

SCHEDULE 8
TRANSFORMATION SERVICES
(Clause 2.1.4)

This page is left intentionally blank.

SCHEDULE 8**TRANSFORMATION SERVICES**

1. Subject to paragraph 2 below, nothing in this Schedule shall excuse the CONTRACTOR from meeting all of its obligations under this Agreement or from any liability for its failure to do so. In particular, and without limitation to the foregoing, the occurrence or non-occurrence of any assumption, risk or other caveat specified in this Schedule shall not constitute such an excuse. If a risk specified in this Schedule arises the CONTRACTOR shall take the relevant risk mitigation steps to prevent or mitigate (as the case may be) against that risk.
2. If the AUTHORITY notifies the CONTRACTOR that it does not wish to perform any of its obligations as set out in this Schedule, or if it fails to perform such obligations, the CONTRACTOR shall not be required to perform any of its own obligations which are expressed by this Schedule to be dependent upon the AUTHORITY's performance. In such event, and notwithstanding Clause 8.6.1.1 of the Agreement, the CONTRACTOR shall not be entitled to any further relief, but either party shall be entitled to request a change to the Agreement (including the Charges) pursuant to the Change Control Procedures.
3. The CONTRACTOR shall execute improvements to the Service in accordance with the Service Improvement Plan which is set out in Annex 1 of this Schedule 8. During the Transition Period the parties shall agree, through the Change Control Procedure, more detailed provisions, which shall be consistent with the provisions Service Improvement Plan which is set out in Annex 1 of this Schedule 8.

ANNEX 1**SERVICE IMPROVEMENT PLAN****[To be completed from Schedule 3]**

Date	Event
16 th March 2005	Contract signature
14 th / 15 th April 2005	Initiation Workshop held with Customer
8 th June 2005	Programme Board (Start Up)
4 th July 2005	Executive Management Board (EMB)
31 st August 2005	Initial MEC closures complete Implementation of DLA in MECS commenced Implementation of case closure in MECs completed
1 st September 2005	New Contract Cutover including initial service level targets
31 st October 2005	New builds (3) implemented – North East, East London, South London. Medical Services ready to accept first Pathways Expansion referrals in Phase 1 sites.
9 th December 2005	Network Upgrade implemented
30 th December 2005	LiMA - IB Scrutiny / DLA Advice Application available HCP Pilot commenced
2 nd January 2006	Mobile LiMA device available
31 st March 2006	Secondary closures completed (post new builds, including Sutton)
17 th March 2006	MSRS release 1 available
31 st March 2006	First VCC location Implemented (Cardiff)
24 th April 2006	Medical Services ready to accept first Pathways Expansion referrals in Phase 2 sites.
26 th June 2006	Second VCC location Implemented (Glasgow) Virtual Contact Centre Available
7 th July 2006	MSRS Release 2 - DLA/EMP & DV available LiMA – DLA/AA & VA Exam application delivered

Date	Event
4 th August 2006	Desktop renewal completed
23 rd August 2006	MSRS Release 3 – available
1 st September 2006	Second year service level targets commence
25 th September 2006	LiMA – IIDB Exam application delivered
30 th October 2006	Medical Services ready to accept first Pathways Expansion referrals in Phase 3 sites.
3 rd November 2006	MSRS Release 4 – available
22 nd December 2006	MSRS Release 5 – available
March 2007	Programme Closure