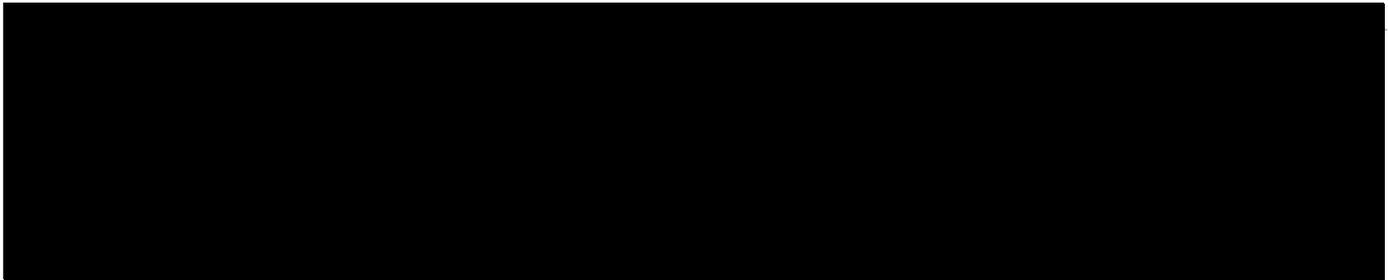


APPENDIX 2 - HIGH-LEVEL TRANSITION PLAN

The below High-Level Transition Plan, as submitted by the Service Provider as part of the procurement process, is subject to change to reflect the actual Service contracted for under this Call-Off Contract.



APPENDIX 3 - MILESTONE CRITERIA

Pursuant to paragraph 3.2 of this Schedule, the Service Provider and the Authority shall work together to agree the Transition Milestone Criteria which shall be subsequently varied into the Contract in accordance with Schedule 9 (Form of variation).

Unique Transition Milestone reference	Transition Milestone Criteria	Activities	Date required by

APPENDIX 4 – TRANSITION REQUIREMENTS AND INSTRUCTIONS

1. Overview

- 1.1. The aim of this Appendix is to provide the Service Provider with an understanding of what requirements are needed to enable them to create a High-Level Transition Plan and related information as required within Schedule 3 (Transition).
- 1.2. The information provided as part of a Service Provider's response, as a Bidder, to the procurement of the Services will form the basis for the requirements relating to the Transition Plan of the Services and the Transition meetings which shall be held with the Service Provider post Contract Commencement Date.
- 1.3. The purpose of the Transition Plans is to layout the tasks and activities that need to take place to efficiently outsource the Services from the Authority (or its Existing Service Provider) to the Service Provider, from the initial preparations to the full and final handover of all operations.
- 1.4. The Transition Plan timings will be used alongside the Transition Milestone Charges as detailed in Schedule 7 (Pricing Schedule).

2. Transition Plan Contents

- 2.1. In fulfilling the Service Provider's Transition obligations under the Contract, the Service Provider shall take into account and address the following:
 - 2.1.1. The Transition Plan shall address the transition of the entire Service scope as detailed in Schedule 4 (Service Scope Specification) and shall include, at a minimum, the activities and Milestones as detailed in section 3 of this document and the Transition requirements detailed in section 4 of this appendix, with associated timescales.
 - 2.1.2. The Service Provider's shall document key dependencies and Transition Milestone Criteria.
 - 2.1.3. A risk log with mitigating actions and assessment of Service quality to ensure a smooth transition shall be adopted at appropriate stages of the transition shall be proposed by the Service Provider.
 - 2.1.4. The Service Provider shall propose a High-Level Governance Structure to manage and govern the Transition activities.

3. Transition Plan Activities and Milestones

- 3.1. Pursuant to paragraph 3.2 of this Schedule 3, the Service Provider's proposed High-Level Transition Plan shall be developed by the Service Provider, with the Authority's input, into a Detailed Transition Plan.
- 3.2. As a minimum, the following key activities and milestones shall be included in the High-Level Transition Plan:

Ref	Activity / Milestone	Title	Description
1	M	Contract Commencement Date	Date on which the Contract is due to start, as stipulated in Schedule 1 (Key Contract Information).
2	M	Service Commencement Date	The date of the first transfer of any part of the Service (e.g. Service Provider starts to take Contacts).
3	M	Final Service Transition Milestone	The date of completion of the transfer of all elements of the Services, whereby the Service Provider shall be responsible for all CH calls in scope of the Contract from 00:00:01 on 1 st April 2017.
4	M	All outstanding issues resolved	Date of completion and resolution of any and all outstanding issues relating to transition by the Service Provider to the Authority's satisfaction.
5	A	Transition planning	The Service Provider to undertake transition planning with the Authority and the Existing Service Provider (as required).
6	A	TUPE activities	The Service Provider shall undertake TUPE activities as appropriate for this Service.
7	A	Service Provider recruitment	The Service Provider to select appropriate staff to handle the work involved. This activity is to be managed solely by the Service Provider.
8	A	Creation of Service Provider	The Service Provider to create

Ref	Activity / Milestone	Title	Description
		training material	training material to align with the Authority's training material to provide training to the Service Provider's Personnel.
9	A	Service Provider training of their staff	The Service Provider to to train their staff in the Service.
10	M	Training complete (Service Provider and Authority)	The activities in item 8 and 9 have been complete.
11	A	Testing and Assurance	The Service Provider to provide testing activities and Assurance for all aspects of Service Transition, including but not limited to: Contact handling and Key Fulfilment.
14	A	Stock audit and provision	The Service Provider to work with the Authority to assess the stock required and receives delivery.
15	A	Disaster recovery planning	The Service Provider will provide a Major Incident Plan for the Service.

4. Transition Requirements

4.1. The following Transition requirements are to be adhered to in the Transition of the Service:

Timeline	
Duration	The Authority does not specifically prescribe a Transition period duration, however it is envisaged that the transition should take no longer than three (3) months from Contract Commencement Date to the Final Service Transition Milestone date. The Final Service Transition Milestone date, whereby the Service Provider shall be responsible for all CH calls in scope of the Contract, shall be on 00:00:01 on 1 st April 2017.
Duration – Outstanding issues resolved	The period between Final Service Transition Milestone and All outstanding issues resolved shall take no longer than one (1) months.
General	
Customer impact	The Service Provider shall plan and act to minimise impact to Customers and other users of the service (the Authority and its Third Parties) when planning and delivering the transition.
The Authority shall remain in control at all times during technical transition	Where a situation arises that the Service Provider can no longer deliver an element of the telephony solution, the Service Provider shall consult the Authority for approval.
Forecasting for Transition	During the Transition Period, forecasting will be the responsibility of both the Service Provider and the Authority together. From the commencement of the Post-Transition Phase, forecasting will be carried out by the Service Provider, as detailed within Schedule 4 (Service Scope Specification).
Systems licenses	The Service Provider shall propose the number of licences required for the systems detailed in Appendix 2 of Schedule 4 (Service Scope Specification).
Changes to scope	
Creation of Service Provider training material	<p>During the period of Transition meetings the Service Provider shall propose an approach with allocated resources to fulfilling activity 8 under section 3 of this Appendix. The Parties shall come to an agreement of the final approach (with allocated resources). Where additional costs are being reasonably incurred by the Service Provider and not already covered in the Service Provider Transition costs (as based on the scope provided during the procurement process), the authority shall reimburse the Service Provider, subject to them to be reasonable and agreed in advance.</p> <p>The Authority shall provide any relevant information to aid the Service Provider to create the training material.</p>