

Schedule 13

Implementation Plan

- 1 Introduction
[REDACTED]
- 2 Outline Implementation Plan
 - 2.1 The Outline Implementation Plan is set out in Appendix A.
 - 2.2 All changes to the Outline Implementation Plan shall be subject to the Change Control Procedure provided that each Supplier shall not attempt to postpone any of the Milestones using the Change Control Procedure or otherwise (except in accordance with Clause 29 (Authority Cause)) unless agreed by the Parties at the Service Management Board in accordance with Schedule 21 (Governance).
 - 2.3 The Outline Implementation Plan and the approved CPPs therein are upon execution hereby incorporated into and form part of this Contract.
- 3 Approval of the Detailed Implementation Plan
 - 3.1 The Suppliers shall submit a draft of the Detailed Implementation Plan to the Authority for approval within twenty (20) Working Days (or such other time as may be agreed by the Parties) of the Effective Date.
 - 3.2 The Suppliers shall ensure that the draft Detailed Implementation Plan:
 - 3.2.1 incorporates all of the Milestones and Milestone Dates set out in the Outline Implementation Plan;
 - 3.2.2 includes (as a minimum) each Supplier's proposed timescales in respect of the following for each of the Milestones:
 - (a) the completion of each design document;
 - (b) the completion of the build phase;
 - (c) the completion of any Testing to be undertaken in accordance with Schedule 14 (Testing Procedures); and
 - (d) training and roll-out activities;
 - 3.2.3 includes each draft CPP required to implement the Milestones to be achieved in the Outline Implementation Plan together with a high level plan for the whole of the programme, in conformity with the Authority Requirements;
 - 3.2.4 clearly outlines the required roles and responsibilities of both Parties, including staffing requirements; and
 - 3.2.5 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:
 - 3.3.1 to review any documentation produced by the Suppliers in relation to the development of the Detailed Implementation Plan, including:
 - (a) details of each Supplier's intended approach to the Detailed Implementation Plan and its development;

- (b) copies of any drafts of the Detailed Implementation Plan produced by the Suppliers; and
 - (c) any other work in progress in relation to the Detailed Implementation Plan; and
- 3.3.2 to require each 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 Suppliers, the Authority shall:
 - 3.4.1 review and comment on the draft Detailed Implementation Plan as soon as reasonably practicable; and
 - 3.4.2 notify the Suppliers in writing that it approves or rejects the draft Detailed Implementation Plan no later than twenty (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:
 - 3.5.1 the Authority shall inform the Suppliers in writing of its reasons for its rejection; and
 - 3.5.2 the Suppliers 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 twenty (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.
- 3.7 The Detailed Implementation Plan and the CPPs therein are upon approval of the Detailed Implementation Plan, in accordance with Paragraph 3.6, hereby incorporated into and form part of this Contract.
- 4 Updates to and maintenance of the detailed implementation plan
 - 4.1 Following the approval of the Detailed Implementation Plan by the Authority:
 - 4.1.1 the Suppliers shall submit a revised Detailed Implementation Plan to the Authority every three (3) months starting 3 months (or such other period of time as may be agreed by the Authority) from the Effective Date;
 - 4.1.2 without prejudice to Paragraph 4.1.1, the Authority shall be entitled to request a revised Detailed Implementation Plan at any time by giving written notice to the Suppliers and the Suppliers shall submit a draft revised Detailed Implementation Plan to the Authority within twenty (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);
 - 4.1.3 any revised Detailed Implementation Plan shall (subject to Paragraph 4.2) be submitted by the Suppliers for approval in accordance with the procedure set out in Paragraph 3; and
 - 4.1.4 the relevant Supplier's performance against the Implementation Plan shall be monitored at meetings of the Service Management Board (as defined in Schedule 21 (Governance)). In preparation for such meetings, the current Detailed

Implementation Plan shall be provided by the Suppliers to the Authority not less than five (5) Working Days in advance of each meeting of the Service Management Board.

- 4.2 Save for any amendments which are of a type identified and notified by the Authority (at the Authority's discretion) to both Suppliers in writing as not requiring approval, any material amendments to the Detailed Implementation Plan shall be subject to the Change Control Procedure provided that:
- 4.2.1 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
 - 4.2.2 in no circumstances shall either Supplier be entitled to alter or request an alteration to any Milestone Date except in accordance with Clause 29 (Authority Cause) unless agreed by the Parties at the Service Management Board in accordance with Schedule 21 (Governance).
- 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.
- 4.4 It is acknowledged and agreed between the Parties that any change to a:
- 4.4.1 CPP Milestone Date shall be deemed to be an Operational Change, unless otherwise agreed by the Parties at the Service Management Board in accordance with Schedule 21 (Governance); and
 - 4.4.2 Key Milestone Date or removal of a CPP Milestone shall be deemed to be a Contract Change; and
- without prejudice to paragraph 2.2, the relevant parts of Schedule 22 (Change Control) shall apply accordingly.
- 5 Government reviews
- Each Supplier acknowledges that the Services may be subject to Government review at key stages of the project. Each 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
6. [REDACTED]

Appendix A

Outline implementation plan

REDACTED

Appendix B

Synergy Contract Performance Point – [TEMPLATE]

Contract Performance Point Deliverables

General Principles

Authority: Department for Work and Pensions (DWP)
Authority Location: [State the location from which the services will be delivered].

Contract Performance Point (CPP) Deliverables Management

Each Supplier's Personnel responsible for the services, will ensure that the relevant Supplier's services team members for the whole CPP Deliverable are clearly identified and responsible for all communications to the Authority.

Each Supplier, at its discretion, may substitute Supplier services team members during the term of the contract. Each Supplier will ensure that any substitutes are adequately experienced, skilled, and qualified to take responsibility for service delivery.

The Authority acknowledges that each Supplier shall have full responsibility for the day-to-day control of all Supplier services team members provided by Supplier under this CPP and that such 'day to day control' responsibilities shall include Supplier:

- Controlling each team member's specific tasks, deliverables, and any required timescales for completing such tasks/deliverables;
- Determining the location where each delivery team member is required to work day to day.

Furthermore, the Authority agrees that all engagement in relation to any specific tasks and/or the overall delivery, progress or performance of Services under this Work Package shall be between the Authority's Commercial team and each Supplier's CPP management lead, and the Authority shall not engage directly with an individual Supplier services team member to:

- request such person to move to a different task under this CPP; or
- request specific progress reports from such person.

Charge Profile - Tables

The Charges will be paid by the Authority to each Supplier, less the Retention Payment on the dates specified in the Charge Profile table set out in Schedule 15 (Charges and Invoicing) on successful completion of the CPP Milestone.

Service Description (of the Contract Performance Point)

i.) Synergy Programme – [Service]	Overall [CPP X.Y] Service for Synergy: [Description] [Description] [Description]
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Approach to Deliver the CPP X.Y

The Suppliers need to explain their approach to delivering the service meeting the CPP X.Y stated in each Supplier's proposed solution in the ATDD Section XXX for each Supplier's Synergy solution.

CPP Descriptions and Associated Deliverables

The Suppliers need to describe their CPP deliverables for meeting the CPP X.Y stated in each Supplier's proposed solution in the ATDD Section XXX for each Supplier's Synergy solution.

CPP – Deliverable	Deliverable Name	Deliverable Description	Product / Artefact	Acceptance Criteria	Dependencies (if any)	Test Criteria	Deliverable Date
X.Y.[A]	A: [Supplier to State]	[Supplier to State]: • [Supplier to State] • [Supplier to State] •	• [Supplier to State] • [Supplier to State]	Supplier to State]: • [Supplier to State] • [Supplier to State]			[Supplier to State]: •
X.Y.[B]	B: [Supplier to State]	[Supplier to State]: • [Supplier to State] • [Supplier to State] •	• [Supplier to State] • [Supplier to State]	Supplier to State]: • [Supplier to State] • [Supplier to State]			[Supplier to State]: •
X.Y.[C]	C: [Supplier to State]	[Supplier to State]: • [Supplier to State] • [Supplier to State] •	• [Supplier to State] • [Supplier to State]	Supplier to State]: • [Supplier to State] • [Supplier to State]			[Supplier to State]: •
X.Y.[D]	D: [Supplier to State]	[Supplier to State]: • [Supplier to State] • [Supplier to State] •	• [Supplier to State] • [Supplier to State]	Supplier to State]: • [Supplier to State] • [Supplier to State]			[Supplier to State]: •
X.Y.[X]	X: [Supplier to State]	[Supplier to State]: • [Supplier to State] • [Supplier to State] •	• [Supplier to State] • [Supplier to State]	Supplier to State]: • [Supplier to State] • [Supplier to State]			[Supplier to State]: •

Appendix C

Outline Capacity Management Plan

Request for [Revised] Capacity Management Plan			
Name of Supplier:	<i>[Supplier A (ERP) or Supplier B (SI)]</i>		
Details of the change in Capacity:	<i>[Guidance: Explain the change to the capacity of each Supplier]</i>		
Deadline for receiving the [Revised] Capacity Management Plan:	[add date (minimum 10 days from request)]		
Signed by Authority:		Date:	
Supplier [Revised] Capacity Management Plan			
Cause of the change in Capacity:	[add cause]		
Anticipated impact assessment:	[add impact]		
Actual effect of change in Capacity:	[add effect]		
Steps to be taken to rectification:	Steps	Timescale	
	1.	[date]	
	2.	[date]	
	3.	[date]	
	4.	[date]	
	[...]	[date]	
Timescale for complete rectification of Capacity	[X] Working Days		
Steps taken to prevent recurrence of change in Capacity	Steps	Timescale	
	1.	[date]	
	2.	[date]	
	3.	[date]	
	4.	[date]	

	[...]	[date]	
Signed by Supplier [x]:		Date:	
Signed by Supplier [x]:		Date:	
Review of Capacity Management Plan by Authority			
Outcome of review	[Plan Accepted] [Plan Rejected] [Revised Plan Requested]		
Reasons for rejection (if applicable)	[add reasons]		
Signed by Authority		Date:	

Appendix D
Responsibilities Matrix

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