

Transition and Exit - Capability Readiness Assurance Document (CRAD) & Critical Activities

CRAD	CA No.	Critical Activities	Condition of Milestone Payment
1. Mobilisation Key activities to deliver internal DIO and supplier Transition plans and implement the ORR process	1.1	Attend the Post contract award meeting	The Contractor has provided sufficient assurance to the <i>Service Manager</i> (SM) that Critical Activities 1.1 - 1.13 within the CRAD (1) will be achieved and the timelines proposed accord with an effective In-Service Date (ISD) as noted in Booklet 2. and A detailed Mobilisation Plan Critical Activities 1.2) is developed, reviewed, and agreed by the SM. The SM has issued confirmation that the Mobilisation Plan has been accepted.
	1.2	The Contractor Mobilisation plans (including resource plan) agreed by SM - Milestone payment applicable	
	1.3	Mobilisation action plans content defined and agreed	
	1.4	Joint risk management established (risk register being managed)	
	1.5	Security requirements: defined, communicated, and confirmed understood. Site specific as required with necessary approval achieved by ISD,	
	1.6	Payment milestones agreed	
	1.7	Draft accommodation plan received from incoming supplier	
	1.8	Accommodation plan reviewed and agreed	
	1.9	GFA / GFE reviewed, catalogued, and confirmed fit for purpose	
	1.10	Detailed exit/transition strategy developed and agreed with outgoing supplier	
	1.11	Detailed exit/transition plan developed and agreed from outgoing supplier	
	1.12	Data assets / document archives reviewed and agreed	
	1.13	Programme of works prepared and agreed	
2. Training Key activities to	2.1	Mobilisation Workshops complete within 4 weeks of Contract Award	

develop and deliver training to prepare DIO / TLB / supplier staff	2.2	Detailed Training and briefing proposals presented to SM within 8 weeks of Contract Award and approved by SM	The Contractor has provided sufficient assurance to the Service Manager that Critical Activities 2.1 - 2.7 within the CRAD (2) will be achieved and the timelines proposed accord with an effective ISD as noted in Booklet 2. and The Contractor has completed the programme of joint training (Critical Activity 2.3) to the appropriate standard as agreed by the SM in the detailed training proposal.
	2.3	Delivery of joint training programme complete to proposed standard - Milestone payment applicable	
	2.4	Head of Establishment and End User briefing complete	
	2.5	Training of all staff appointed to the helpdesk completed	
	2.6	Training proposal provided and agreed for new and replacement staff	
	2.7	Training proposal provided and agreed for Supply Chain staff	
3. Management Plans Develop and approval of Contract policy and plans in accordance with relevant publications, policies and standards.	3.1	Contractor's Management Plans agreed - Milestone payment applicable To encompass the following subsequent plans: - Operational Management - Quality Plan - Risk management plan agreed - Key personnel and organisational plans - Management Information - Continuous Feedback and Improvement - Cleaning: Assurance Methods, Standards and Resources - Mess and Accommodation services management and cooperation - Soft FM services including enabling – Resources and Assurance - Resource Dependent tasks - Continuity	The Contractor has provided sufficient assurance to the Service Manager that Critical Activity 3.1 - 3.6 within the CRAD (3) will be achieved and the timelines proposed accord with an effective ISD as noted in Booklet 2. and The Contractor has provided the employer with an H & S Policy (Critical Activity 3.1) approved by the SM.

		- Social value and sustainability strategy developed and aligned to ISO26000	
	3.2	Waste management plans agreed on-Island with supporting detailed individual plans for each Establishment.	
	3.3	Command and Establishment Catering Plan and Retail Plan including Catering and Retail Plans by Establishment. To further incorporate; - Core Catering delivery plans - Catered Mess Meal plans - Resources and inputs plans - Retail business plans including leisure <i>services</i>	
	3.4	Marketing and Communications Plan	
	3.5	Joint Relationship Management Plan agreed	
	3.6	Initial survey carried out covering all principal Establishments (listed in Booklet 4 - Employer Supplied Information)	
	3.7	Exit Management Plan	
4. Helpdesk Develop and establish a robust Helpdesk that ensures a common user experience	4.1	Common user experience plan agreed	The Contractor has provided sufficient assurance to the SM that Critical Activity 4.1 - 4.9 within the CRAD (4) will be achieved and the timelines proposed accord with an effective ISD as noted in Booklet 2. The Contractor has demonstrated that the Helpdesk facility is fully operational for ISD (Critical Activity 4.9).
	4.2	Helpdesk transition mobilisation plan defined and agreed	
	4.3	Helpdesk cut off dates agreed	
	4.4	Helpdesk IS verified and approved	
	4.5	Decision tree question set agreed	

	4.6	Complaint's process agreed	
	4.7	Helpdesk User Acceptance Testing (UAT) completed	
	4.8	Provide contact list to Helpdesk	
	4.9	Helpdesk facility ready to manage the service delivery - Milestone payment applicable	
5. Governance, Management, Collaboration and Communications Key activities to establish governance, develop collaborative working practices and tri-partite communications	5.1	Transition and steering committees set up	The Contractor has provided sufficient assurance to the SM that Critical Activity 5.1 - 5.9 within the CRAD (5) will be achieved and the timelines proposed accord with an effective ISD as noted in Booklet 2. and The Collaborative management plans (Critical Activity 5.6) developed and approved by the SM incorporating Balanced scorecard activities as defined in Booklet 2 – Conditions of Contract.
	5.2	Tri-partite transition governance agreed	
	5.3	Key appointment org chart defined and agreed	
	5.4	Environmental roles and responsibilities agreed	
	5.5	Customer satisfaction measurement process defined	
	5.6	Collaborative management plans defined, developed and agreed by SM - Milestone payment applicable	
	5.7	Communications plan defined, agreed and implemented	
	5.8	Site specific communication and engagement plans defined and agreed	
	5.9	User information packs prepared	
6. IS Functionality Identify and implement the key Information systems, functionality and enabling requirements to ensure the management of the contract	6.1	ICT survey completed	The Contractor has provided sufficient assurance to the Service Manager that Critical Activity 6.1 - 6.20 within the CRAD (6) will be achieved and the timelines proposed accord with an effective ISD as noted in Booklet 2. and The ICT Fit-out is complete (Critical Activity 6.17) and fully operational.
	6.2	Formal IS strategy established and agreed	
	6.3	Data migration approach devised and agreed	
	6.4	IS and Data project plan developed and agreed	
	6.5	ECR documentation completed and submitted	
	6.6	ECR approved	
	6.7	ICT fit out started	

	6.8	Data and documents required for full operational capability imported	
	6.9	CDE and API technical requirements have been met	
	6.10	IS and infrastructure provisioning completed	
	6.11	A fully developed CAFM system to enable <i>service</i> delivery	
	6.12	Full operational access to the IS provided to employer staff	
	6.13	IS implementation infrastructure provisioning, testing and FOC requirements completed and auditable	
	6.14	IS functional requirements implemented	
	6.15	Data management plan agreed and implemented, including data exchange requirements	
	6.16	Primary data migration implemented, aligning asset baselines / associated records from incumbent	
	6.17	ICT fit out complete - Milestone payment applicable	
	6.18	Hard copy documentation and records transferred to soft copy files stored on the CAFM system	
	6.19	Estate documents (known as the master index) developed and provided	
	6.20	IMS system changes defined, agreed and implementation dates planned	
7. Delivery Plans Specific contractual plans not covered in other CRAD milestone activities including overseas and specialist <i>services</i>	7.1	Delivery programmes presented and agreed for all Establishments	The Contractor has provided sufficient assurance to the SM that Critical Activity 7.1 - 7.7 within the CRAD (7) will be achieved and the timelines proposed accord with an effective ISD as noted in Booklet 2.
	7.2	Change programmes delivered within 6 months of ISD	
	7.3	Business Continuity and Disaster Recovery Plan agreed and implemented	
	7.4	Continuous improvement plan agreed and implemented	
	7.5	SQEP posts/appointments reviewed and agreed	
	7.6	GFE management plans agreed	

	7.7	Specialist overseas requirements defined, developed and agreed	
8. Finance Co-ordinate and manage financial and commercial requirements through transition and exit	8.1	Financial management plan defined, agreed and signed off	The Contractor has provided sufficient assurance to the SM that Critical Activity 8.1 - 8.6 within the CRAD (8) will be achieved and the timelines proposed accord with an effective ISD as noted in Booklet 2. All financial plans must be defined and agreed. A commercial delegation appointment, and a depreciation policy provided to the Employer.
	8.2	Payment milestone plan defined and agreed (including in mobilisation plan)	
	8.3	Commercial delegation appointments made	
	8.4	CP&F changes defined, agreed, and implemented	
	8.5	Depreciation policy provided to the <i>Employer</i>	
	8.6	De-mobilisation signs off agreed final statement of cost completed	