

Defra Group Management Consultancy Framework: Project Engagement Letter Driver Requirements Programme

Completed forms and any queries should be directed to Defra Group Commercial at

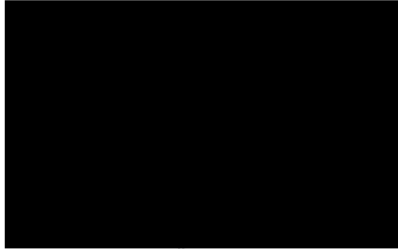


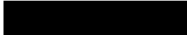

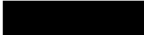
[REDACTED]

Engagement details			
Engagement ref #	DPEL_61541_002		
Extension?	N	DPEL Ref.	N/A
Business Area			
Programme / Project	SPS Borders and Boundaries Programme		
Senior Responsible Officer			
Supplier	Methods Business and Consultancy		
Title	Driver Requirements Solution support		
Short description	Managed service team to support the development of the driver notification solution		
Engagement start / end date	Mid August 2021		End September 2021
Funding source	programme		
Expected costs 21/22	£62,319		
Expected costs 22/23	£0		
Expected costs 23/24	£0		
Dept. PO reference	TBC		
Lot #	Lot 3		
Version #	0.1		



Approval of Project Engagement Letter

By signing and returning this cover note, the Project Delivery Profession team accepts the contents of this Project Engagement Letter as being the services required and agrees for Methods 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
	 <i>Signature</i>	 <i>Signature</i>
or and on behalf of Methods  Defra Delivery Partner Account Director	For and on behalf of Defra BBT Programme  Defra – BBTP Director	Defra Group Commercial  Consultancy category Lead
17/08/21	17 August 2021	18 August 2021
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: 

Business Area contact: 



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.

The Business Area considerations are guidance notes for the customer to support their evaluation of the Engagement Letter.

1. Background

As part of Defra's preparation for the reintroduction of border control processes at Stage 2 (October 2021) and Stage 3 (January 2022) of the Border Operating Model, the SPS Border and Boundaries programme needs to understand in detail its expected level of preparedness. This piece of work is focused on POAO (Products of Animal Origin) commodities and specifically for this requirement is looking at driver notifications for spot check for POAO breaches and the solution we have in place to do so effectively.

Detailed technical work is underway for the driver notification requirement solution and is being led by [REDACTED]. Discovery work has commenced to look at technical and non-technical options and an initial solution must be in place by 1st January 2022.

The solution is required to ensure that, where selected for a SPS check, drivers bringing goods in from the EU are notified of the need to report to a Border Control Post for the check on arrival. Conversely, when not selected for a check, drivers need to know.

There is a need to bring the outcomes of the technical and non-technical options work together into a single view. This will include having a senior technical project manager working alongside the Project team and working with a range of stakeholders to ensure each option for the solution is fully assessed over a 6 week period from mid-August to end September 2021. There is also a need to bolster the requirements analysis for an additional two experienced Business Analysts to provide a robust analysis of the options over the same time period.

2. Statement of services

Objectives and outcomes to be achieved

The objective is to bring the outcomes of the technical and non-technical options work together into a single view. There will be an interim solution developed to roll out live from 1st January 2022 and transitioned to a longer-term solution.

The outcome will be a specified set of capabilities to enable the delivery of a driver notification solution to be operational from the go live date of 1st January 2022 with an initial interim solution followed by a longer term technical solution.

The work in the 6 week period will inform the detailed roadmap and risk management, invoking a proactive approach working to the deadline for giving senior management and ministers reassurance of the programme's ability to invoke the interim process by the deadline and to move swiftly to the longer term technical solution.

Scope



The scope of the service provided by the team is to provide planning, risk management, engagement and business analysis services to support the delivery of the solution for the driver notification solution.

The delivery of services by the team will be overseen by a senior technical project manager (PM) working alongside the wider project team to coordinate the roadmap towards the delivery of the interim and longer term technical solution this will entail having oversight across both the non-technical and technical solutions analysis from a planning perspective.

The Supplier will liaise with Defra's animal imports delivery team for the non-technical options providing direction to the Methods BAs as required and with the technical team to understand the technical solution delivery progress and assess the timing for the interim solution in place for go live on 1st January 2022 followed by the longer term technical solution, all tracked in a roadmap to delivery. The PM will also work with a range of stakeholders to ensure each option for the solution is fully assessed over a 6 week period from mid-August to end September 2021.

The PM will have oversight of the Methods BAs supporting the analysis of the requirements and engagement with key stakeholders to the solution. The two BAs will support the team providing analysis of the solution options under consideration for a preferred option to present to senior leadership and Ministers to take forward.

Outputs will include a report on viability and estimated delivery timescales for each of the options, including analysis of any risks associated with each, plus a roadmap to demonstrate how and when different solutions could be implemented.

Assumptions and dependencies

- The team will be dependent on Defra resources to access and share the data required to fulfill the requirement.
- The team will be dependent on the full cooperation of the wider project team to deliver the objectives set out above, in particular the cooperation of the [REDACTED] technical team.

Deliverables

- A roadmap setting out the milestones and achievability of the interim solution for 1st January 2022 go live and transitioning to the technical solution thereafter.
- Options analysis to support the specification of the solution through contributing to the analysis of multiple options towards a decision by ministers for a preferred option for implementation.
- A detailed risk analysis and set of mitigations and countermeasures required to meet the delivery timeline to the required specification.
- Regular checkpoint progress reporting to the project board.
- A report setting out the viability of the overall delivery based on input to the delivery roadmap from the wider project team and key stakeholders.
- Knowledge transfer to the internal team where the opportunity to do so is set out to ensure an enduring enhanced capability for members of the programme team



Deliverable	Success Criteria	Milestone / Date	Owner (who in the delivery team?)
Roadmap for delivery	The roadmap provides delivery detail to ensure the status of the go live progress is clear and enables decision making to direct the delivery	End September 2021	Project Manager
Requirements Analysis	The requirements analysis is sufficiently detailed to inform the required interim solution and longer-term technical solution while accurately reflecting stakeholder requirements	End September 2021	BA X2
Risk Analysis	A detailed risk analysis setting out the risks and mitigation actions required to enable the delivery of the solution to the deadline of 1 st January 2022	End September 2021	Project Manager
Checkpoint reporting	Weekly checkpoint reporting to the project board providing detailed progress of the solution development and enabling board level decision making	End September 2021	Project Manager
Solution delivery viability report	Detailed report setting out the achievability of the overall delivery for each stage for the solution	End September 2021	Project Manager
Internal Capability Development Outcomes			
Project Management deliverables	The project management deliverables set out above will provide the capability for the project to successfully align solution delivery for the driver notification solution	End September 2021	Project Manager
Business Analysis deliverables	The BA deliverables will inform the requirements analysis and solution to help ensure that the driver notification solution meets the specifications set out by key stakeholders	End September 2021	Business Analyst x 2
Social Value Outcomes			

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.

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

Name	Role (link to stage/s resource will work on)	Grade	Daily rate	# of days	Cost
	Oversight	Director	■	1	■
	Senior PM	Principal Consultant	■	■	■
	Business Analyst	Senior Consultant	■	■	■
	Business Analyst	Consultant	■	■	■

Note: resources not named as outcome-based contract

Total resource Total days* Engagement Length** <small>*Total days worked across all resources</small> <small>**Total working days in engagement</small>	■ ■
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Business Area's team

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 £62,319 inclusive of expenses and excluding VAT.

Provide costs for any particular stages to the engagement.

Stage	Cost	Due (link to milestone dates)
		DD/MM/YY
Implementation – Mid August to end September 2021	62,319	30/09/21
Expenses		
Not applicable except for travel away from London	£0	
Grand total	£62,319	

Business Area considerations:

- Are the costs and fees appropriate (costs linked to deliverables, rates and drive value for money)?

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

There will be a weekly checkpoint meeting

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

Business Area and Supplier to agree any specific key performance indicators related to this specific project engagement.

KPI	KPI Requirement	Description	Reporting Frequency	Who Measures	Method of Measurement	Performance Target

Feedback and satisfaction

Business Area and Supplier to agree regular reporting intervals for the duration of the engagement.

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.

6. Exit management

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

A final report summarising the deliverables and their status and relevant knowledge transfer

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:
[REDACTED]
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

