



Defra Group Management Consultancy Call off Contract: Defra Project Engagement Letter (DPEL)

Project Delivery Partner (Lot 3)

Completed forms and any queries should be directed to Defra Group Commercial (DgC) at DgCConsultancy@defra.gov.uk. Please do not complete this form until you have liaised with DgC, and they have allocated you a lot to access consultancy services including a DPEL reference number.

Engagement details		
DPEL Reference Number	61541_132	
Local Client Reference	N/A	
Extension?	N	
Business Area	Livestock Information Transformation Programme	
Programme / Project	Livestock Information Transformation Programme	
Senior Responsible Officer	[REDACTED]	
Supplier	Methods Business & Digital Technology	
Title	DDP190 LITP Digital Project Maturity	
Short description	Providing PM expertise within the Livestock Information Service area in the Digital Maturity of the LITP Programme.	
Engagement start / end date	Proposed start date 22/10/2024	Proposed end date 31/03/2025
Expected costs 23/24		
Expected costs 24/25	£127,450	
Expected costs 25/26		
Base location	London	
Version #	1	
Version Date	07/10/2024	



By signing and returning this cover note, Livestock Information Transformation Programme accepts the contents of this Project Engagement Letter as being the services required and agrees for Methods Business and Digital Technology 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



Signature and timestamp to be added through electronic signature.



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.

The Engagement will be a fully contracted out service therefore the off-payroll legislation will not apply. A true service will have the following characteristics:

- Delivery is fully outsourced to the supplier, who will have full responsibility for delivering the outcome and the risk of non-delivery sits with the supplier.
- The team is not embedded within your organisation but is engaged, directed, and controlled entirely by the supplier.

It is your responsibility to determine whether your Engagement represents a supply of an outsourced managed service or a supply of resource. The reality of working arrangements should be considered and not just contractual terms.



1. Background

The Livestock Information Transformation Programme has expanded significantly, which has included the need to bring in people who are not as experienced as the programme needs demand.

Following on from support provided under DDP154 PMO/Planning maturity support, the team has highlighted the need for this to continue within the Livestock Information Service Project with a focus on business/operational process.

2. Statement of services

Objectives and outcomes to be achieved

Digital Project maturity:

A: Objective: To drive forward progress and maturity of assigned projects within the 'Delivery of Livestock Information service'

Outcome: The delivery of detailed project plans, managed RAID log and processes for tracking delivery with project stakeholders as required per objective D2.

B: Objective: To provide the expertise in establishing collaborative stakeholder relationships across a highly complex and sensitive landscape with devolved nation, critical to delivery outcomes for Cross Border Movements and Systems Replumbing

Outcome: Better Collaboration, consistent ways of working across stakeholders, engagement levels increased, and programme delivered more effectively through a unified understanding of delivery.

C: Objective: To improve the project management standards within the 'Delivery of Livestock information service' project, and act as an exemplar to other projects within the programme by working closely with the PMO to establish and embed key products and ways of working

Outcome: Key products which will be defined within the Service Definition Document but includes the development of a revised cross-border PID as outlined in D2 and D3.

D: Objective: To act as a critical friend to enhance capability across the 'Delivery of Livestock information service' project, particularly helping to upskill junior Project Managers.

Outcome: Maturity steps in agreed areas of the Project are evident, based on advice, intelligence and expertise has been shared. Please see SDD for details of areas.

This will be achieved through knowledge transfer during meetings, workshops and one to one support with junior Project Managers – see D5.

Scope

To work across the 'Delivery of Livestock information service' project, supporting all workstreams to progress towards the planned go live in 2025. This service will provide digital expertise, as well as robust PPM practice and will drive forward the plan, whilst embedding good project management practice and providing knowledge transfer to the current team.



Department
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Assumptions and dependencies

All PPM service delivery will be aligned with central Defra portfolio directorate standards and also DDTS expectations and governance approaches where defined and appropriate.

Further detail on assumptions and dependencies will be included in the service delivery document.

Regular, at least fortnightly, meetings will be held between Project Delivery Lead and Delivery Manager to ensure deliverables are being met as per the SDD and ad hoc Assurance to act as an escalation point for any significant delivery risks or issues.

Risk management

Two layers of risk management shall be considered during this engagement:

- Risk to the service provided by Methods to the Client. These risks shall be recorded and mitigated by Methods staff and communicated to the named Point of Contact either through the regular governance structure or on an ad-hoc basis should a critical risk be raised.
- Risk to the projects which the Methods team are supporting the Client to deliver will be managed through project level risk processes via the Project Manager. Mitigations will be jointly developed.

A Methods Service Delivery level risk register will be produced as part of the SDD which will be shared with Defra so that all identified risks can be mitigated/ managed appropriately.

Risks identified at this point to be included:

- There is a risk that there could be challenges with stakeholder engagement to inform plans/governance that delay the timeframes.
- There is a risk that LITP Programme wide changes on direction could impact the requirements on the Project for Governance / Planning / ways of working which in turn could impact deliverables.

3. Deliverables

Service Definition

Deliverable	Date	Success Criteria	Linked outcome
D1 Service Definition Document	01/11/2024	<p>Approval of the following by client business area:</p> <ul style="list-style-type: none"> • Product descriptions, • DPEL delivery governance arrangements • DPEL delivery plan. • Overview of Service for communication <p>Document reviewed and signed off by client business area, confirming that the defined service meets projects requirements, is aligned with, and supports the DPEL outcomes.</p> <p>Iterated throughout assignment period as required.</p>	All



Project Delivery

Deliverable	Date	Success Criteria	Linked outcome
D2 Revised detailed Integration and Sequencing Schedule	22/11/2024 & ongoing related maturity if required to end date of DPEL	Circulated to key stakeholders to review, cost and manage inter-dependencies	A&B
D3 Revised Cross Border PID	22/11/2024 & ongoing related maturity if required to end date of DPEL	Agreed PID, inc detailed schedule to plan, develop and test the integration timing between existing and new services across the devolved nations	A&C
D4 Ongoing reporting	31/03/2025	Methods regular highlight reports covering ongoing progress against all deliverables as detailed in the SDD, outlining any upskilling or deputising provided & highlighting any blockers, new risks/issues/dependencies for resolution.	All

Internal Capability Development Outcomes

Deliverable	Date	Success Criteria	Linked outcome
D5 Knowledge transfer plan and log	31/03/2025	Repository of evidence of knowledge transfer delivered including recipients and documentation (recording of sessions, guidance docs, frameworks etc.)	All

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 consultation with DgC and subsequent relevant approvals.



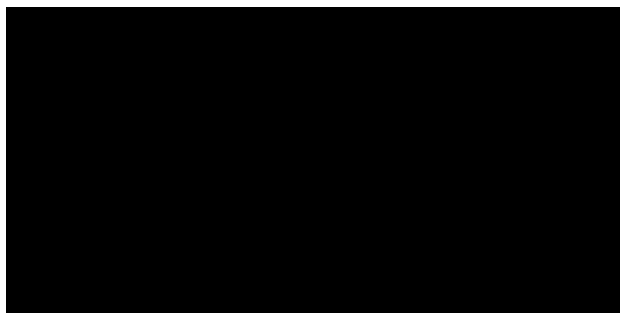
4. Delivery management

Supplier Delivery Team

The outcomes-based nature of consultancy services provided through Lot 3 (Ref 28595) dictates that the Supplier retains responsibility and authority to provide the delivery team required to meet the contracted outcomes. The Business Area team should manage any performance concerns directly with the Supplier Team in the first instance with escalation, where necessary, through Defra Group Commercial.

The actual resources used in the delivery may be greater or less than that on which the price is based as the work is undertaken at the Supplier's risk. Should factors materialise that impact successful delivery, through factors outside the Supplier's control that warrant an alteration to time or cost, a change control will be made to this document as well as to the Service Definition Document (SDD).

The SDD is the first standard deliverable used to manage the project and provides the delivery team structure alongside more detail on governance, plan and success criteria.





5. 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 **£127,450** excluding expenses and excluding VAT.

This total represents the agreed fixed price of the Supplier for the successful delivery of the contracted outcomes. The fees are based on the expected delivery team using the set framework rates. DgC review the resources and rates as part of commercial due diligence and sign-off.

Stage	Due (link to milestone dates)	Cost
Checkpoint 1 Criteria met to trigger payment: Continued progress in the digital maturity workstream D2 complete D3 complete		
Checkpoint 2 Criteria met to trigger payment: Any maturity required for D2 & D3 on an ongoing basis. D4 & D5 ongoing and met to date ensuring continued progress in the digital maturity workstream.		
Project Close Criteria met to trigger payment: All outcomes achieved All agreed deliverables handed over		
Expenses		
Note: Expenses to the base location as determined for each individual assignment should be included in the rates. Expenses up to 10% of the total DPEL value to other locations will be paid in line with the Client Departments Travel and Subsistence policy and must be approved in advance.		
Grand total		£127,450

Payment

The Supplier should invoice at project stage milestones set out in section 4. Defra Group will reimburse fees on confirmation of approval of work delivered, by the Business Area.



6. Governance and reporting

Business Area to outline governance and report requirements relevant to the Engagement through Key Performance Indicators below:

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
1.	Availability of Methods	A named delivery contact or delegate will be available to the client for discussions within and outside of DPEL content during working hours.	Ongoing for duration of DPEL	SRO or delegate, with Methods Assurance	Escalation from client team if expected behaviour is not demonstrated	Measured against DPEL & Methods Lot3 agreement.
2.	Regular checkpoints provided by Methods	Weekly reporting to ascertain delivery progress, key risks/concerns	Weekly	SRO with Methods Assurance	Regular project meetings or telecons	Measured against DPEL deliverables.
3	Delivery of agreed deliverables	These will not be exceeded above agreed tolerance without agreement between all parties	Weekly	SRO or delegate, with Methods Assurance	Regular project meetings or telecons	Measured against DPEL deliverables.

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 must be completed as part of the Engagement sign-off. DgC will contact the Business Area to arrange this and share the feedback with the supplier on a bi-monthly basis.

Non-disclosure agreements

The overarching MCF2 framework includes NDAs.



7. Exit management

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

Upon exiting the project engagement, the Supplier will provide all final deliverables alongside supporting handover documents. The exit terms are as detailed in the call off contract framework document

Notice period

The nature of these engagements requires 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.

Supplier Engagement Process

- 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 £120k or DgC Corporate Services Delivery Board if under £120k.
- 2. If over £120k the Spend Control Form must be completed by Business Area and submitted to DgC at: [REDACTED]
- 3. 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.
- 4. A Project Engagement Letter is completed by the Business Area with input from the Supplier (with supporting proposals as appropriate) and support from DgC and then finally agreed between the two parties, including evidence of all required approvals either being in place or being progressed. Approval states are:

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