

MOBILISATION PLAN GUIDANCE {QUESTION 17} – ANNEX J

Requirement

1. The Employer seeks a comprehensive Transition Plan for the HESTIA SouthWest Region listing all expected activities necessary to ensure the smooth transition from current soft FM contracts into the new HESTIA Contract.
2. Tenderers are required to produce a Transition Plan as part of their tender submission. This is to provide identification of critical paths with clearly defined management plans and timelines for how their Transition Programme will be achieved. The winning Tenderer working with the employer will have 2 months to finalise their submitted transition plan from Contract Award (CA).

Approach

3. Transition is defined as the period from CA through to 6 months beyond Full Operating Capability (FOC), as detailed in Figure 1 below. Mobilisation is the shared phase between the current Contractor(s) and the incoming Contractor and this will require careful management between Contractors parties and Employer. For clarity the following definitions have been provided:

- Contract Award – Is the date when the contract is signed by both the successful Tenderer and MOD, both making legal commitments to each other for the delivery of the requirements.
- In-Service Date – Is the date the winning Tenderer takes responsibility for the delivery of the requirements and performance will be measured from this point forward. For HESTIA this has been deemed 6 months after CA. All services will need to be delivered by the Supplier from this date; however some services e.g. Introduction of Pay -As-You - Dine (PAYD), may not be fully integrated by this date. Such services will be identified in their Transition Plan but must be fully delivered within a maximum of 6 months from ISD.
- Full Operating Capability – Is the date the Supplier/DIO has agreed when any services, which are not fully integrated at ISD will be fully integrated. At this point the Project will enter into the Steady State phase and the respective Transition teams will begin to withdraw.

4. The Tenderer is required to confirm they will liaise and co-operate with the Outgoing Contractor's during the mobilisation phase.

5. Exit strategies from existing contracts across the HESTIA Regions are available in the Virtual Data Room. The Tenderer shall, as part of their Transition Plan submission, confirm that it has been prepared in line with the current Contractor's exit plans and describe how this process shall be managed.

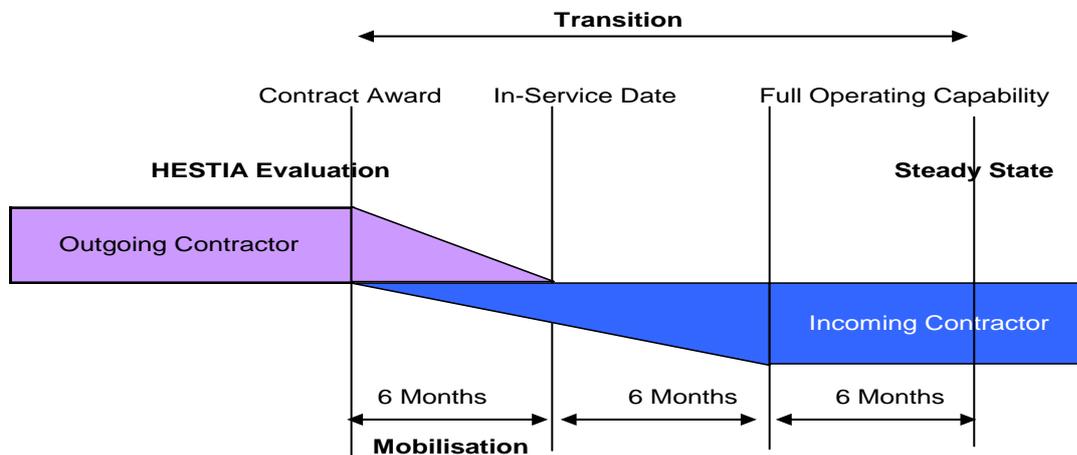


Figure 1: Overview of Transition

6. It is for the Tenderer to state what, when and how transition shall be managed and achieved. The Employer shall require information in the following areas as part of the Tender submission:

7. Mobilisation Management Team

The Tenderer shall define the management structure to be put in place including:

- a. How the appointment of suitably qualified and experienced personnel (SQEP) that make up the proposed team will be addressed.
- b. Define the qualifications, training and experience of personnel in their individually identified roles.
- c. Confirm the duration of the team established for mobilisation/transition and how skills transfer and work stream identification shall be managed.

8. Key Milestones, Dates and Activities

- a. The Transition Plan must be presented in an accessible format to the Employer which clearly demonstrates a clear chronological date order in which activities shall be conducted.
- b. The Tenderer shall provide the Employer with the key mobilisation/transition milestones including a means of measurement against progress. The Employer shall monitor and report milestone completion utilising the process as detailed at Annex A.
- c. It is recognised that some services including 1st generation Pay as You Dine (PAYD) arrangements, certain retail and leisure works may not be possible to implement by ISD. Such services shall require agreement and definition prior to ISD on how and when they shall be delivered with the Employer to ensure achievement by FOC. The Tenderer shall separate out and detail when and how these services will be delivered in the Transition Plan.

9. Transition Risk and Mitigation Process

Tenderers are to establish and describe in detail all dependencies, assumptions, risks and issues within their Transition Plan and shall include:

- a. The means of Transition risk identification, capture, mitigation and management.

- b. Identification of challenges and how these will be addressed and mitigated.
- c. Identification of dual responsibilities between the Tenderer and the Employer and all anticipated joint working requirements.

10. Management of Staff during Transition

- a. The Tenderers shall define how it proposes to manage staff during the demobilisation and mobilisation phases with Transfer of Undertaking's (Protection of Employment) (TUPE) transfers.

11. Continuity of Services

- a. Describe how the Tenderer shall ensure that all current services including catering, retail and leisure facilities on each of the sites identified within the HESTIA Region shall be operational for ISD and sustained throughout the transition period to FOC.

12. Review & Change Process

- a. The Tenderer shall identify the review mechanism to be used within the Transition Plan to ensure it remains fit for purpose.
- b. The Tenderer shall define the process for change/adjustment of the Transition Plan during Mobilisation/Transition Phase.

13. Implementation of Working IT Systems

- a. The Tenderer shall describe how it shall implement their IT systems ready to manage service delivery and key project information together with any identified risks and proposed mitigation processes.

14. Communications Strategy

- a. The Tenderer shall define the strategy for communication with key stakeholders through the exit and transition phases, identifying method, frequency and means of delivery.

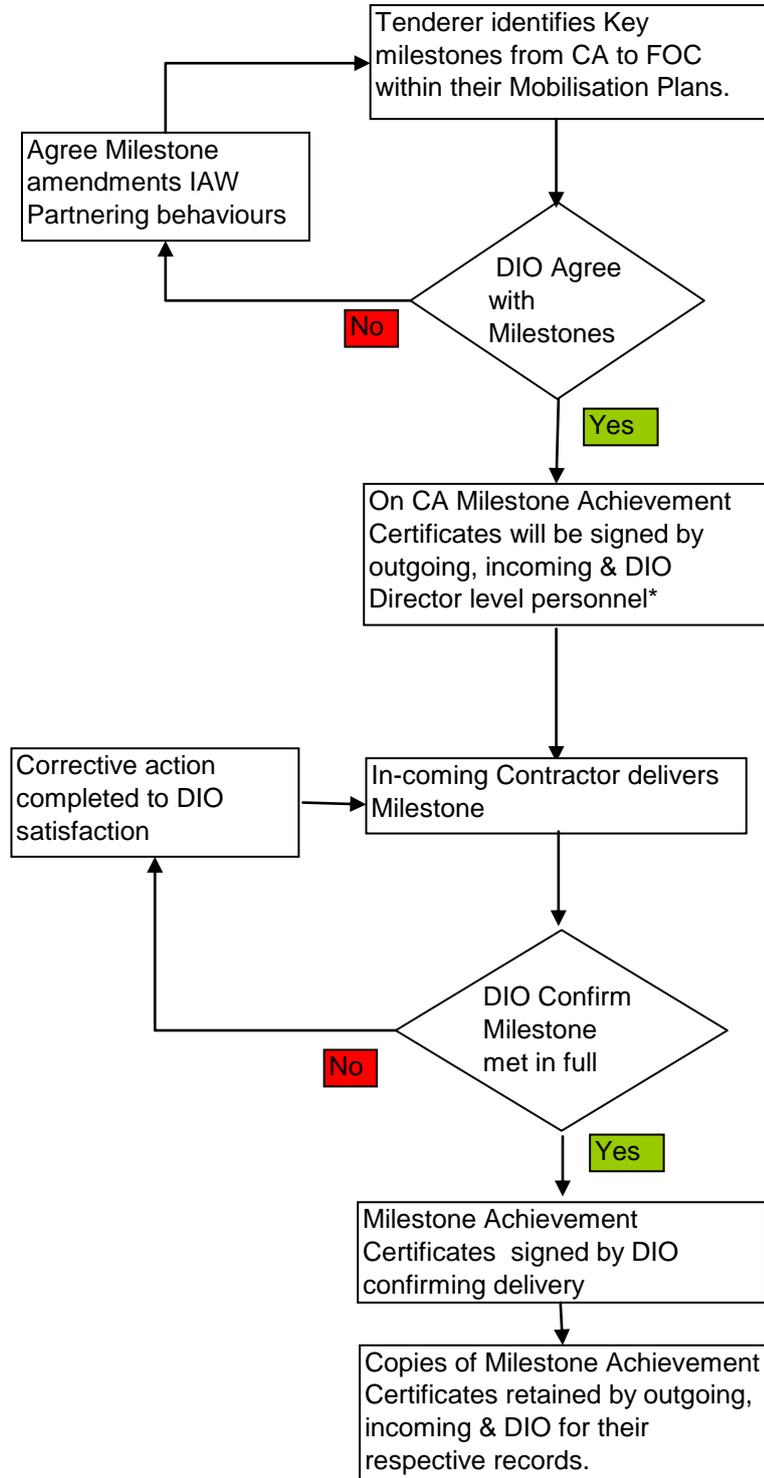
15. Establishment Specific Information

The Tenderers shall include detail in the following areas. This is for guidance and is not intended as an exhaustive list:

- a. Management and capture of Government Furnished Assets and Information and transfer of stock and assets on site locations.
- b. Accommodation/ facilities issues including lease and licence information
- c. How quality assurance is to be implemented and managed throughout the Transition programme.

ANNEX A

MILESTONE ACHIEVEMENT PROCESS



* Any amendments will be in accordance with the agreed mobilisation Change and Governance mechanisms in place at the time

MILESTONE ACHIEVEMENT CERTIFICATE

Milestone Description:

Milestone Delivery Date:

Milestone Means of Measurement:

Milestone Acceptance

Outgoing Contractor*

Sign.....

Date.....

Incoming Contractor

Sign.....

Date.....

DIO

Sign.....

Date.....

Milestone Delivered

Outgoing Contractor*

Sign.....

Date.....

Incoming Contractor

Sign.....

Date.....

DIO

Sign.....

Date.....