

Schedule 6E

[Draft version]*

Exit Plan

KB, National Library of the Netherlands
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**This document is provided as a draft/example by the Contracting Authority to give tenderers insight into the expected operational agreements, working methods and governance arrangements. The Programme of Requirements (PoR) takes precedence and is binding; requirements derived from the PoR are not subject to discussion. Yellow-highlighted sections indicate the Contracting Authority's preferred operational approach and require alignment with the successful Tenderer; these sections are subject to discussion and are not final until formally approved.*

Signature Contracting Authority:

Date:

Signature Contractor:

Date:

Table of Contents

1	General	3
2	Scope and applicability	4
3	Principles	5
4	Triggers for activation of the Exit Plan	5
5	Governance and roles	6
6	Phasing of the exit	7
7	Components to be transferred	7
8	Data, Privacy and Information Security	8
9	Acceptance	8
10	Communication and Reporting	8
11	Financial Provisions	8
12	Schedules	9

Version Control

Version	Date	Author	Changes
0.1	Draft version
0.2

Table 1: Version control for the Exit Plan

1 General

1.1 Purpose

This Exit Plan describes the frameworks, principles, and transfer aspects necessary to achieve a controlled, secure, and complete transition of the services upon termination or expiry of the Agreement, in accordance with the Programme of Requirements (PoR) and Framework Agreement. The purpose of this Exit Plan is to safeguard continuity of the services, prevent loss of data, functionality, and knowledge, and ensure information security and compliance.

This Exit Plan forms an integral part of the contract documentation and must be read in conjunction with the Framework Agreement, the Programme of Requirements (PoR), the Service Level Agreement (SLA), the Dossier of Agreements and Procedures (DAP), and the Data Processing Agreement. The Programme of Requirements (PoR) takes precedence. The SLA describes the enforceable obligations and service levels, while the DAP further elaborates on the operational execution, roles, and procedures of the exit.

The Exit Plan is established prior to contract signature and is evaluated and updated at least annually during the term of the Agreement. In addition, the Exit Plan is tested for feasibility where necessary, including through reviews and, where required, test or simulation activities.

1.2 Related Documents

Hierarchy	Document	Owner	Date	Version
1	Framework Agreement incl. Schedules (incl. SLA and Exit Plan)
2	Data Processing Agreement
3	Verification meeting report
4	Second Memorandum of Clarifications
5	Descriptive Document including Schedules
6	ARBIT 2022
7	Other Schedules
8	The Tender submission

Table 2: Related documents and their hierarchy

- This Exit Plan describes the substantive frameworks and transition aspects of the exit and must be read in conjunction with the above-mentioned documents.

1.3 Document Management

- The Contractor is responsible for maintaining the current version of the Exit Plan.
- Changes to the Exit Plan shall be discussed in the **tactical or strategic** consultation, formally agreed in writing, and recorded in the version control.
- Both Parties shall formally approve changes by signing the updated version.

2 Scope and applicability

This chapter describes the functional and technical scope of the exit. The contractual scope of the services is defined in the Framework Agreement and SLA.

2.1 Scope

- The scope of the exit includes all components necessary for the complete transition of the services, including:
 - Applications, platforms, and underlying infrastructure;
 - All data, including user data, metadata, logs, backups, and reports;
 - Documentation, architecture, procedures, scripts, and runbooks;
 - Accounts, authorisations, keys, certificates, and integrations;
 - Configurations and settings of systems and environments;
 - Source code, CI/CD configurations, and deployment artefacts (if applicable);
 - Contractual and operational dependencies with third parties.
- All data is delivered including the data model, relationships, and meaning of fields, ensuring functional reusability.
- In addition, the transition explicitly includes:
 - Complete reading history per user;
 - Bookshelf, favourites, and saved titles;
 - Reading progress and user preferences.

2.2 Out of scope

- Only those components that do not form part of the agreed services fall outside the scope of this Exit Plan, including:
 - Generic facilities of the Contracting Authority that fall outside the Agreement;
 - Independent contracts with third parties for which the Contractor bears no responsibility;
 - Data or resources for which the Contracting Authority is not the controller or rights holder.
- Insofar as such components are necessary for a complete and workable transition of the services, the Contractor shall, upon request, provide support or insight to safeguard continuity.

3 Principles

The following principles apply:

- During the transition phase, the services remain available in accordance with the agreed service levels.
- Data is provided in open, commonly used, and machine-readable formats.
- Data is transferred completely, with integrity, and in a usable format, including structure and context.
- The Exit is executed in accordance with applicable laws and regulations, including the GDPR.
- The Contractor actively supports the transition to a successor Contractor or internal organisation, including access to systems, knowledge, and personnel for a smooth transition.
- Contractual obligations relating to cooperation, costs, and service levels are laid down in the Framework Agreement and SLA. The operational implementation is further elaborated in the DAP.
- Where applicable, these principles align with the requirements set out in the Programme of Requirements (PoR).

4 Triggers for activation of the Exit Plan

- The Exit Plan is activated in the event of:
 - Expiry of the Agreement;
 - Interim termination or dissolution;
 - Bankruptcy or discontinuity of the Contractor;
 - Strategic replacement or re-tendering.

5 Governance and roles

- The execution of the Exit is managed through a clear governance structure.
- The Contractor appoints an **Exit Manager** responsible for coordinating the exit and aligning with the Contracting Authority.
- The Contracting Authority appoints a **Project Manager** responsible for directing the exit, accepting transition deliverables, and decision-making.
- Roles, responsibilities, and escalation paths are further elaborated in the DAP and the RACI matrix.
- Operational roles and responsibilities are defined in the DAP and apply during the execution of the exit. Strategic roles defined in this Exit Plan remain accountable for governance and decision-making.

Role	Party	Responsibility
Exit Manager	Contractor	Manages the exit on behalf of the Contractor and reports periodically on progress
Project Manager	Contracting Authority	Directs the transition on behalf of the Contracting Authority and approves transition deliverables
Product Manager	Contracting Authority	Determines functional acceptance and business continuity
Security / Privacy	Contracting Authority / Contractor	Assesses security, logging, privacy, and deletion
Technical Management	Contracting Authority / successor	Receives configurations, knowledge, and access

Table 3: Roles, parties and responsibilities

6 Phasing of the exit

The exit is executed in the following phases. For each phase, the objective and intended result are described. The operational execution per phase is elaborated in the DAP.

6.1 Preparation phase

- In this phase, the scope, dependencies, and transition objects are determined and a detailed Exit Plan is drawn up, including risk analysis and preconditions for a controlled transition.

6.2 Transition phase

- In this phase, knowledge, data, and configurations are transferred and the new situation is prepared and tested, including trial migrations and test exits.

6.3 Execution phase

- In this phase, the actual transition (cut-over) of the services takes place to the Contracting Authority or a successor party.
- The transition is executed at a time determined by the Contracting Authority and results in a functionally operational new situation.

6.4 Aftercare phase

- In this phase, remaining issues are resolved, the transition is validated, and systems are cleaned up and data is definitively deleted.
- The exit is formally completed after acceptance by the Contracting Authority.

7 Components to be transferred

- The Contractor securely transfers all relevant components, including:
 - Datasets including data model, metadata, and structure;
 - Configurations and settings;
 - Documentation and runbooks;
 - Monitoring and operational settings;
 - Contractual and dependency information;
 - Tenant settings of SaaS platforms, policies, retention, and audit settings.
- The transfer includes all data necessary to continue the services in a functionally equivalent manner after transition.
- The Contractor also provides instructions and support for importing and reusing the data in a new environment.
- The Contractor also provides the necessary documentation and instructions to enable the functional reuse of the transferred components.

8 Data, Privacy and Information Security

- Prior to deletion, it is established that the transition and transfer have been completed fully and correctly and validated by the Contracting Authority.
- After successful transfer, the Contractor permanently and irreversibly deletes all data from:
 - Production environments;
 - Acceptance and test environments;
 - Logging and monitoring environments;
 - Backups;
 - Systems of sub-processors.
- The Contractor provides a formal destruction certificate including scope, method, and the parties involved.

9 Acceptance

- The exit is only completed after written acceptance by the Contracting Authority, whereby it is established, at a minimum, that:
 - All transition objects have been delivered in full;
 - Data is complete, readable, and has integrity;
 - Documentation is complete and usable;
 - Access rights have been correctly transferred or revoked;
 - **A test exit has been successfully executed;**
 - A destruction certificate has been received.
 - Acceptance takes place within a period agreed between the parties after termination of the Agreement.
 - Data is validated for completeness, consistency, structure, and usability, including verification of volumes, relationships, and content.
 - If necessary, a remediation cycle is carried out until all acceptance criteria are met.

10 Communication and Reporting

- During the transition phase, periodic reporting takes place on progress, risks, and dependencies.
- The frequency, reporting format, and communication structure are elaborated in the Dossier of Agreements and Procedures (DAP).

11 Financial Provisions

- Exit activities are carried out in accordance with the obligations as set out in the Programme of Requirements (PoR) and the Agreement.
- Separate arrangements may be made for additional activities outside this scope.

12 Schedules

12.1 Inventory of Data to be Exported

Data Type	Retention Period	Export required	Deletion required
End-user data ¹	Until completion of the exit and acceptance by the Contracting Authority	yes	yes
Employee data	In accordance with applicable laws and regulations	yes	yes
Logging data (server/app)	In accordance with the Programme of Requirements (PoR)	yes	yes
Monitoring data	In accordance with the Programme of Requirements (PoR)	yes	yes
Backups	In accordance with the backup and recovery policy and until completion of the exit	yes (if required for completeness of data transfer)	yes
Content data	Until completion of the exit and acceptance by the Contracting Authority	yes	yes
Statistics	Until completion of the exit and acceptance by the Contracting Authority	yes	yes
Editorial content	Until completion of the exit and acceptance by the Contracting Authority	yes	yes
Manually entered titles	Until completion of the exit and acceptance by the Contracting Authority	yes	yes
Website (including references/SEO)	Until completion of the exit and acceptance by the Contracting Authority	yes (if part of the Services)	yes

Table 4: Inventory of data and components

¹ All data is delivered in a structured and machine-readable format, including a description of structure, meaning, and mutual relationships.

