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**PSN SERVICES**

**APPENDIX 8**

**OUTLINE IMPLEMENTATION PLAN**

In accordance with Paragraph 2 of Schedule 4.1 (Implementation Plan) of the Call-Off Terms, the Outline Implementation Plan agreed by the Parties is as set out in Part A below.

**PART A**

The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

**PART B**

**CONTRACTOR'S RESPONSE TO THE ITT IN RESPECT OF THE IMPLEMENTATION PLAN**

**Section 2 Implementation Requirements –**

**Question 1: – Reuse**

CRITERION WEIGHT	5%	CRITERION TIER 3	Reuse
CUSTOMER AUTHORITY QUESTION 1		The Contractor to set out how their solution may re use existing equipment	

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<b>RESPONSE GUIDANCE NOTES</b>	<p>The Contractor is required to detail how they will reuse existing connectivity/circuits or devices if applicable to the Supplier's proposed technical solution, such as:</p> <ul style="list-style-type: none"> <li>- The existing IP handsets in the Authority's sites</li> <li>- LAN Switches</li> <li>- WAN Circuits</li> </ul> <p>These will also have been identified in the BOM worksheet of the Financial Response Template. The Contractor should indicate which types of existing equipment form part of their solution and any benefits (other than price) that this may bring to the Customer Authority</p> <p><u>The Contractor's response to this question should be limited to no more than 10 pages of A4 including diagrams and appendices</u></p>
<p><b>Contractor Response:</b></p> <p>The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000</p>	

**Section 2: Implementation Requirements -****Question 2: – Design****Maximum Score 10****Minimum Score 4**

CRITERION WEIGHT	10%	CRITERION TIER 3	Design
CUSTOMER AUTHORITY QUESTION 2		The Contractor to set out how their Implementation design ensures that service continuity will be maintained	
RESPONSE GUIDANCE NOTES		<ul style="list-style-type: none"> <li>The Contractor must provide designs that demonstrate there is no single point of failure introduced into the core networks and any bridge between core networks during</li> </ul>	

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	<p>the transition period.</p> <ul style="list-style-type: none"> <li>• The Contractor must provide designs that demonstrate that the performance from a Site across the core networks and any bridge between core networks to the CGI Data Centres is not adversely impacted during the transition period.</li> <li>• The Contractor must specify the impact on performance for traffic exchanged between Sites other than the CGI Data Centres (i.e. between one Site transitioned and one Site not yet transitioned) during the transition period.</li> <li>• The Contractor must specify any requirements or assumptions made with regard to the bridging of networks at the CGI Data Centres in Bridgend or at any other Site on the network.</li> </ul> <p><u>The Contractor's response to this question should be limited to no more than 20 pages of A4 including diagrams and appendices</u></p>
<p><b>Contractor Response:</b></p> <p>The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000</p>	

**Section 2: Implementation Requirements****Question 3: – Disruption to service**

CRITERION WEIGHT	25%	CRITERION TIER 3	Disruption to Service
<b>CUSTOMER AUTHORITY QUESTION 3</b>		The Contractor to set out how their Implementation Solution will minimise disruption to the Customer Authority Users	
<b>RESPONSE GUIDANCE NOTES</b>		<ul style="list-style-type: none"> <li>• The Contractor must provide proposals for implementation that minimise disruption to the Customer Authority user community. Access to many Customer Authority Sites is limited and <u>may be unavailable outside of Customer Authority Service Hours.</u></li> <li>• The Service at some smaller sites could be withdrawn</li> </ul>	

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	<p>during Customer Authority Service Hours as a result of the implementation of services for no more than 30 minutes.</p> <ul style="list-style-type: none"> <li>• The Contractor must provide an option for implementation of a Site outside of Customer Authority Service Hours when access to the Customer Authority Site can be obtained. It is expected that access to most Customer Authority Host Sites will be possible outside of Customer Authority Service Hours.</li> <li>• The Contractor must ensure that there is no interruption to Service at the CGI Data Centres during Customer Authority Service Hours as a result of the implementation.</li> <li>• All implementation activities and associated testing at the CGI Data Centres must be conducted outside of Customer Authority Service Hours.</li> </ul> <p><u>The Contractor's response to this question should be limited to no more than 15 pages of A4 including diagrams and appendices</u></p>
<p><b>Contractor Response:</b></p> <p><i>The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000</i></p>	

**Section 2: Implementation Requirements****Question 4: – Solution Transparency**

CRITERION WEIGHT	5%	CRITERION TIER 3	Solution Transparency
<b>CUSTOMER AUTHORITY QUESTION 4</b>		The Contractor shall ensure that their Implementation Response and project milestones aligns to all other aspects of their submission	
<b>RESPONSE GUIDANCE NOTES</b>		<ul style="list-style-type: none"> <li>- The Implementation Solution and plans should allow the Customer Authority to clearly understand the sequence of individual projects, their linkage to Service Commencement Dates (TMO or FMO) and commencement of any Operational Service Charges.</li> </ul>	

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	<ul style="list-style-type: none"> <li>- Additionally, the HR journey should be very clearly explained, detailing when roles are transferred and rationalised over the period, based on the current level of information available to the Contractors.</li> <li>- The Contractor should clearly state the rationale and usage of all assets detailed in the Bill of Materials (BOM) section of the Financial Response Template.</li> <li>- Project Milestones must align with the payment Milestones set out in the Financial Response Template and evaluators of this question will be able to review the Payment Milestones. Any discrepancies or concerns that the payment profile will increase the risk of delivery of all Milestones may affect the score for this question.</li> </ul> <p><u>The Contractor's response to this question should be limited to no more than 15 pages of A4 including diagrams and appendices</u></p>
<b>Contractor Response:</b>  The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000	

**Section 2: Implementation Requirements - Transition Plan and Approach****Question 5 – Approach and Methodology**

CRITERION WEIGHT	10%	CRITERION TIER 3	Approach and Methodology
<b>CUSTOMER AUTHORITY QUESTION 5</b>		The Contractor shall provide a general overview of their Implementation approach, structure and methodology, covering the points below	
<b>RESPONSE GUIDANCE NOTES</b>		<ul style="list-style-type: none"> <li>• <b>Approach and Methodology:</b> This section will describe the Contractor's approach and methodology for implementation. It will include an overview of the portfolio of projects required by the Contractor to deliver their full scope relating back to their overarching solution and services, how the Contractor proposes delivering the scope of their Service, why the proposed approach has been selected and what the Contractor will achieve as</li> </ul>	

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	<p>outcomes of each project. It will describe how the Contractor intends to journey from the “As Is” to the Contractor’s Solution sufficiently to achieve the Service Requirements of Schedule 2.1 and the Service Levels in Schedule 2.2 (please note that this is now included in Appendix 16 in Volume 2. The Customer Authority needs to understand and be confident that the Contractor is able to deliver the solution it is offering. This should include:</p> <ul style="list-style-type: none"> <li>○ The major phases and stages necessary to design, build and effect the implementation focusing on the solution elements (whether technological, organisational or process-based) that shall be deployed, explaining how these solution elements build to the full solution or provide interim expedients to aid the final solution;</li> <li>○ Within the major phases, the major decision points (whether related to ATPs or otherwise) during the implementation, stating the nature of the decision to be made and the principal party who shall make each such decision;</li> <li>○ The features of current service supply (whether contractual, technical, organisational, process-related or otherwise) that, from an implementation perspective, present challenges or require differing approaches and how your implementation approach addresses these;</li> <li>○ The impact that the Contractor’s approach might have on other New Contractors and/or existing service supply, stating how the impact is minimised, if potentially deleterious;</li> <li>○ Consideration of the service, process and technical boundaries between the Contractors and how the Contractor’s approach adheres to these;</li> <li>○ The Contractor’s approach to developing detailed plans and supporting documentation;</li> <li>○ The Contractor shall describe its approach towards understanding Incumbent Contractor plans and the steps the Contractor will take to identify and combine exit plans into its plans.;</li> <li>○ The Contractor will clearly identify its delivery methodologies, the tooling it will use and recognised standards that it will adhere to.</li> </ul> <p><u>The Contractor’s response to this question should be limited to no</u></p>
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	<u>more than 30 pages of A4 including diagrams and appendices</u>
<b>Contractor Response:</b>  The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000	

**Section 2: Implementation Requirements****Question 6 – Sequence and Planning****Maximum Score 10****Minimum Score 4**

CRITERION WEIGHT	4%	CRITERION TIER 3	Sequence and Planning
<b>CUSTOMER AUTHORITY QUESTION 6</b>		The Contractor should provide a narrative and MS Project plan detailing the structure and timelines of their proposed Implementation Plan to include the points below	
<b>RESPONSE GUIDANCE NOTES</b>		<ul style="list-style-type: none"> <li>○ A descriptive breakdown of the portfolio of projects (a project roadmap) for which the Contractor would be responsible;</li> <li>○ Detailed Implementation timelines and preferred sequencing of Implementation;</li> <li>○ Whether and to what extent there is any flexibility around implementation sequencing without incurring additional cost or Change;</li> <li>○ A detailed MS project plan containing all major tasks</li> <li>○ A 'plan on a page' summarising at a high level the material phases, stages and sequencing;</li> <li>○ An explanation of which activities and deliverables are included within each Milestone (ATPs, SCDs, CPPs).</li> </ul> <p><u>The Contractor's response to this question should be limited to no more than 15 pages of A4 including diagrams and appendices</u></p>	

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The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

**Section 2: Implementation Requirements****Question 7 – Establishing the Transition and BAU teams**

CRITERION WEIGHT	8%	CRITERION TIER 3	Establishing the Transition and BAU teams
CUSTOMER AUTHORITY QUESTION 7		The Contractor must detail how they will setup their Implementation and operational services teams	
RESPONSE GUIDANCE NOTES		<ul style="list-style-type: none"><li>○ Design and set up of the Implementation team to include the types of resources required, when they will be utilised and ramped down</li><li>○ Design and rollout of the operational services teams in preparation for the take on of live services – when the initial team will be established, their makeup and structure</li></ul> <p><u>The Contractor's response to this question should be limited to no more than 15 pages of A4 including diagrams and appendices</u></p>	
<b>Contractor Response:</b>  The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000			

**Section 2: Implementation Requirements****Question 8 – Security Implementation**

CRITERION WEIGHT	17%	CRITERION TIER 3	The Contractor's Approach
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<b>CUSTOMER AUTHORITY QUESTION 8</b>	<p>The Contractor shall detail their approach to supporting the Customer Authority's Security Assurance/Accreditation and testing activities requirements to include the points below.</p>
<b>RESPONSE GUIDANCE NOTES</b>	<ul style="list-style-type: none"> <li>○ Identify the Contractors key skills, tools and methodologies used to achieve security assurance/ accreditation;</li> <li>○ A description of the security attributes of the solution, identifying technical controls and associated procedures, outlining any external assurance aspects that may exist (e.g. PGA accreditation, ISO27001, Cyber Essentials etc.);</li> <li>○ The Contractor's approach in respect of the assurance/ accreditation of the services (identifying key deliverables and the demarcation of duties between the Customer Authority and the Contractor and Other Customer Authority Suppliers necessary to achieve accreditation of the Contractor's Solution and Services);</li> <li>○ The Contractor's approach to testing, identifying the Contractor's test models, key activities, the stages at which testing will be performed and roles that may be required;</li> <li>○ The Contractors approach to pilot site selection, design, implementation and roll back, including how the lessons learnt will be fed into the future site cutover planning.</li> <li>○ The approach to service readiness, including establishing approval criteria, testing, Early Life Support and reviews;</li> </ul> <p>The Contractor's response to this question should be limited to no more than 15 pages of A4 including diagrams and appendices</p>
<p><b>Contractor Response:</b></p> <p>The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000</p>	

**Section 2: Implementation Requirements****Question 9 – Governance Approach**

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CRITERION WEIGHT	5%	CRITERION TIER 3	Governance Approach
CUSTOMER AUTHORITY QUESTION 9		The Contractor shall detail their approach to programme governance to include the points below.	
RESPONSE GUIDANCE NOTES		<ul style="list-style-type: none"><li>• A description of the Contractor's internal Programme and/or Implementation Practice</li><li>• The governance arrangements that the Contractor will put in place (in addition to those set out by the Customer Authority), setting out goals, interfaces and benefits;</li><li>• The arrangements that the Contractor will put in place to ensure effective working with the Customer Authority including how the Contractor will assist the Customer Authority to discharge their responsibilities. Consider such areas as the assistance that the Contractor will provide in respect of plan and solution conformance in respect of Other Contractors.</li><li>• How the Contractor will develop and maintain the Implementation Plan, the use of any specialised tooling and how this would integrate with the Customer Authority specialist planning tools;</li><li>• The tooling and mechanisms that the Contractor will use to manage the implementation deliverables and how this tooling will integrate with the Customer Authority;</li><li>• The delivery methodologies (if any) that the Contractor intends to use with associated benefits.</li></ul> <p><u>The Contractor's response to this question should be limited to no more than 15 pages of A4 including diagrams and appendices</u></p>	
Contractor Response:			
The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000			

**Section 2: Implementation Requirements****Question 10 – TMO**

CRITERION WEIGHT	5%	CRITERION TIER 3	TMO
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<b>CUSTOMER AUTHORITY QUESTION 10</b>	<p>The Contractor should provide a narrative in response to the TMO sections of the Implementation requirements in the Implementation schedule 4.1 (as amended and included in Appendix 16 in Volume 2) to include the points below.</p>
<b>RESPONSE GUIDANCE NOTES</b>	<ul style="list-style-type: none"> <li>- The Contractor's implementation approach to include the Services transferal in various stages, from the first cutover event through to the final cutover event;</li> <li>- , The service supply chain from a Services perspective to include Exiting Suppliers and the Contractor.</li> <li>- The Customer Authority refers to the mode of operation during this period as the Transition Mode of Operation (TMO). The tracking of TMO SLAs and the constant additions or conversion into Future Mode of Operations (FMO) makes service activity difficult to capture, measure and report.</li> <li>- The Contractor should provide clear details of how it will work to ensure it is possible to manage and measure service delivery during the TMO period.</li> </ul> <p>In their response, the Contractor should include:</p> <ul style="list-style-type: none"> <li>• The TMO solution (including technological, organisational, security and process-related aspects) to be put in place and how the Contractor expects this to integrate with other Customer Authority services where applicable;</li> <li>• The sequence and timings (by reference to the Implementation Plan) for the introduction of the TMO processes, solutions, services and service levels;</li> <li>• The Contractor's assumptions as to the service levels that shall apply during the TMO element of the life-cycle (referencing relevant provisions of Schedule 2.1 (Service Performance Management));</li> <li>• The TMO capabilities and tooling, interfaces to existing systems, dependencies upon other suppliers and the TMO management and control mechanisms</li> </ul> <p><u>The Contractor's response to this question should be limited to no more than 15 pages of A4 including diagrams and appendices</u></p>
<p><b>Contractor Response:</b></p> <p>The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000</p>	