

Environment Agency

NEC4 professional services contract (PSC)

Scope

Project / contract Information

Project name	Digital Asset Data and Information (DADI) Change Manager
Project SOP reference	ENVFCPAM00214B00C (DADI: DRV) ENVFCPAM00127B00C (DADI: Security)
Contract reference (Bravo)	32139
Date	8 th February 2021
Version number	0.3
Author	Alan Proctor

Revision history

Revision date	Summary of changes	Version number
02/02/2021	First Draft	0.1
03/02/2021	Minor changes	0.2
08/02/2021	Minor changes, consultation with GB	0.3

This Scope should be read in conjunction with the version of the Minimum Technical Requirements current at the Contract Date. In the event of conflict, this Scope shall prevail. The *services* are to be compliant with the following version of the Minimum Technical Requirements:

Document	Document Title	Version No	Issue date
412_13_SD01	Minimum Technical Requirements	9	10/02/2020

Details of the services

Details of the services are:

1. Description of the work:

Objective

Provision of Change Manager to work as part of the *Client's* Digital Asset Data and Information (DADI) team managing the delivery of change management with key projects within the DADI programme.

Outcome Specification

1. General Outline:

- a) The delivery of Change Management services ("*Consultant*") to support delivery of the outcomes and benefits and outcomes of Digital Asset Data and Information (DADI) programme of work. These services should minimise workers' resistance and maximise their engagement with the new requirements. The main task is to improve the uptake of the changes, leading to more proficiency and better business results, ensuring successful outcomes are achieved.
- b) The *Consultant* should be able to travel (when permitted) to offices within the scope of the *Client*. Programme and project meetings take place when permitted in Bristol or London. Normal place of work will be defined for travel purposes as Bristol.
- c) The *Consultant* will be expected to:
 - i. Contribute to the development and delivery of the specific projects required within the scope of Digital Asset Data and Information as required, providing professional / technical expertise to support successful delivery of these projects.
 - ii. Lead the delivery of specialised advice and guidance and / or effective implementation of Digital Asset Data and Information (DADI) change. Support Digital Asset Data and Information programme and project team members to resolve issues.
 - iii. Monitor progress of work, identify gaps in the delivery of priorities and take remedial action to enhance the service and ensure appropriate reallocation of time and effort across the assigned projects.
 - iv. Identify and produce required documentation and reports to agreed quality standards to support the delivery of change. Provide a sound basis from which to communicate with and influence internal and external stakeholders.
 - v. Participate in or lead Change Management activities and related working groups to achieve well planned and managed integrated solutions that progress effective change and improvement in the organisation.
 - vi. Seek to influence relevant internal staff and external delivery partners building strong partnerships with key stakeholders.
 - vii. Please see Digital Asset Data and Information Business Change Manager Role Description for further requirements of this role.

2. Site Information already available:

- a) The *Consultant* will be allocated two projects DADI: Datastore Rules Visualisation (DRV) and DADI: Security. Please see Digital Asset Data and Information Business Change Manager Job Description for further details on these projects and an estimated split of time. Demand for the service is likely to fluctuate due to the demands of the projects.

3. Specifications of standards to be used

- a) Digital Asset Data and Information Role Description
- b) ISO19650 series of standards.

4. Constraints on how the *Consultant* provides the *services*

- a) The *Consultant* will also be expected to attend sites or suppliers offices across the *Client's* region as required.
- b) Under current COVID-19 restrictions, the *Client's* offices are currently closed. Therefore, the *Consultant* will be expected to initially work remotely. It is the *Consultant's* responsibility to ensure that suitable DSE assessments, internet connections and safety precautions are provided.
- c) All required travel arrangements are to be made in accordance with the latest Public Health England COVID-19 guidance.
- d) The *Consultant* shall not work more than 18 hours per week without prior approval from the *Service Manager*.
- e) Any time deemed necessary for the *Consultant's* line management by the *Consultant's* Employer, including training and development would be by agreement and be non-chargeable. Only travel and accommodation to cover time and cost in addition to those normally incurred travelling to their permanent place of work will be chargeable, as per the Framework Deed of Agreement.
- f) Any time deemed necessary for the *Consultant's* to line manage or undertake any other tasks for the *Consultant's* Employer, would be by agreement with the *Client* and be non-chargeable.
- g) The *Consultant* will be entitled to take annual leave, based on the *Consultant's* terms of employment with the *Consultant's* Employer, and statutory holiday entitlement. These costs will be non-chargeable.
- h) *Consultant* shall provide the *services* in compliance with the *Client's* 'Environment Agency Operational Instructions' and policies.

5. Requirements of the programme

- a) Requirements for the service will be from 1st March 2021 to 31st May 2022.
- b) The *Consultant's* Employer will inform the *Client* prior to allocating their *Consultant* on other projects / utilisation post 31st May 2022.

6. Services and other things provided by the *Client*

- a) Office space (not including car parking space) and office equipment and services necessary to undertake the role when attending the *Client's* offices.
- b) Day-to-day line management.