



Defra Group Management Consultancy Framework: Project Engagement Letter

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

[REDACTED]

Engagement details			
Engagement ref #	DPEL_61541_066		
Extension?	N	DPEL Ref.	
Business Area	Incident Management		
Programme / Project	Surface Water Incident Management Strategic Overview Role, Scoping Project and Surface Water Flooding Forecasting Improvement Project		
Senior Responsible Officer			
Supplier	Methods Business & Technology Ltd (Methods)		
Title	Project and Business Analyst Support to Surface Water Flooding Concept Design		
Short description	Environment Agency Incident Management. Building a coherent Multi-Agency Programme Approach, facilitating across multiple stakeholders to design a Incident Management service.		
Engagement start / end date	24/02/2023	28/04/2023	
Funding source (CDEL/RDEL)	RDEL		
Expected costs 22/23	£33,552.50		
Expected costs 23/24	£33,552.50		
Expected costs 24/25	£0.00		
Dept. PO reference			
Lot #	Lot 3		
Version	V1.0		

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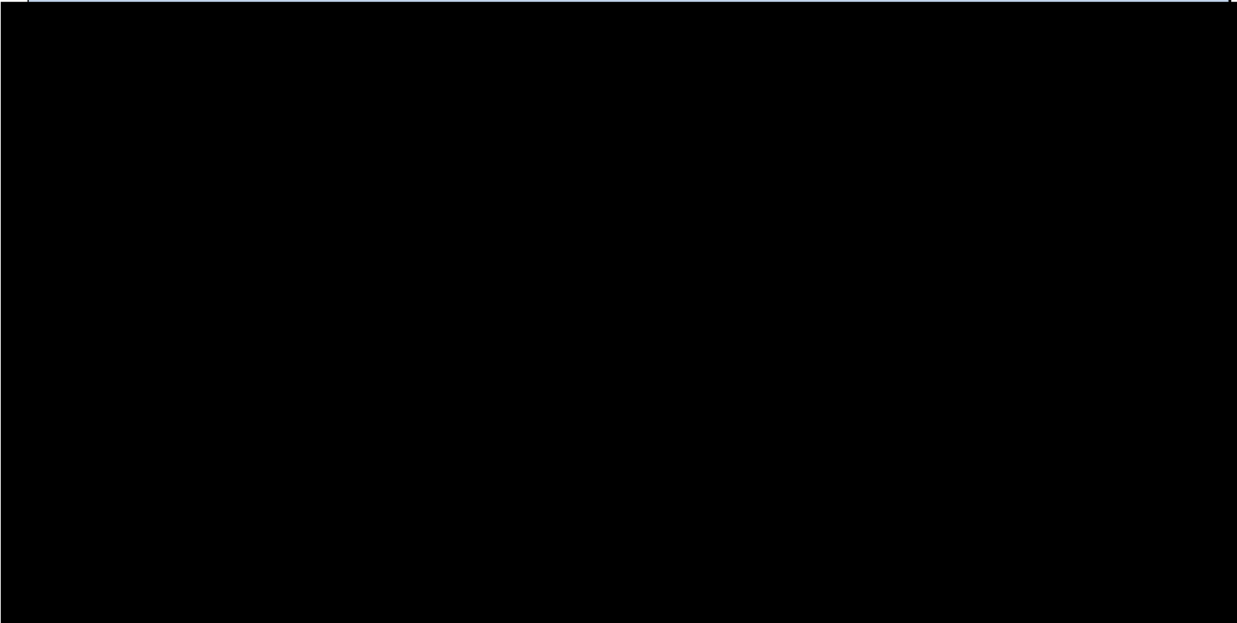


Approval of Project Engagement Letter

By signing and returning this cover note, **EA Strategy & Planning, Incident Management & Resilience 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..


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Signatures



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
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GMT

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1. Background

The risk of surface water flooding (SWF) to the nation and individual communities is already high and will get worse with climate change, population growth and urban development. How we work together, plan, manage and respond to SWF will be critical to the future of SW incident management. Two projects are currently addressing some of this work both at the strategic and tactical levels and are interrelated.

The two projects are:

1. *The Surface Water Incident Management Strategic Overview Role Scoping Project (SWIMSO)* (2years). This is seeking to clarify roles and responsibilities for incident management for all Risk Management Authorities (RMAs) involved in SWF. And secondly to identify options for future SW flood incident management service improvements for the nation. In doing so, thirdly, identify options for the Environment Agency to lean-in to the strategic overview role to provide leadership and co-ordination to RMAs.
- 2.) *The Surface Water Flooding Forecasting Improvement Project*. This FFC project is a 3-year project and funding (April 2022-March 2025) has been secured. To investigate and provide flood forecasting improvements for surface water at a national level.

In addition, this works fits into a wider programme of work the IM 'Future Service'.

2. Statement of services

Objectives and outcomes to be achieved

The overall outcome is to build a stable governance structure to work across both key projects. Building key planning deliverables to support overall future engagement activity. Aiding maturity of service within Incident Management to design an efficient service model.

The objectives of this engagement are to:

1. Working with the 2 project executive boards to assess the joint needs and develop an approach to working across FFC and EA/IM&R, establishing governance, dependencies and building structures to support the two projects working seamlessly together.
2. Use the Surface Water Strategic Overview Project baseline report and its findings to coordinate creation of a high-level service design using the approaches that are being set out in the wider Future service Programme using the approaches being set out in the 2040 project.
3. Create a joint engagement plan and briefing materials for the two projects.
4. Building on 2, use this framework and learning to inform the IM2040 project.

Scope

February to April 2023:

Provide a Project Management Service to:

1. Create a shared Programme approach for the two projects identifying shared risks, dependencies, timeline with milestones and stakeholders.



2. Quality assure the Surface Water Strategic overview role project baselining report and finalise.

3. Scope and create the future Service design (framework) for Surface Water:

Utilising existing in-house expertise and external IM best practice, create a high-level future service design using the IM2040 project hazard assessment structure (using industry standard approaches - PESTLE/outcomes, benefits, capabilities, and the findings from the SW baseline report). This initial high-level assessment and design will show and clearly describe a service framework for future service options, roles and responsibilities and costings.

Using the framework assessment approach above to test and create an initial high level IM Service design for surface water, with these options, roles, and responsibilities for consultation. To include holding a stakeholder workshop to share and shape the service framework design.

Engagement plan for the Surface Water Programme (created in 1) – to set out key stakeholders and write briefing material.

Assumptions and dependencies

Some FFC business and technical resources and EA project and technical resources (initial project team) will be available to work with consultant resource on both projects.

Project Executives and Project Boards will be in place by end March 2023. Project Executives will sit on the complimentary projects board.

IM Best Practice is based on Industry standard Incident Mg. Processes, not those with a specific environmental basis.

Communications and engagement will be shared and joined up where appropriate.

Governance for the Surface Water Flooding Forecasting Improvement Project will be provided by the FFC Joint Steering Group (JSG) with membership spanning the Environment Agency, Flood Forecasting Centre and Met Office.

Risk management

This project is a priority and as such business resources will be made available to support the Project Manager, however operational activities (to respond to severe weather situations for example) will take priority and some flexibility will be required.

Deliverables

Relevant activities completed to a high standard to secure approvals and satisfy the requirements of the IM&R Programme Assurance and National Project Assurance Service where relevant.



Deliverable	Success Criteria	Milestone / Date	Owner (who in the delivery team?)
Stage 1			
Service Definition Document	Detailing product descriptions with quality criteria, plan and project governance, once initial engagement is complete. It also contains service description for client communication to wider stakeholders	17 March 2023	Principal consultant
Stage 2			
Shared Programme Approach	Documented Approach document, key components, structure, timelines	31 March 2023	Principal consultant
QA Project Baseline Report	Provide documented insight and assurance on the project baseline report	31 March 2023	Principal Consultant
Stage 3			
IM Service Approach	Framework document (informed by stakeholder workshop) detailing approach, governance and process structure	14 April 2023	Principal Consultant
IM Service Design	Deployment model detailing service operations and BAU process, roles and responsibilities.	14 April 2023	Principal Consultant

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

Service area	Role	Daily rate	# of days	Cost
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[Redacted]	
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	£67,105
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[Redacted]	
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Business Area’s team

[Redacted]	
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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 £67,105, inclusive of expenses and excluding VAT.

Provide costs for any particular stages to the engagement.

Stage	Cost	Due (link to milestone dates)
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[Redacted]		
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Grand total	£67105	28/4/23
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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;
- The business area, through the principal contact, will work closely and will require a minimum weekly progress report. All new risks to delivery should be reported immediately or as soon practicable.

Key Performance Indicators

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



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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.

It is expected that this work will be undertaken under the NDA as part of the Defra Consulting Framework. Any additional NDA agreements will need to be assessed and agreed separately.

6. Exit management

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

Knowledge Transfer:

Specific transfer outcomes will be tracked through regular reporting and evaluated through a review of completed knowledge transfer logs and reports, including sign off from individual knowledge recipients

The skills and expertise transferred back to the internal Defra team will help improve efficiency and effectiveness, and provide a framework to deliver future strategic projects

The supplier will provide: All documents, reports, excel files, presentations

The supplier will delete: any commercially information that is not required to be kept
The supplier will prepare a handover note of any outstanding issues



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



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