

## **TCN SCHEDULE 6.1**

### **IMPLEMENTATION PLAN**

## **Implementation Plan**

### **1 INTRODUCTION**

#### **1.1 This Schedule:**

- (a) defines the process for the preparation and implementation of the Outline Implementation Plan and Detailed Implementation Plan; and
- (b) identifies the Milestones (and associated Deliverables) including the Milestones which trigger payment to the Supplier of the applicable Milestone Payments following the issue of the applicable Milestone Achievement Certificate.

### **2 OUTLINE IMPLEMENTATION PLAN**

#### **2.1 The Outline Implementation Plan is set out in Annex 1.**

#### **2.2 All changes to the Outline Implementation Plan shall be subject to the Change Control Procedure provided that the Supplier shall not attempt to postpone any of the Milestones using the Change Control Procedure or otherwise (except in accordance with Clause 31 (*Authority Cause*)).**

### **3 APPROVAL OF THE DETAILED IMPLEMENTATION PLAN**

#### **3.1 The Supplier shall submit a draft of the Detailed Implementation Plan to the Authority for approval within 20 Working Days of the Effective Date.**

#### **3.2 The Supplier shall ensure that the draft Detailed Implementation Plan:**

- (a) incorporates all of the Milestones and Milestone Dates set out in the Outline Implementation Plan;
- (b) includes (as a minimum) the Supplier's proposed timescales in respect of the following for each of the Milestones:
  - (i) the completion of each design document;
  - (ii) the completion of the build phase;
  - (iii) the completion of any Testing to be undertaken in accordance with Schedule 6.2 (*Testing Procedures*); and
  - (iv) training and roll-out activities;
- (c) clearly outlines all the steps required to implement the Milestones to be achieved in the next 15 months, together with a high level plan for the rest of the programme, in conformity with the Authority Requirements;
- (d) clearly outlines the required roles and responsibilities of both Parties, including staffing requirements; and
- (e) is produced using a software tool as specified, or agreed by the Authority.

- 3.3 Prior to the submission of the draft Detailed Implementation Plan to the Authority in accordance with Paragraph 3.1, the Authority shall have the right:
- (a) to review any documentation produced by the Supplier in relation to the development of the Detailed Implementation Plan, including:
    - (i) details of the Supplier's intended approach to the Detailed Implementation Plan and its development;
    - (i) copies of any drafts of the Detailed Implementation Plan produced by the Supplier; and
    - (ii) any other work in progress in relation to the Detailed Implementation Plan; and
  - (b) to require the Supplier to include any reasonable changes or provisions in the Detailed Implementation Plan.
- 3.4 Following receipt of the draft Detailed Implementation Plan from the Supplier, the Authority shall:
- (a) review and comment on the draft Detailed Implementation Plan as soon as reasonably practicable; and
  - (b) notify the Supplier in writing that it approves or rejects the draft Detailed Implementation Plan no later than 20 Working Days after the date on which the draft Detailed Implementation Plan is first delivered to the Authority.
- 3.5 If the Authority rejects the draft Detailed Implementation Plan:
- (a) the Authority shall inform the Supplier in writing of its reasons for its rejection; and
  - (b) the Supplier shall then revise the draft Detailed Implementation Plan (taking reasonable account of the Authority's comments) and shall re-submit a revised draft Detailed Implementation Plan to the Authority for the Authority's approval within 20 Working Days of the date of the Authority's notice of rejection. The provisions of Paragraph 3.4 and this Paragraph 3.5 shall apply again to any resubmitted draft Detailed Implementation Plan, provided that either Party may refer any disputed matters for resolution by the Dispute Resolution Procedure at any time.
- 3.6 If the Authority approves the draft Detailed Implementation Plan, it shall replace the Outline Implementation Plan from the date of the Authority's notice of approval.

#### **4 UPDATES TO AND MAINTENANCE OF THE DETAILED IMPLEMENTATION PLAN**

- 4.1 Following the approval of the Detailed Implementation Plan by the Authority:
- (a) the Supplier shall submit a revised Detailed Implementation Plan to the Authority every month starting 2 months from the Effective Date;

- (b) without prejudice to Paragraph 4.1(a), the Authority shall be entitled to request a revised Detailed Implementation Plan at any time by giving written notice to the Supplier and the Supplier shall submit a draft revised Detailed Implementation Plan to the Authority within 20 Working Days of receiving such a request from the Authority (or such longer period as the Parties may agree provided that any failure to agree such longer period shall be referred to the Dispute Resolution Procedure);
- (c) any revised Detailed Implementation Plan shall (subject to Paragraph 4.2) be submitted by the Supplier for approval in accordance with the procedure set out in Paragraph 3; and
- (d) the Supplier's performance against the Implementation Plan shall be monitored at meetings of the Service Management Group (as defined in Schedule 8.1 (*Governance*)). In preparation for such meetings, the current Detailed Implementation Plan shall be provided by the Supplier to the Authority not less than 5 Working Days in advance of each meeting of the Service Management Group.

4.2 Save for any amendments which are of a type identified and notified by the Authority (at the Authority's discretion) to the Supplier in writing as not requiring approval, any material amendments to the Detailed Implementation Plan shall be subject to the Change Control Procedure provided that:

- (a) any amendments to elements of the Detailed Implementation Plan which are based on the contents of the Outline Implementation Plan shall be deemed to be material amendments; and
- (b) in no circumstances shall the Supplier be entitled to alter or request an alteration to any Milestone Date except in accordance with Clause 31 (*Authority Cause*).

4.3 Any proposed amendments to the Detailed Implementation Plan shall not come into force until they have been approved in writing by the Authority.

## 5 GOVERNMENT REVIEWS

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: OUTLINE IMPLEMENTATION PLAN**

Milestone	Milestone summary/Deliverables required for each Milestone)	Duration (Working Days)	Milestone/Deliverable Date	Authority Responsibilities (if applicable)	Link to ATP/CPP	Key Milestone (Y/N)
1. Mobilisation and Planning	The Supplier has demonstrated an understanding of the required solution and evidenced a plan and management approach that they will deliver against. The Supplier shall provide the following Deliverables:		21-Jan-21			Y
	1.1 a technical design document which details how the Supplier Scheduling system meets the Authority's API requirements		21-Jan-21			
	1.2 a Testing Strategy (pursuant to the requirements of Schedule 6.2 (Testing Procedures))		21-Jan-21			
	1.3 a Detailed Implementation Plan (pursuant to the requirements of Schedule 6.1 (Implementation Plan))		21-Jan-21			
	1.4 a documented methodology for the management of risks, issues and dependencies and initial register of those risks, issues and dependencies with proposed mitigations		21-Jan-21			

	1.5 a Quality Plan (pursuant to the requirements of clause 6.1 (Implementation))		21-Jan-21			
	1.6 a Security Assurance Plan (pursuant to the requirements of Schedule 2.4 (Security Management))		21-Jan-21			
2. TCN Model Office Technology Test Ready	The Supplier has successfully provided instances of their technology hardware (equivalent to the requirements of Schedule 2.1 Annex C) for installation in the Authority's Model Office and provided a test environment of their Scheduling System and is ready to start integration and hardware testing with the Authority. The Supplier shall provide the following Deliverables:		04-Mar-21			Y
	2.1 the Supplier to provide instances of all their technology hardware for each delivery method and each sub-sub-contractor to DVSA to support compatibility, functional and integration testing. The Supplier shall provide instances of the technology hardware that will be used in the Supplier Solution to the Authority with supporting specification and configuration documentation.		04-Mar-21			

	2.2 the Scheduling System test environment is configured by the Supplier to support the technical integration of Scheduling System with the Authority's Booking Application. The readiness of the TCN Scheduling System test environment is evidenced by the submission of Supplier Unit and System test reports.		04-Mar-21			
	2.3 the Supplier's Active Directory test environment is configured by the Supplier to support the testing of technical integration with the Authority. The readiness of the TCN Scheduling System test environment is evidenced by the submission of Supplier Unit and System test reports		04-Mar-21			
	2.4 a Service Continuity Plan (pursuant to the requirements of Schedule 8.6 (Service Continuity and Corporate Resolution Planning))		04-Mar-21			
<b>3. TCN Model Office Technology Test Completed</b>	<b>The Supplier has successfully demonstrated the end to end integration and functionality for each delivery method and sub-contractor with the Authority and has provided a work-off plan to rectify any defects prior to the TCN Pilot Office Technology Test and the TCN Site Rollout. The Supplier shall provide the following Deliverables:</b>		<b>01-Apr-21</b>			<b>Y</b>



	<p>3.1 TCN technology (i.e. the hardware outlined in Annex C of Schedule 2.1 that is required to be compatible with the Authority System and the ICT/software systems of the FTTS Suppliers) testing is complete - the Supplier has worked with the Authority to demonstrate that the TCN technology required for the Services meets the functional and non-functional requirements as set out in Schedule 2.1 (as such Schedule may be updated to reflect the requirements of any FTTS Supplier(s)). The Supplier's hardware technology will be used in Supplier's test centre Sites is specified and configured to be compatible with the TETCM and Authority System</p>		01-Apr-21			
	<p>3.2 The Supplier has demonstrated successful integration of their Active Directory with the Authority's System.</p> <p>The integration testing is complete between the Supplier's Active Directory and the Authority System</p>		01-Apr-21			
	<p>3.3 The Supplier has demonstrated successful integration of their Scheduling System with the Authority's Booking Application. The integration testing is complete between the Supplier's Scheduling component,</p>		01-Apr-21			

4. Suitable locations approved	The Supplier has provided the Authority with full site details of sites that can meet the full site requirements (as per Schedule 2.1.) for the entirety of their proposed Test Centre Network. The Supplier shall provide the following Deliverables:		20-Apr-21			Y
	4.1 full site details of Sites that are capable of meeting the full site requirements from which the Supplier proposed to deliver the Service will be provided to the Authority for approval. The Supplier is encouraged to submit full location details as and when they become available. This approval will require: - desk- based approval by the Authority; and/or - Site inspections at the discretion of the Authority		25% of Site detail provided - 14-Jan-21 50% of Site details provided - 29-Jan-21 75% of Site details provided -19-Feb-21 100% of Site details provided - 19-Mar-21			
	4.2 100% of the proposed Test Centre sites submitted by the Supplier have achieved approval by the Authority		20-Apr-21			

5. TCN Pilot Office Physical and Technology Test Complete	The Supplier has proven their understanding of the physical requirements for each site (as set out in Schedule 2.1) and has proven the ability to deploy the TCN technology required to deliver the Service for each method of test delivery for GB and NI in a Test Centre site. The Supplier has successfully demonstrated functionality for each of these methods of test delivery for GB and NI in the chosen TCN Pilot Offices. The Supplier shall provide the following Deliverables:		18-May-21			Y
	5.1 the Supplier evidences that the Pilot Office complies with the physical fit out requirements for each method of test delivery for GB and NI and for each sub-contractor. The Supplier will propose a range of dates within the Detailed Implementation Plan when the Pilot Offices will be ready for the Authority to assess and approve.		05-Mar-21			
	5.2 TCN technology hardware deployment test readiness - The Supplier has deployed the agreed technology hardware requirements as set out in Annex C TCN technology in the TCN Pilot Offices for each method of test delivery		16-Apr-21			

	5.3 the Supplier has supported the successful deployment of Test Engine and Test Content Management System to the nominated TCN Pilot Offices ((such locations to be nominated by the Supplier and agreed by the Authority) for each method of test delivery for GB and NI - the Supplier has successfully demonstrated that the Test Engine and Test Content Management system is operational at the Pilot Offices for each for each method of test delivery		16-Apr-21			
	5.4 the Supplier has provided evidence (in the form a Test Report) to demonstrate that the TCN technology required to support the Service was proven to be operational in each of the Pilot Offices		18-May-21			
6. TCN Pilot Office Procedure Test Complete	<b>The Supplier has demonstrated their ability to deliver the Service in the TCN Pilot Offices to meet the requirements outlined in Schedule 2.1 The Supplier shall provide the following Deliverables:</b>		16-Jun-21			Y

	6.1 TCN procedure test - The Supplier (including Key Sub-contractors) will demonstrate their ability to deliver the Service in line with the requirements as set out in Schedule 2.1 and can comply with the Authority's procedures in the Pilot Offices. The Supplier shall be required to achieve this Deliverable for each method of test delivery in GB and NI and for each sub-contractor		16-Jun-21			
<b>7. Evidence of Legal Title to Sites</b>	<b>The Supplier has provided the evidence of legal title to their approved Sites. The Supplier shall provide the following Deliverables:</b>		<b>30-Jun-21</b>			Y
	7.1 proof of legal title of approved Sites provided to the Authority. The Supplier will provide formal proof of tenure by confirming that they have legal documentation and agreements in place for the approved Site.		25% of legal title documentation provided - 10-Mar-21 50% of legal title documentation provided - 20-Apr-21 75% of legal title documentation provided - 26-May-21 100% of legal title documentation provided - 30-Jun-21			
<b>8. Booking Service Operational</b> This is the first Operational Service Commencement Date	<b>The Supplier Scheduling System is configured and operational to support booking of test slots for the Service. The Supplier shall provide the following Deliverables:</b>		08-Jul-21		Y	Y

	8.1 provision of information to the Authority's Booking Application and scheduling configuration - the Supplier will ensure all the information necessary for the operation of the Authority Booking Application has been provided to the Authority. The Suppliers must demonstrate that their Scheduling system is configured to support booking of test slots for the Service from the last Operational Service Commencement Date.		08-Jul-21			
	8.2 the Supplier has provided their forecast Test Centre Opening Hours Report for their Test Centre sites (in the form of a report as outlined in Schedule 8.4) and has demonstrated that the Supplier Scheduling System contains available test slots for the first three months of operation		08-Jul-21			
	8.3 the Supplier has successfully demonstrated that the following use cases can be supported by the Supplier Solution for the following use cases: 1. public candidate booking 2. Trainer Booker booking 3. non-standard accommodations booking		08-Jul-21			

9. Readiness for Service	The Suppliers Solution is successfully deployed and approved with appropriate IT and training of Supplier Personnel prior to the 4 <sup>th</sup> September 2021 Operational Service Commencement Date . The Supplier shall provide the following Deliverables:		31-Aug-2021			Y
	<p>9.1 Staged TCN fit out and integration of technology in test centres. The Supplier shall provide full physical and technology fit out of all Sites in line with the requirements set out in Schedule 2.1.</p> <p>The Supplier has evidenced readiness for service at sufficient test centres sites to be capable of delivering 99% of throughput in the region by 4 August 2021.</p> <p>The Supplier shall conduct the fit-out in accordance with the Detailed Implementation Plan demonstrating progress to the Authority by meeting the staged deliverable dates indicated.</p>		<p>25% of Site fit outs that meet 99% of throughput in the region evidenced - 07-Jun-21</p> <p>50% of Site fit outs that meet 99% of throughput in the region evidenced - 05-Jul -21</p> <p>75% of Site fit outs that meet 99% of throughput in the region evidenced - 26-Jul-21</p> <p>100% of Site fit outs that meet 99% of throughput in the region evidenced - 16-Aug-21</p>			
	9.2 The Supplier shall provide evidence to demonstrate readiness to provide the Service at all Test Centre Sites by 31 August 2021.		31-Aug-2021			

<b>10. Commencement of Full Operations</b>  This is the last Operational Service Commencement Date	The Supplier has successfully moved to the provision of the Operational Services across all Sites and has successfully delivered all Theory Tests booked on 4 September 2021, or where the Supplier will not be required (pursuant to its obligations under Schedule 2.1) to provide any Theory Tests on 4 September 2021 (due to 4 September 2021 being a Saturday) this Milestone shall be measured by reference to Monday 6 September 2021		Sat 04-Sept-21		ATP	Y
	10.1 all Theory Tests booked on 4 September 2021 (or where the Supplier will not be required (pursuant to its obligations under Schedule 2.1) to provide any Theory Tests on 4 September 2021 (due to 4 September 2021 being a Saturday), then all Theory Tests booked on 6 September 2021) are delivered successfully in accordance with the requirements of the Agreement (including schedules 2.1 and 2.2).		04-Sept-21			
<b>11. CPP Milestone - Commencement of Full Operations</b>	The Supplier has demonstrated that the full deployment of all operational Services are functioning across all Sites to the required standards and the Supplier is meeting or exceeding the Target Performance Levels for all Performance Indicators.		4-Nov-2021		CPP	