



Department
for Environment
Food & Rural Affairs

Defra Group Management Consultancy Framework: Project Engagement Letter

Completed forms and any queries should be directed to Defra Group Commercial at DgCConsultancy@defra.gov.uk







Engagement details			
Engagement ref #	C5354		
Extension?	No	DPEL Ref.	
Business Area	Group Corporate Services Strategy and Transformation		
Programme / Project	Group Intranet Replacement Project		
Senior Responsible Officer	[REDACTED]		
Supplier	Methods Consulting Ltd		
Title	Stage A: PPM Support for Defra Group Intranet Project		
Short description	The provision of mobilisation and planning activities (Stage A) for project, programme and technical support to accelerate the replacement and development of the corporate intranet hosted on an existing O365 SharePoint environment		
Engagement start / end date	14 December 2022		31 January 2023
Funding source	[REDACTED]		
Expected costs 21/22	N/A		
Expected costs 22/23	£97,481.00		
Expected costs 23/24	N/A		
Dept. PO reference			
Lot #	Lot 3		
Version #	1.0		




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Approval of Project Engagement Letter

By signing and returning this cover note, Group Corporate Services accepts the contents of this Project Engagement Letter as being the services required and agrees for Methods Business and Digital Technology Ltd. to provide the services in accordance with the agreed Supplier Proposal under the overarching contract (Lot 3 - Ref 28595), with Defra Group and confirms the availability of funding to support recharge for the services.

Signatures		
Supplier	Business Area	Defra Group Commercial
By:  Signature	By:  Signature	By:  Signature
For and on behalf of Methods  Head, Change Delivery	For and on behalf of Group Corporate Services  Portfolio Director	Defra Group Commercial  Category Manager
13-12-2022 15:31	GMT 13-12-2022 15:33 GMT	13-12-2022 15:38 GMT
Supplier engages with Business Area to complete. Once agreed, Supplier signs front page and sends to Business Area	Business Area signs front page and sends to DgC	On approval, DgC signs and returns copy to Business Area and Supplier

Supplier contact:

Supplier contact: 

Business Area contact: 



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General Instructions

The Engagement Letter describes the services required and provided. When completing the Engagement Letter establish the context, explain why external support is required and distinguish between the objectives, outcomes, scope and deliverables. The rationale behind the costs should be made evident in the Fees section.

1. Background

Group Corporate Services Strategy and Transformation are delivering services and operations designed to stabilise, optimise and transform the corporate services which underpin and enable the department to improve and protect our environment. Major Programmes and Platforms provide the management, support and direction to ensure our projects and programmes have the right expertise at the right time to drive effective and transformational delivery at all stages of the lifecycle.

The roadmap of transformation contains the aim to provide a new intranet, across Defra Group, on a single platform. This will provide each partner control on organisational brand, identity and unique content whilst ensuring a streamlined, seamless publishing of common content and improved user experience. This includes self-service portals and a review of current content. At the core of any solution must be our staff to ensure the outcome is a user-focused solution with support and engagement with staff to be curious, ready and prepared for any business change.

2. Statement of services

Objectives and outcomes to be achieved

The services provided through this agreement will seek to deliver the mobilisation and planning activities for the following outcomes:

- The programme delivery environment has been enhanced in line with the requirements of GovS002
- The needs of the users have been understood and used to shape and prioritise the work
- There is awareness and engagement of the project within all stakeholder groups as a result of effective communications and engagement planning and delivery.
- Design and develop the digital data design, technical solution, migration from legacy systems (on premise SharePoint 2007 and 2013, WordPress, Red Dot and coded HTML) into the O365 environment, and assurance working closely with Defra DDTS.
- There is enduring self-sufficiency within the internal programme team because of planned and coordinated knowledge transfer.

Scope

The scope of the engagement is to provide the mobilisation and planning activities for the defined suite of services to accelerate and underpin the subsequent commissioning and delivery from December 2022.



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The engagement will work within the Major Programmes and Platforms Team and work collaboratively across Defra functions, policy areas, major programmes and Environment Agency, Animal and Plant Health Agency, Natural England, Rural Payments Agency and Marine Management Organisation.

There are deadlines to migrate in January 2023, March 2023 and a completed solution for handover into business as usual on or by May 2023. Any 'Day 2' development may be accelerated or prioritized into this engagement where efficiency and appropriateness is proven.

Assumptions and dependencies

Accountability of delivery activities and schemes remains with the project team.

Required capability and subject matter expertise can be committed by stakeholders to engage with the project and this engagement service.

Defra can recruit the required resources to enable the knowledge transfer, transition and then exit from this engagement.

The Defra Project Portal team have the capacity to onboard the programme including training provision

Risk management

There is a risk that Defra resources are not available due to Christmas leave. The team will be mobilised before Christmas and work with the client to plan meetings around annual leave.

Knowledge and capability transfer across the service scope can only be planned and delivered effectively if Defra internal resources are onboarded in a timely manner.

Description of Services

The services are to include:

Stage	Service
<u>Definition & Development</u>	Manage consolidation of existing requirements and outcomes into one cohesive project.
<u>Project and Business Change Management</u>	Manage and deliver project planning, benefits definition, reporting, risk and issue management, financial management, integration and governance support

Deliverables

Deliverable	Success Criteria	Milestone / Date	Owner (who in the delivery team?)
Definition and Development - Manage consolidation of existing requirements and outcomes into one cohesive project.			



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Deliverable	Success Criteria	Milestone / Date	Owner (who in the delivery team?)
Project Plan	All existing projects and activities consolidated into one project plan with MSCW analysis and agreed integration or points of intersection	31 January 2023	Business Analyst & Project Manager
Benefits Map	Developed collaboratively through customer work-shopping. Draws out the priority benefits to be delivered through the Intranet Transformation. Shows a common thread between priority benefits and key changes to be delivered.	31 January 2023	Benefits Lead
Set of Design Principles	Set of statements which can be used to prioritise work	31 January 2023	Business Analyst
Outline Communication Plan	Review all communication material. Determine key messages. Produce outline communication plan.	31 January 2023	Communication Lead
Project Requirements Specification	Existing requirements understood and validated into a project requirements specification	31 January 2023	Business Analyst

Limitations on scope and change control

Unless instructions to the Supplier are later amended in writing, the work undertaken will be restricted to that set out above. In providing the services detailed above, the Supplier will be acting in reliance on information provided by the Business Area.



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The Project Engagement Letter is the agreed contract of work between the Defra Group Business Area and the Supplier and can be varied under the change control process. Any changes to timescales, scope and costs will require approval by DgC.

3. Delivery team

Role	Grade	Daily rate	# of days	Cost
Delivery Lead	Principal Consultant	█	█	█
Project Manager	Principal Consultant	█	█	█
Engagement & Readiness Lead	Principal Consultant	█	█	█
Benefits Manager	Managing Consultant	█	█	█
PMO Manager	Senior consultant	█	█	█
PMO Support	Junior Consultant	█	█	█
BA	Senior consultant	█	█	█
Engagement & Assurance Lead	Director	█	█	█
				£97,481.00

Total resource $\frac{\text{Total days*}}{\text{Engagement Length**}}$ <p>*Total days worked across all resources **Total working days in engagement</p>	145/30 = 4.8
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Business Area's team

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4. Fees

Defra Group will reimburse the Supplier for approved work done according to the table below. The total fees for the scope of work detailed in this Engagement Letter will be £97,481.00, inclusive of expenses and excluding VAT.



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Stage	Cost	Due (link to milestone dates)
Completion of agreed deliverables		DD/MM/YY
	£97,481.00	31/01/2023
Grand total	£97,481.00	

Expenses statement

Defra Group overarching contract rates include expenses for any travel to/from any UK location defined by the Business Area as the base office for the work. Only expenses for travel at the Business Area's request from this base can be charged. If appropriate, define permissible expenses to be charged.

Payment

The Supplier should invoice fees monthly in arrears. Defra Group will reimburse fees monthly on confirmation of approval of work delivered by the Business Area. The Supplier will keep an accurate record of time spent by staff in providing the services and provide this information and supporting narrative, if requested.

5. Governance and reporting

As part of the Call-Off Contract, the Supplier and Business Area agree to provide reporting on the following:

- Completion of the time tracker on a monthly basis, to track days worked by our consultants;

Key Performance Indicators

KPI	KPI Requirement	Description	Reporting Frequency	Who Measures	Method of Measurement	Performance Target
	Delivery Review	Progress review against deliverables	Monthly	SRO	<i>Report by Methods</i>	Delivery within 15% tolerance

Feedback and satisfaction

Defra Group reserves the right to hold review meetings during the assignment, discussing what went well, opportunities for improvement on future assignments and similar. This will incorporate any 'Show and Tell' documentation or transferable products that have been produced.

A post-engagement quality review of the engagement will be arranged where the Business Area rates the services provided.

Non-disclosure agreements

The overarching MCF2 framework include NDAs.



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6. Exit management

The agreed actions and deliverables by the Supplier for when the contract ends are as follows:

Solution documentation to support day 2 development and ongoing management;
Support documentation and controls developed for the project;
Project management artefacts and tools developed for the project;
Communications and stakeholder management documentation;

Notice period

The nature of these engagements require that Defra Group have the ability to terminate an engagement with notice. Defra Group's termination rights for this engagement are marked below.

The minimum notice period for termination is 5 working days regardless of engagement duration.

1. Business Area identifies a potential need for delivery support, initiates a conversation with DgC, confirms which approvals are required for an engagement to occur, e.g. Consultancy Governance Board if over £100k or DgC Corporate Services Delivery Board if under £100k.
2. Request Form completed by Business Area and submitted to DgC at:
consultancy2@defra.gov.uk
3. The form is reviewed by the DgC team around which resource route is most appropriate (e.g. Lots 1/2/3) and may request additional information/edits from the Business Area if required.
4. Lot / Supplier is selected and briefed on the request by DgC, then introduced to the requesting Business Area for further discussion and confirmation of work to be delivered
5. A Project Engagement Letter is completed by the Business Area with input from the Supplier (with supporting proposals as appropriate) and then finally agreed between the two parties, including evidence of all required approvals either being in place or being progressed (e.g. PO) and forwarded to the DgC for review by the Consultancy Governance Board (CGB). Approval states are:

Approval state	Definition	Permissions
Full approval	<ul style="list-style-type: none"> ▪ DPEL agreed ▪ DPEL signed: Supplier, Dept and CO ▪ Purchase Order number 	<ul style="list-style-type: none"> ▪ Work can start ▪ Supplier can invoice for work

