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Cabinet Office

OFFICIAL SENSITIVE - COMMERCIAL
EU Exit Implementation Capability Unit
External support
Project Engagement Letter – Lot 1, 2 and 3

Completed forms and any queries should be directed to fst-consultancy@cabinetoffice.gov.uk

COVID 19 Response – Project Engagement Letter		
Engagement ref #	~056C	
CCS Salesforce ref#	599382	
Extension?	No	Ref Previous PEL reference numbers
Department / Area	Ministry of Justice / HMPPS	
Supplier	Ernst & Young LLP	
Title	Her Majesty's Prison and Probation Service: CoVid-19 Response and PPE Support	
Engagement start / end date	04/05/2020	31/07/2020
Funding source	Ministry of Justice (HMPPS)	
Expected costs 19/20	n/a	
Expected costs 20/21	£86,040	
Dept. PO reference	21070433183 (Supplier to charge direct to customer)	
Lot #	Lot 2	
Version #	0.1	

By signing and returning this cover note, Ministry of Justice accepts the contents of this Engagement Letter as being the services required and agrees for Ernst & Young LLP to provide the services in accordance with the Statement of Work under the overarching contract C2: Provision of Cabinet Office Consultancy Support for EU Exit Framework Reference CCCC18A29 : Lot 2 (amended to include COVID-19 support) with the Cabinet Office and confirms the availability of funding to support recharge for the services

Signatures		
Supplier	Department	Cabinet Office / EUEICU
By: 	By: Signature	By: Signature
or and on behalf of Ernst & Young LLP Partner	For and on behalf of Ministry of Justice Senior Commercial Manager	Cabinet Office / EUEICU Commercial Head of EU Exit External Support Team
12/05/2020	03/07/2020	20/07/2020



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Supplier engages with Department to complete. Once agreed, Supplier signs front page and sends to Department	Department signs front page and sends to EUEICU	On approval, EUEICU signs and returns copy to Department and Supplier
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Supplier contact: [REDACTED]

Department contact: [REDACTED]

1. Background

Following a recent global outbreak of CoVid-19, Public Health England and Wales have developed guidance to help reduce the spread of the virus. The guidance outlines the requirements for use of Personal Protective Equipment (PPE) and other hygiene products to operate safely across Her Majesty's Prison and Probation Service (HMPPS) Estate England and Wales including Prisons and Approved Premises.

HMPPS, with EY's support, have set up an end to end process, operating model and governance structure to manage and oversee the supply of PPE and hygiene products to the HMPPS establishments in line with this guidance.

2. Statement of services

Objectives and outcomes to be achieved

Objective
HMPPS would like a Project Manager to work closely with [REDACTED] HMPPS Executive Director, supporting HMPPS's CoVid-19 response. This will include identifying efficiency opportunities in the PPE processes for HMPPS, improving stock data quality and supporting and facilitating senior governance and stakeholder engagement for the wider HMPPS CoVid-19 response.

Outcomes
EY will support in achieving the following outcomes:

1. Improving the end-to-end PPE processes for HMPPS to help ensure the right PPE is in place to support operational delivery
2. Bringing together and improving the accuracy of information relating to PPE supply / demand to allow HMPPS stakeholder to make informed and timely decisions

Deliverables will be agreed during the project, with the scope, including outputs, outlined in the following section.

Scope

Specific weekly focus and outputs will be discussed and agreed in advance; end of week outputs will be reviewed and signed-off on a weekly basis.

Support will be provided between Monday 4th May and Friday 31st July 2020 and includes supporting elements outlined in the table below:

Activity	Description	Output
Project Management of HMPPS CoVid-19 response	<ul style="list-style-type: none"> • Diarising and facilitating weekly review meetings 	<ul style="list-style-type: none"> • Weekly drumbeat project plan • Risk, issues and decisions logs



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	<ul style="list-style-type: none"> Collating weekly stock take data Documenting response plan, risks, issues and decisions 	<ul style="list-style-type: none"> Timely stakeholder review meetings
PPE Supply Process Improvement	<ul style="list-style-type: none"> Develop process flow diagram for PPE supply process Identify critical handoff points Identify pain points & areas for improvement Provide suggestions for process improvement 	<ul style="list-style-type: none"> End to end process flow diagram Process improvement suggestions (as required)
Design and develop automated stock take form	<ul style="list-style-type: none"> Work with Branston and Hubs to design a stock take form that is suitable for their operations Develop and implement use of form to improve accuracy of data 	<ul style="list-style-type: none"> Consolidated Stock take form for use in Hubs and Branston
Support weekly PPE Governance meetings	<p>Facilitate and distribute outputs for the following meetings:</p> <ul style="list-style-type: none"> PPE Process review meeting PPE Dashboard review meetings PPE Dashboard decision meeting 	<ul style="list-style-type: none"> Meeting outputs as required
Develop communications	<ul style="list-style-type: none"> Work with [REDACTED] to understand engagement required to put Standard Operating Procedures for use of PPE and hygiene products across the HMPPS estate Development of comms as required 	<ul style="list-style-type: none"> Comms to PPE and Hygiene product users developed and delivered as required
Commissions and ad-hoc requests	<ul style="list-style-type: none"> Establish a single point of contact for consistency and accuracy of commissions Complete commissions as required 	<ul style="list-style-type: none"> Commissions and requests for information completed in a timely and accurate manner

Assumptions and dependencies

Your specific obligations

- When required for handling classified materials, you will provide appropriate hardware (laptops, etc.) and access to required systems (e.g. e-mail) to enable us to complete our work, or explicit permission for us to handle this material on EY systems.
- If / when available again in the period of this SOW:
 - You will facilitate the provision of building access via site passes to enable the team to be co-located on site
 - We may also require support in the booking of meetings / logistical arrangements.
 - You will need to provide appropriate office space in which to work
- You will provide introductions for the team to relevant HMPPS and MoJ stakeholders and people involved in the work.



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- We will endeavor to provide individuals who are appropriately security cleared to support this activity (assumed to be SC). In the case where we cannot identify security cleared individuals but who have BPSS you will support / sponsor clearance as required.

Deliverables

1. **Hub Stock Tracker:** A stock take form (tool dependent on technology available) to be completed by 15 HMPPS 'Hubs' twice weekly that captures PPE stock in, stock out and stock count data. The purpose of this tracker is to improve the accuracy and consistency of stock data such that decisions regarding future orders and stock distribution are informed by accurate data. *Delivery date: 17th June*
2. **L0 and L1 Process steps for HMPPS PPE end to end supply:** A PowerPoint deck using MoJ branded templates that illustrates the L0 and L1 process steps to source. Iteration 2 will be expanded to include RACI, recommendations and recovery plan considerations. The purpose of this document is to document accountability and identify process 'pain points' so that recommendations to improve the end to end process can be developed. *Delivery Date: 15th June (Iteration 1); 17th July (Final Iteration)*
3. **Weekly PPE Supply / Demand Dashboards:** PDF Dashboards, built on Excel providing a weekly overview of stock on hand and projected future demand and supply picture for critical PPE products. Distributed to an agreed distribution list on a weekly basis. The purpose of this document is to provide a picture of the current supply of PPE against forecasted demand to enable identification of current or future shortfalls. This will be shared with the Minister of State for Prisons and Probation on a weekly basis. *Delivery date: Weekly (Wednesday COP)*
4. **Weekly PPE Process review meeting output:** Summary output table (developed on PPT, sent in email body) from weekly PPE process review meeting including: RAG status of each PPE Process step, latest update for each step, agreed actions and owners. The purpose of this document is to summarise the updates, decisions and actions captured during the HMPPS PPE Process review meeting. *Delivery date: Weekly, following meeting*

All deliverables will be presented to and signed off by HMPPS [REDACTED] to confirm that they meet the requirements and required standard.

All deliverables will be MoJ branded and specific formats will be agreed with you during the project.

Work will be delivered on Ministry of Justice hardware and software.

Limitations on scope and change control

We will only provide support to HMPPS in this SoW unless agreed through a change request process.

Our team will provide advice and assistance within the context of the assignment; however, no person in our team has any responsibility for making any management decisions in relation to your organisation, and this responsibility remains solely with you and your management. The following are not included in the agreed scope:

- Development of PPE Demand Forecast model (in the scope of MoJ's Data & Analytical Services Team)

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 Department.



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The Engagement Letter is the agreed contract of work between the Cabinet Office, Department and Supplier and can be varied under the change control process. Any changes to timescales, scope and costs will require approval by EUEICU.

3. Delivery team

Name	Role (link to stage/s resource will work on)	Grade	Daily rate (COVID)	Forecast # of days	Cost
[REDACTED]	Strategic oversight and senior stakeholder management	Senior Manager	[REDACTED]	11	[REDACTED]
[REDACTED]	Hub Stock take tracker development oversight (Deliverable 1)	Senior Manager	[REDACTED]	2.5	[REDACTED]
[REDACTED]	PPE Dashboards QA and project support (Deliverable 3)	Manager	[REDACTED]	7.5	[REDACTED]
[REDACTED]	Project delivery (Deliverables 1-4)	Senior Consultant	[REDACTED]	75	[REDACTED]
[REDACTED]	Hub Stock take tracker development (Deliverable 1)	Senior Consultant	[REDACTED]	4.5	[REDACTED]
[REDACTED]	PPE Dashboards and Hub Stock tracker support (Deliverables 1 and 3)	Consultant	[REDACTED]	6	[REDACTED]
				Sub-Total	£96,480
				Agreed, one-off adjustment	(£10,440)
				Total	£86,040

Total resource	106.5
Total days* Engagement Length**	75
<small>*Total days worked across all resources</small>	
<small>**Total working days in engagement</small>	

Department's team

The EY team will report to [REDACTED] HMPPS Executive Director, for strategic direction and approvals. The EY team will also work alongside a number of other MoJ stakeholders who are involved in the end to end PPE Supply process to collect data, support with process improvement and facilitate meetings.

4. Fees

The Department 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 **£86,040**, exclusive of VAT and expenses.



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We will provide support on a Time and Materials basis, EY will provide weekly updates to you on spend and projected spend to take account of emerging requirements and further funding / resources.

Any changes in resource numbers / mix will be in discussion and agreement with you. We will assess and discuss with you if requirements change during this engagement and we will amend the team appropriately.

We do not expect any expenses due to the work location restrictions. Out of pocket expenses which we expect to incur will be agreed with you in advance and charged separately in line with the **C2: Provision of Cabinet Office Consultancy Support for EU Exit Framework Reference CCCC18A29: Lot 2**. Fees will be billed monthly in arrears.

Expenses statement

The Cabinet Office overarching contract rates include expenses for any travel to/from any UK location defined by the Department as the base office for the work. Only expenses for travel at departmental request from this base can be charged. If appropriate, define permissible expenses to be charged.

Payment

The Supplier should invoice fees monthly in arrears. VAT will be added to fees at the prevailing rate. The Department will reimburse fees monthly on confirmation of approval of work delivered by the Department. 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

[REDACTED] will have ultimate responsibility for this engagement. [REDACTED] will be the Engagement Manager and provide oversight and direction.

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

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

Feedback and satisfaction

EY will provide a weekly summary of priorities to [REDACTED] at the start of each week to agree focus. In addition, weekly PPE Supply / Demand dashboards will be developed and distributed to give a regular picture of overall PPE position.

The Cabinet Office reserves the right to hold a 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 client departments rate the services provided.

Notice period



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The nature of these engagements require that the Department / Cabinet Office have the ability to terminate an engagement with notice. The Department or the Cabinet Office's termination rights for this engagement are marked below.

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

Where the Department or the Cabinet Office terminate an engagement, agreed costs incurred to the end of the notice period will be reimbursed.



1. Department identifies a potential need for delivery support, initiates a conversation with EUEICU, confirms which approvals are required for an engagement to occur
2. Request Form completed by department and submitted to EUEICU at fst-consultancy@cabinetoffice.gov.uk
3. The form is reviewed by the EUEICU team re which resource route is most appropriate (e.g. Clearing Hub, Lots 1/2/3), and may request additional information/edits from department if required
4. Lot / Supplier is selected and briefed on the request by EUEICU, then introduced to the requesting department for further discussion and confirmation of work to be delivered
5. An Engagement Letter is completed by the supplier and agreed with department, including evidence of all required approvals either being in place or being progressed (e.g. PO) and forwarded to the EUEICU for review by Approvals Board. Approval states are:

Approval state	Definition	Permissions
Full approval	<ul style="list-style-type: none"> • PEL agreed • PEL signed: Supplier, Dept and CO • Purchase Order number 	<ul style="list-style-type: none"> • Work can start • Supplier can invoice for work
Approval in principle	<ul style="list-style-type: none"> • Confident PEL is on track or PEL agreed • Reliable confirmation from Dept that internal approvals / funding in place as no PO number 	<ul style="list-style-type: none"> • CO gives supplier permission to work at risk if they choose • Dept required to complete Full approval ASAP • Supplier can't invoice until Full approval

COVID-19 Consultancy Request Process

