



Defra Group Management Consultancy Framework: Project Engagement Letter

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

████████████████████

Engagement details			
Engagement ref #	DPEL_61541_042		
Extension?	N	DPEL Ref.	
Business Area	Defra Corporate Services Major Programmes & Platforms		
Programme / Project	Next Wave Transformation		
Senior Responsible Officer	██████████		
Supplier	Methods Business and Digital Technology		
Title	ALB business analysis support		
Short description	Business analysis service to develop Natural England capability		
Engagement start / end date	Proposed start date 18/07/2022	Proposed end date 07/10/2022	
Funding source (CDEL/RDEL)	RDEL		
Consultancy Spend approval reference			
Expected costs 21/22			
Expected costs 22/23	£68,010		
Expected costs 23/24			
Dept. PO reference	Dept. PO reference # (to allow for Defra Group recharge) ██████████ ██████████		
Lot #	3		
Version #	V1.0		



Approval of Project Engagement Letter

By signing and returning this cover note, Defra Corporate Services accepts the contents of this Project Engagement Letter as being the services required and agrees for Methods BDT 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
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: [REDACTED]

Business Area contact: [REDACTED]

1. Background

Next Wave is a Defra group-wide transformation initiative covering a set of projects and programmes that will reform and improve the way we work with our Shared Services.

Next Wave Transformation applies to the Environment Agency, Natural England, Rural Payments Agency, Core Defra, Animal and Plant Health Agency, Marine Management Organisation, Veterinary Medicines Directorate, Committee on Climate Change and Joint Nature Conservation Committee.

We are looking to have a new Enterprise Resource Platform (ERP) – currently standard operating procedure (SOP) for most of Defra with Rural Payments Agency using People Portal. We are also in a partnership cluster called ‘Synergy’ with the Department for Work and Pensions (DWP), Ministry of Justice (MoJ) and Home Office (HO), so that processes are as standardised and appropriate as is possible across the 4 Departments to ultimately maximise value for taxpayers’ money.

Natural England Workstream

Natural England are not readily able to access critical business data from their existing reporting capabilities. They require Business Analysis Services to explore the reporting landscape, undertake a capability assessment and identify what problems exist.

2. Statement of services

Objectives and outcomes to be achieved

Natural England Workstream

The objectives of the Natural England Workstream are to:

- Undertake a discovery of the reporting landscape
- Engage widely to develop and document a contextual understanding of reporting at Natural England
- Identify and document reporting capabilities, pain points and opportunities
- Present, play back and socialise key findings to an agreed stakeholder group
- Prepare a Discovery report summarising findings

The desired outcomes of the Natural England Workstream are:

- Create a Business Context Model/Rich picture of reporting at Natural England
- Create and maintain a Capability Model of reporting capabilities of the As Is reporting requirements
- Create and maintain a Capability vs Pain Point/Opportunity Matrix
- Create Discovery report
- Increase stakeholder understanding of pain points and opportunities with reporting capabilities.

Scope

In-Scope

- Business analysis activities in As-Is modelling and discovery.
- Natural England Discovery report

Out-Scope

- Architectural activities in As-Is and To-Be modelling
- GDS Style full discovery

Assumptions and dependencies

1. Natural England will make stakeholders readily available within the scope of the work
2. Defra will facilitate engagement with other stakeholders to engage as required
3. Formal communication about the work is managed by Natural England
4. Any escalation that is required is owned by Natural England.
5. Contact details of Natural England SME's will be made available within two working days of project start.

Risk management

1. Risk that stakeholder groups not available in assignment duration. To be mitigated by Natural England nominating proxy SME's, or agreeing known gaps in analysis.
2. This work is dependent on the availability of current reports to the Suppliers, delays in obtaining access to these reports / report inputs may result in changes to delivery timescales.

Deliverables

The table below describes the deliverables to be successfully completed:

Deliverable	Success Criteria	Milestone / Date	Owner (who in the delivery team?)
Service			
Service Definition Document	<ul style="list-style-type: none"> Clearly define deliverables with product descriptions; timeline and governance 	██████	██████ ██████
Service Closure Document	<ul style="list-style-type: none"> Deliverable summary, recommendations and lessons learned 	██████	██████ ██████
Natural England Workstream			
Rich Picture/Business Context Model	<p>Visual depiction of the internal and external environment of Natural England, depicting reporting capabilities, key interactions, and summaries of problems, opportunities</p> <p>Customer representative satisfied with the level of engagement in developing the context.</p>	██████ ██████ ██████ ██████ ██████ ██████	██████ ██████ ██████
Capability Model	<p>Tabular record of reporting capabilities created (Excel or similar)</p> <p>Tabular record enables analysis by POPIT model (or similar)</p> <p>Customer representative satisfied with the level of engagement in developing the model</p>	██████ ██████ ██████ ██████ ██████ ██████ ██████ ██████ ██████ ██████	██████ ██████ ██████
Opportunity/Pain Point Matrix	Matrix of Capabilities vs Pain Point/Opportunities created (Excel or similar)	██████ ██████ ██████ ██████ ██████ ██████	██████ ██████ ██████
Discovery report	<p>Discovery report in word/power point created (DEFRA/Methods format)</p> <p>Discovery report includes context, capability model, and Opportunity Pain Point findings</p>	██████ ██████ ██████ ██████ ██████ ██████	██████ ██████ ██████

Deliverable	Success Criteria	Milestone / Date	Owner (who in the delivery team?)
	Customer is satisfied by the quality of the report		
	Customer is satisfied with the level of engagement in developing the report		
Internal Capability Development Outcomes			
Knowledge transfer plans and log	Engagement and sign-off by recipients	██████	██████ ██████

Limitations on scope and change control

Business Area / Supplier to supplement with any additional areas, as deemed appropriate.

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

Role (link to stage/s resource will work on)	Grade	Daily rate	# of days	Totals
Delivery manager	██████████	██	██	████
Lead Business Analyst	██████████	██	██	████
Assurance	██████████	██	█	████
				£68,010

Business Area's team

Outline Business Area staff allocated to support delivery team in completing the engagement including names, roles, responsibilities and any dependencies / scope they will deliver.

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 **£68,010**, inclusive of expenses and excluding VAT.

Stage	Cost	Due (link to milestone dates)
A		DD/MM/YY
Mid-point review	██████	26/08/22
B		
Final payment	██████	07/10/22
Expenses		
In the event of travel outside of London being required, an PO extension will be sought to cover this, not exceeding 10% of fees. Any expenses would confirm to Defra standard policies.	£	
Grand total	£68,010	

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

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;
- Other Business Area reporting requirements to be agreed

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:

Describe what the supplier will produce upon existing the project engagement:

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

