

**SCHEDULE 7**  
**TRANSITION SERVICES**  
**(Clause 7)**

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**SCHEDULE 7**  
**TRANSITION SERVICES**

**1 TRANSITION SERVICES**

- 1.1 The CONTRACTOR shall provide the Transition Services outlined in Appendix 1 during the Transition Period in accordance with Clause 7, the provisions of this Schedule 7 and all other applicable provisions of this Agreement.

**SCHEDULE 7**  
**TRANSITION SERVICES**  
**APPENDIX 1**

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**SCHEDULE 7****TRANSITION SERVICES****APPENDIX 2****TRANSITION REVIEW PROCESS**

1. The AUTHORITY shall use the Acceptance Criteria to undertake a formal review process during the Transition Period pursuant to Clause 7.4 (“the Transition Review Process”) to determine whether the CONTRACTOR is capable of delivering the Services from the Cutover Date.
2. During the Transition Period, the CONTRACTOR shall notify the AUTHORITY on a weekly basis of progress against the Acceptance Criteria as defined in Annex 1 of this Schedule. There are two levels of Acceptance Criteria:
  - 2.1 Transition Readiness Criteria, which covers criteria which must be complied with at the start of the Transition Period; and
  - 2.2 Transition Cutover Criteria which covers criteria that must be complied with by the Cutover Date.

(The levels of Acceptance Criteria detailed at Paragraphs 2.1 and 2.2 are for guidance only and Acceptance Criteria will be developed further before the Transition Period begins.)
3. The AUTHORITY shall satisfy itself that the CONTRACTOR has met the Acceptance Criteria as defined in Annex 1 of this Schedule together with any Additional Acceptance Criteria specified in the Detailed Transition Plan.
4. If the AUTHORITY is satisfied that all of the Acceptance Criteria and Additional Acceptance Criteria are met in respect of any of the Services, the AUTHORITY shall notify the CONTRACTOR in accordance with Clause 7.4.3 that the Transition Review Process has been recorded as successful in respect of such Services.
5. If the AUTHORITY is not satisfied that all of the Acceptance Criteria are met in respect of any of the Services, the AUTHORITY shall notify the CONTRACTOR in accordance with Clause 7.4.4 that the Transition Review Process has been recorded as unsuccessful in respect of such Services.

**ANNEX 1****ACCEPTANCE CRITERIA****Transition Readiness Criteria**

1. Project Initiation Documents (PIDs) produced and agreed.
2. Detailed Transition Plans agreed.
3. Transition team selected and agreed with the AUTHORITY.
4. The CONTRACTOR to have identified all existing properties that it wishes to use for the delivery of the Services and these have met with the approval of the AUTHORITY.
5. Communication / Consultation strategies agreed jointly between the AUTHORITY/CONTRACTOR.
6. Work in progress strategy agreed.
7. Detailed Transition Readiness Criteria agreed.
8. NOT USED.
9. Transition governance and reporting arrangements agreed and in place.
10. Risk management and issue management procedures including a populated risk register for Transition in place and agreed.
11. Cutover Acceptance Criteria agreed.
12. Transition readiness report submitted.
13. Transition Review Processes agreed.

**Transition Cutover Criteria****General**

1. All pre-planned Cutover Date action points from the Detailed Transition Plan to be completed.
2. All governance and reporting Structures in place.
3. Service Specification document complete and in place

**HR / Communications**

4. HR strategy, policy and procedures for managing surpluses / redeployment in place.
5. Doctor's training and development arrangements in place.
6. Comprehensive training plan in place for managerial and administrative staff.
7. Viable pool of medical resource in place.
8. Procedures in place to:
  - Recruit and induct all Approved Medical Personnel
  - Pay fees and expenses to Medical Personnel
  - Ensure that all Medical Practitioners have the appropriate qualifications as specified within Schedule 1 of this Agreement and have an unrestricted certificate to practice or, if not, have received approval at the specific discretion of the AUTHORITY.
  - Provide training management functions to all Medical Personnel.
  - Provide an annual appraisal for all Medical Practitioners focussed on Medical Practitioners the obligation to ensure they are revalidated.
9. Viable pool of managerial and administrative resource in place.
10. Communications strategy fully implemented and communications to all interested parties undertaken including but not limited to welfare rights and customer representative organisations.

**Premises / Equipment**

11. Viable pool of accommodation resource in place to deliver the Services, as detailed in Schedule 3 and Schedule 10 of this Agreement.
12. The signing of all agreements and obtaining of all licenses in respect of Assets, Third Party Agreements, CONTRACTOR Software and Third Party Software by the CONTRACTOR.
13. All site infrastructure work completed.
14. Asset list Change Control procedure agreed and an updated and complete list of all Assets used in the delivery of the Services on 01 July 2005 to be delivered to the AUTHORITY in the format as used for the Appendices to Schedule 6 of this Agreement.
15. Appropriate physical security measures in place.

16. Risk assessment to be completed on all security measures and risk management proposals submitted.
17. Health and safety compliance for all sites.
18. Estates strategy/plan and estates management procedures for the refurbishment and rationalisation of the medical estate produced and agreed.

### **Finance**

19. Systems and processes developed for the payment of fees and expenses.
20. Invoicing, validation and payment process agreed and tested, including:
  - Notifiable costs – invoicing /recharging processes in place;
  - Procedures for the financial management of Service Credits in place.
21. All outstanding annual review topics completed and agreed.
22. Define annual review procedures.

### **Service Delivery**

23. Critical processes for all services to be delivered from Cutover to be documented, understood and tested including but not limited to:
  - all Services to be delivered including but not limited to;
    - Occupational Health
    - Compensation Recovery Unit
    - Veteran's Agency Audiometry
    - Isle of Man doctors
    - Child Trust Fund
    - Independent Tier
  - agreed improvements in VA Specialist reports and Regional Consultant reports;
  - change control;
  - quality assurance systems including management, administrative, data, security and medical;
  - performance monitoring;
  - maintenance of a viable pool of medical resource
  - workflow management;
  - rejections;
  - rework
  - complaints;
  - security policy and procedures;
  - data protection policy and procedures;



- customer satisfaction surveys;
  - business continuity and disaster recovery;
  - new business and additional services, and
  - Approved Subcontractors including but not limited to, contract management procedures, IT and finance systems and back to back agreements with the Medical Services Agreement
24. Audit review of existing forms and guidance completed.
25. Procedures for the regular periodical review of all forms and guidance;
26. Contract management structure agreed and in place.
27. Project Plan for delivery of the Pilot Services as listed in Schedule 30 of this Agreement to be agreed and in place together with
- achievement of key milestones up to Cutover date, and
  - documented progress against all key milestones
- 28.

**IT**

28. IT security and audit procedures produced.
29. LAN/ WAN infrastructure in place, tested and fully functioning.
30. System back up in place.
31. Software/hardware tested and fully functioning.
32. Software licenses or rights of use agreed.

**MI and Performance management**

33. Agreed management information reporting and delivery mechanisms in place.
34. Performance Management framework developed and in place.
35. systems in place, tested and fully functional capable of producing all agreed management information,

**Transition Services Agreement**

36. All other applicable provisions of this Agreement are satisfied.

**SCHEDULE 7**  
**TRANSITION SERVICES**  
**APPENDIX 3**  
**OUTLINE TRANSITION PLAN**

| ID  | Task Ref    | Task Name   | Duration            | Start               | Finish              | 05    |       |       |       |         |
|-----|-------------|---|---------------------|---------------------|---------------------|-------|-------|-------|-------|---------|
|     |             |   |                     |                     |                     | 06/08 | 13/08 | 20/08 | 27/08 | Sep '05 |
| 1   |             | <b>Transition Project</b>                           | <b>169.6 days?</b>  | <b>Mon 07/02/05</b> | <b>Fri 16/09/05</b> |       |       |       |       |         |
| 2   | TRN-PP      | <b>Project Planning</b>                             | <b>15.33 days</b>   | <b>Mon 09/05/05</b> | <b>Fri 27/05/05</b> |       |       |       |       |         |
| 22  |             |   |                     |                     |                     |       |       |       |       |         |
| 23  | TRN-PM      | <b>Project Management</b>                           | <b>83 days</b>      | <b>Mon 16/05/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 31  |             |   |                     |                     |                     |       |       |       |       |         |
| 32  | TRN-PC      | <b>Project Closure</b>                              | <b>11.73 days</b>   | <b>Thu 01/09/05</b> | <b>Fri 16/09/05</b> |       |       |       |       |         |
| 35  |             |   |                     |                     |                     |       |       |       |       |         |
| 36  | TRN-IT      | <b>IT Infrastructure</b>                            | <b>88.53 days</b>   | <b>Tue 03/05/05</b> | <b>Fri 26/08/05</b> |       |       |       |       |         |
| 37  | TRN-IT-0010 | <b>Security &amp; Audit</b>                         | <b>53 days</b>      | <b>Mon 23/05/05</b> | <b>Fri 29/07/05</b> |       |       |       |       |         |
| 40  | TRN-IT-0040 | <b>WAN/LAN Infrastructure</b>                       | <b>45.93 days</b>   | <b>Tue 03/05/05</b> | <b>Fri 01/07/05</b> |       |       |       |       |         |
| 43  | TRN-IT-0080 | <b>System Backup</b>                                | <b>21 days</b>      | <b>Mon 23/05/05</b> | <b>Fri 17/06/05</b> |       |       |       |       |         |
| 46  | TRN-IT-0110 | <b>Hardware / Software</b>                          | <b>31 days</b>      | <b>Mon 23/05/05</b> | <b>Fri 01/07/05</b> |       |       |       |       |         |
| 49  | TRN-IT-0140 | <b>Software Licences</b>                            | <b>0 days</b>       | <b>Fri 26/08/05</b> | <b>Fri 26/08/05</b> |       |       |       |       | ◆ 26/08 |
| 51  |             |   |                     |                     |                     |       |       |       |       |         |
| 52  | TRN-CS      | <b>Contract &amp; schedules</b>                     | <b>58 days</b>      | <b>Mon 06/06/05</b> | <b>Fri 19/08/05</b> |       |       |       |       |         |
| 56  |             |   |                     |                     |                     |       |       |       |       |         |
| 57  | TRN-CM      | <b>Sub-Contractor Management</b>                    | <b>26.33 days</b>   | <b>Mon 16/05/05</b> | <b>Fri 17/06/05</b> |       |       |       |       |         |
| 61  |             |   |                     |                     |                     |       |       |       |       |         |
| 62  | TRN-FM      | <b>Finance Management</b>                           | <b>42.53 days</b>   | <b>Mon 23/05/05</b> | <b>Fri 15/07/05</b> |       |       |       |       |         |
| 83  |             |   |                     |                     |                     |       |       |       |       |         |
| 84  | TRN-HR      | <b>HR Strategy, Policy and Procedure</b>            | <b>96.87 days</b>   | <b>Wed 27/04/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 85  | TRN-HR-0010 | <b>Managing Surplus</b>                             | <b>96.87 days</b>   | <b>Wed 27/04/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 108 | TRN-HR-0250 | <b>Viable pool of managerial and admin resource</b> | <b>73.53 days</b>   | <b>Fri 27/05/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 118 | TRN-HR-0350 | <b>Medical resourcing</b>                           | <b>68.2 days</b>    | <b>Fri 03/06/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 127 | TRN-HR-0440 | <b>HCP resourcing</b>                               | <b>68.2 days</b>    | <b>Fri 03/06/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 133 | TRN-HR-0500 | <b>Training</b>                                     | <b>67.8 days</b>    | <b>Mon 16/05/05</b> | <b>Fri 12/08/05</b> |       |       |       |       |         |
| 140 |             |   |                     |                     |                     |       |       |       |       |         |
| 141 | TRN-PD      | <b>Process Design</b>                               | <b>63 days</b>      | <b>Mon 23/05/05</b> | <b>Fri 12/08/05</b> |       |       |       |       |         |
| 142 | TRN-PD-0005 | <b>Business Processes</b>                           | <b>58 days</b>      | <b>Mon 23/05/05</b> | <b>Fri 05/08/05</b> |       |       |       |       |         |
| 149 | TRN-PD-0070 | <b>Service Support Processes</b>                    | <b>63 days</b>      | <b>Mon 23/05/05</b> | <b>Fri 12/08/05</b> |       |       |       |       |         |
| 156 |             |   |                     |                     |                     |       |       |       |       |         |
| 157 | TRN-CO      | <b>Communications</b>                               | <b>128.87 days?</b> | <b>Wed 16/03/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 158 | TRN-CO-0010 | <b>Approach</b>                                     | <b>42.13 days</b>   | <b>Mon 04/04/05</b> | <b>Fri 27/05/05</b> |       |       |       |       |         |
| 163 | TRN-CO-0060 | <b>Delivery</b>                                     | <b>128.87 days?</b> | <b>Wed 16/03/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 200 | TRN-CO-0440 | <b>Transition communication Strategy Delivered</b>  | <b>0 days</b>       | <b>Wed 31/08/05</b> | <b>Wed 31/08/05</b> |       |       |       |       | ◆ 31/08 |
| 201 |             |   |                     |                     |                     |       |       |       |       |         |
| 202 | PM2-AC      | <b>Accommodation</b>                                | <b>88.53 days</b>   | <b>Fri 06/05/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 203 | PM2-TR      | <b>Transition</b>                                   | <b>88.53 days</b>   | <b>Fri 06/05/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 204 | PM2-TR-0010 | <b>Accommodation</b>                                | <b>88.53 days</b>   | <b>Fri 06/05/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 213 | PM2-TR-0070 | <b>Viable Pool of Accommodation Resources</b>       | <b>56.4 days</b>    | <b>Wed 18/05/05</b> | <b>Mon 01/08/05</b> |       |       |       |       |         |
| 225 |             |   |                     |                     |                     |       |       |       |       |         |
| 226 | PM8-VP      | <b>VPP</b>  | <b>84.93 days</b>   | <b>Wed 11/05/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 227 | PM8-TR-0010 | <b>Transition</b>                                   | <b>84.93 days</b>   | <b>Wed 11/05/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 228 | PM8-TR-0020 | <b>VPP Capacity Planning</b>                        | <b>76.4 days</b>    | <b>Mon 23/05/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 233 | PM8-TR-0070 | <b>VPP Process Design</b>                           | <b>67.87 days</b>   | <b>Mon 23/05/05</b> | <b>Fri 19/08/05</b> |       |       |       |       |         |
| 240 | PM8-TR-0140 | <b>VPP Phase One - Sessional Doctor Recruitment</b> | <b>29.47 days</b>   | <b>Mon 23/05/05</b> | <b>Thu 30/06/05</b> |       |       |       |       |         |
| 244 | PM8-TR-0250 | <b>VPP Phase Three - MA Recruitment</b>             | <b>84.93 days</b>   | <b>Wed 11/05/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 249 |             |   |                     |                     |                     |       |       |       |       |         |
| 250 | PM5         | <b>Medical Services</b>                             | <b>117.13 days</b>  | <b>Fri 01/04/05</b> | <b>Thu 01/09/05</b> |       |       |       |       |         |
| 251 |             | <b>New Services (Transition)</b>                    | <b>117.13 days</b>  | <b>Fri 01/04/05</b> | <b>Thu 01/09/05</b> |       |       |       |       |         |
| 252 | PM5-OH      | <b>OH</b>   | <b>89.4 days</b>    | <b>Mon 09/05/05</b> | <b>Thu 01/09/05</b> |       |       |       |       |         |
| 291 | PM5-CR      | <b>CRU</b>  | <b>88.4 days</b>    | <b>Mon 09/05/05</b> | <b>Thu 01/09/05</b> |       |       |       |       |         |
| 328 | PM5-VA      | <b>VA Audiometry</b>                                | <b>56.67 days</b>   | <b>Mon 20/06/05</b> | <b>Thu 01/09/05</b> |       |       |       |       |         |
| 356 |             | <b>IOM training</b>                                 | <b>94.8 days</b>    | <b>Fri 29/04/05</b> | <b>Thu 01/09/05</b> |       |       |       |       |         |
| 374 | PM5-CT      | <b>Child Trust Fund</b>                             | <b>116.13 days</b>  | <b>Fri 01/04/05</b> | <b>Thu 01/09/05</b> |       |       |       |       |         |
| 381 |             | <b>Service Improvements</b>                         | <b>46.8 days</b>    | <b>Fri 01/07/05</b> | <b>Thu 01/09/05</b> |       |       |       |       |         |
| 382 | PM5-VA2     | <b>VA specialists/Reg Consultants improvements</b>  | <b>46.8 days</b>    | <b>Fri 01/07/05</b> | <b>Thu 01/09/05</b> |       |       |       |       |         |
| 396 |             | <b>Service Improvements</b>                         | <b>115.2 days</b>   | <b>Fri 01/04/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 397 | PM5-TR      | <b>Training improvement</b>                         | <b>88.4 days</b>    | <b>Fri 29/04/05</b> | <b>Tue 23/08/05</b> |       |       |       |       |         |
| 406 | PM5-MP      | <b>Medical process standards</b>                    | <b>26.53 days</b>   | <b>Fri 01/04/05</b> | <b>Thu 05/05/05</b> |       |       |       |       |         |
| 411 | PM5-MM      | <b>New Role of Medical managers</b>                 | <b>104.07 days</b>  | <b>Fri 01/04/05</b> | <b>Tue 16/08/05</b> |       |       |       |       |         |
| 419 | PM5-HP      | <b>HCP Tests</b>                                    | <b>82.07 days</b>   | <b>Mon 16/05/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 429 |             |   |                     |                     |                     |       |       |       |       |         |
| 430 | PM6         | <b>Administration &amp; MIS</b>                     | <b>96 days</b>      | <b>Thu 28/04/05</b> | <b>Thu 01/09/05</b> |       |       |       |       |         |
| 431 | PM6-CS      | <b>Customer Satisfaction</b>                        | <b>96 days</b>      | <b>Thu 28/04/05</b> | <b>Thu 01/09/05</b> |       |       |       |       |         |
| 487 | PM6-DR      | <b>Disaster Recovery/Business Continuity</b>        | <b>84.13 days</b>   | <b>Thu 28/04/05</b> | <b>Wed 17/08/05</b> |       |       |       |       |         |
| 502 | PM6-MS      | <b>MIS</b>  | <b>91.6 days</b>    | <b>Wed 04/05/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 567 | PM6-TS      | <b>Testing (System &amp; UAT)</b>                   | <b>43.87 days</b>   | <b>Fri 27/05/05</b> | <b>Mon 25/07/05</b> |       |       |       |       |         |
| 578 | PM6-TR      | <b>Training</b>                                     | <b>67.2 days</b>    | <b>Mon 06/06/05</b> | <b>Wed 31/08/05</b> |       |       |       |       |         |
| 589 |             |   |                     |                     |                     |       |       |       |       |         |
| 590 | PM7         | <b>Pathway Pilots</b>                               | <b>96.93 days</b>   | <b>Mon 07/02/05</b> | <b>Mon 13/06/05</b> |       |       |       |       |         |
| 591 | PM7-IS      | <b>Initiation Stage</b>                             | <b>59.6 days</b>    | <b>Mon 21/03/05</b> | <b>Mon 06/06/05</b> |       |       |       |       |         |
| 597 | PM7-VM      | <b>Volumes</b>                                      | <b>96.93 days</b>   | <b>Mon 07/02/05</b> | <b>Mon 13/06/05</b> |       |       |       |       |         |

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