (and all referenced documents therein, as contained in Schedule 4 (<i>Standards</i>)).
MOEC6	All eGate user group training courses and materials have been reviewed by the Authority, including the Quality Assurance Team and Service Management Team with sign off by the Service Management Team and delivered to the Authority in the agreed formats.

ANNEX 2: Early Life Support Exit Criteria

Criteria Reference	Criteria Description
ELSEC1	<p>No open Severity 1 Service Incidents ("P1") and/or Severity 2 Service Incidents ("P2") (as defined in Schedule 3 (<i>Performance Levels</i>)) outstanding at the final ELS end of day call which closes the Early Life Support Period or Extended Early Life Support Period (as appropriate), unless Approved by the Authority to be transferred to the Authority's Service Management team (i.e. transferred into live service) with an Authority Approved rectification plan and timeline for resolution of the aforementioned Severity 1 Service Incidents ("P1") and/or Severity 2 Service Incidents ("P2").</p>
ELSEC2	<p>Five (5) consecutive days of no Severity 1 Service Incidents ("P1") or Severity 2 Service Incidents ("P2") relating to the Services at the final ELS end of day call which closes the Early Life Support Period or Extended Early Life Support Period (as appropriate).</p> <p>Note 1: Following Supplier root cause analysis of any Severity 1 or Severity 2 Service Incidents, the Authority will determine responsibility for the aforementioned Incident(s). If the Authority deems that the Supplier is not at fault, the Incident will be waived from the review of the Early Life Support Exit Criteria.</p> <p>Note 2: Notwithstanding any invocation of the escalation process, the Authority reserves the right to extend ELS until the ELS Exit Criteria are met.</p>

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ELSEC3	<p>For Severity 3 Service Incidents ("P3") (as defined in Schedule 3 (<i>Performance Levels</i>)) 5 consecutive days of no more than:</p> <p>5 such Incidents for a Phase where the Supplier is Implementing 5 eGates; 10 such Incidents for a Phase where the Supplier is Implementing 10 eGates; 15 such Incidents for a Phase where the Supplier is Implementing 15 eGates; or 30 such Incidents for a Phase where the Supplier is Implementing more than 20 eGates.</p> <p>Note 1: All outstanding Incidents on conclusion of the Early Life Support Period or Extended Early Life Support Period (as applicable) must be transferred to the Authority's Service Management team with an Authority Approved rectification plan and timeline for resolution of the aforementioned outstanding Incidents.</p>
ELSEC3a	<p>Completion of all necessary readiness activities shall allow for flexibility depending on a Port size and complexity, but it will be mandatory to complete a Service Readiness Review in accordance with the Home Office Service Integration Model, Service Transition Operating Model (and all referenced documents therein, as contained in Schedule 4 (<i>Standards</i>)).</p>
ELSEC4	<p>Confirmation that the service performance has met the Performance Indicators as set out in Schedule 3 (<i>Performance Levels</i>) for the five (5) consecutive days prior to and including the final day of the Early Life Support Period or Extended Early Life Support Period (as applicable).</p>
ELSEC5	<p>Following the final day of the Early Life Support Period or Extended Early Life Support Period (as applicable), confirmation from Border Force that:</p>

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	<p>(i) No new physical or process opportunities to breach the UK border have been created as a result of the Implementation;</p> <p>(ii) Training requirements have been met in line with the training requirements set out in Schedule 2 (<i>Services Description</i>); and</p> <p>(iii) Training materials are made available to the Authority for ongoing cascade of training for staff and eGate Hosts in English and where required by the Authority in the primary language of the country where the Implementation has taken place.</p>
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ANNEX 3: Key Information Pack

The Supplier shall include in its Key Information Pack (KIP) the following items as a minimum:

Item No	Item	Description
1	eGate Footprint	Dimensions and weight of the eGates and any technical drawings showing such dimensions, fixing holes, cable locations and installation notes.
2	Site Enabling Activity	Any prerequisites required for the Supplier to complete before the commencement of the Implementation of eGates and supporting infrastructure. This may include things such as hoarding requirements (including dimensions) and storage.
3	Floor Fixing Points	Instructions, including methods, drawings and dimensions for fixing the eGate to the floor. Where base plates or an alternative is used for securing, outline dimensions and specifications for all peripherals such as bolts etc.
4	Site Installation Activity	Detailed information on how the eGates will be installed including but not limited to; timescales, tools, expected levels of disruption.
5	Delivery, Transportation and Packaging	<p>Detail of how kit will be delivered including but not limited to; dimensions, sample packing lists. Include photos where possible.</p> <p>Detail of how the delivery will arrive, including but not limited to; size and type of vehicle (if known), requirements for unloading and moving through the port to the storage area, including equipment that is required to move kit.</p> <p>Detail of packaging and recommendations on how packaging should be securely disposed of in line with health & safety and environmental policies.</p>
6	Lighting Recommendations	The Supplier should provide all details relating to the ambient, natural and artificial lighting in the vicinity of the eGates, monitoring station and server room where relevant.
7	eGate Power and Data Connections	Technical drawings detailing incoming power connections, power loop connections, incoming data connections and network loop connections.

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8	Power and Data Cabling Requirements	Specification of fibre to be provided by the Authority and specification of the power cables, sockets and supply to the eGates to be supplied by the Port Operator.
9	Data and Power Schematic	Shows schematics for the power and data connections to the eGates and the Secure Equipment Assessment Panel (SEAP) at the monitoring station.
10	Server Room	Detail of all server room equipment including but not limited to; server cabinets, rack space, cabling, security, air conditioning, power requirements. Include dimensions.
11	eGates Requirements showing Layout Requirements and Monitoring Officer Set Up	Details the spatial requirements to be incorporated in hall layout designs, including but not limited to; minimum distances around the eGates for fixed walls, barriers and future maintenance access, optimal monitoring station position and set-up requirements.
12	Cleaning Approach	Cleaning instructions (including chemicals/products that can be used) for any scheduled and/or ad hoc cleaning of the eGates and surrounding areas once in live service.
13	Decommissioning Roles and Responsibilities	Document outlining the key stakeholder responsibilities to decommissioning eGates and making good the area where eGates were installed.