



Home Office

AUTHORITY: The Secretary of State for the Home Department

**SCHEDULE 13**

**MOBILISATION**

**PROVISION OF ADULT VICTIMS OF MODERN SLAVERY CARE  
& CO-ORDINATION SERVICES**

## 1. Scope

- 1.1 During the Mobilisation Period, the Contractor shall carry out all preparatory work necessary to enable it to provide the Services.

## 2. Project Plans

- 2.1. A Mobilisation Plan detailing the activities to be undertaken leading up to and including the Service Commencement Date shall be submitted to the Authority for comment within ten Working Days of the Contract Signature Date. The Authority shall review and provide the Contractor with comments on the Mobilisation Plan. The Contractor shall then revise the Mobilisation Plan as appropriate, to take reasonable account of the comments of the Authority and to comply with the provisions of this Schedule 13.
- 2.2 Notwithstanding the Authority's agreement of the Mobilisation Plan, it shall remain the responsibility of the Contractor to take all necessary steps to ensure that the mobilisation activities set out in the Mobilisation Plan can be performed during the Mobilisation Period, such that the Contractor will be able to apply for a 'Permit to Operate. The Mobilisation Plan shall be implemented by the Contractor in accordance with its terms.

## 3. Timescales

- 3.1. The Contractor shall ensure that all the activities and duties set out within the Mobilisation Plan are implemented within the agreed timescales.
- 3.2. The Contractor shall ensure that if:
- (a) there is an adverse variance between the Mobilisation Plan and reality; and/or
  - (b) any slippage in the activities which are scheduled in the Mobilisation Plan occurring in the three week period immediately prior to the Service Commencement Date.

the Contractor, shall notify the Authority immediately and will be responsible for ensuring that corrective measures are put in place and that all relevant deadlines are met.

#### **4. Permit to Operate**

- 4.1. The Authority shall provide to the Contractor a Permit to Operate in order to allow it to commence providing Services to the Authority.
- 4.2. The Authority will only issue a Permit to Operate if the Contractor has demonstrated to the satisfaction of the Authority that the Contractor:
- Has completed all the mobilisation activities required by this Schedule 13;
  - Can provide the Services in a manner which meets all of the requirements of the Contract.
  - Has complied with the requirements to provide service delivery plans and other required information and documentation
- 4.3. Following receipt of any information required under this Schedule, the Authority shall be entitled to request from the Contractor, and the Contractor shall be obliged to provide, such further information as the Authority may require for the purpose of deciding whether or not to issue a Permit to Operate, provided that any request for such further information shall be made by the Authority as soon as is reasonably practicable following the receipt of the information as outlined in this Schedule 13.
- 4.4. Notwithstanding anything in the Contract, the Authority shall not issue a Permit to Operate unless the information required by the Authority has been supplied to it and the necessary approvals (including but without limitation final approval of the service delivery plan) have been given by the Authority to the Contractor as specified or referred to in this Schedule.

## ANNEX 13 - 1

### 1. Mobilisation Plan

The Mobilisation Plan shall detail:

- Governance arrangements during the Mobilisation Period;
- Contact details for the personnel who will be involved with mobilisation activities;
- Status reporting to the Authority on a weekly basis, to include progress against the Mobilisation Plan, project issues and associated resolution and/or mitigating actions;
- Liaison with the Outgoing Contractor;
- Procedures for commencement of the Services prior to the Service Commencement Date;
- The programme of high level tasks (maximum breakdown of five Working Days actual effort) and critical path for implementing the requirements to clearly indicate where the Contractor and/or the Authority are required to complete a task.

### 2. Service Delivery Plan

As part of the Permit to Operate Approval process, the Contractor shall submit a service delivery plan relating to the provision of the Services, as set out in Schedule 2 (**Authority Requirements**) for formal Authority approval. As a minimum the Authority requires the following as part of the service delivery plan:

#### *Management, Staffing and Personnel*

- A definition of the management structure,
- Confirmation of the Contractor's dedicated point of contact for the Authority with overall responsibility for the Services and the mechanism for accessing the highest levels of the Contractor's senior management;
- Evidence of the ability to accommodate the volumes / languages likely to be received.

*Systems and Procedures*

- Details of systems and procedures for the management of the Services including, but not limited to:
  - systems for prompt invoicing in accordance with Schedule 4 (**Pricing, Payment and Invoicing**)
  - assurances that these systems are and capable of sending reports.

*Service Performance Monitoring and Reporting*

- A performance monitoring programme demonstrating all of the performance monitoring activities that the Contractor will undertake to monitor the quality of Services;
- Details of procedures for:
  - contract monitoring and reporting,
  - handling of performance data and self-monitoring,to ensure the Services are being carried out to the level and quality required;
- Details of the approach to identifying and resolving recurring Service failures; and
- Details of any management information systems and report production that will be used as set out in Schedule 8 (**Management Information**).

**ANNEX 13- 2**

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