



Department
for Environment
Food & Rural Affairs

Defra Group Management Consultancy Framework: Project Engagement Letter

Completed forms and any queries should be directed to Defra Group Commercial at
DgCConsultancy@defra.gov.uk

Engagement details			
Engagement ref #	DPEL_61541_034		
Extension?	N	DPEL Ref.	TBC
Business Area	FFAB		
Programme / Project	Livestock Information Programme		
Senior Responsible Officer	[REDACTED]		
Supplier	Methods Business and Digital Technology		
Title	Livestock Information Programme - Delivery environment development support		
Short description	Providing support to support the Livestock Information Programme, including actions to deliver new programme governance and programme co-ordination.		
Engagement start / end date	20 June 2022	16 September 2022	
Funding source	DEFRA Core Funding		
Expected costs 22/23	£80,276		
Expected costs 23/24	£-		
Dept. PO reference	Dept. PO reference # (to allow for Defra Group recharge)		
Lot #	Lot 3		
Version #	V1.0		



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Approval of Project Engagement Letter

By signing and returning this cover note, FFAB 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 1 / 2 / 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(s): [REDACTED]



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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.

1. Background

Briefly justify why support is required:

The Livestock Information Programme was established in 2019 to develop a new, updated online location tool for all registered sheep, cattle and pigs. This will provide an animal health and welfare traceability system for livestock to help control and manage future disease outbreaks.

In December 2021, the Investment Committee asked for a 'lessons learned review of the current Livestock Information Programme activity to date.

Investment Committee were presented with a 'lessons learned' report and a review of the programme finances at their 20th April 2022 meeting.

The Programme Board are now preparing and implementing more detailed plans for improvement activities. DEFRA finance and the Senior Responsible Officer will act as an intermediary to implement short term financial control arrangements and establish programme management and controls to support the ongoing running of the programme.

The Programme needs to establish a more focused delivery environment and require support from Methods to achieve this outcome.

2. Statement of services

Objectives and outcomes to be achieved

State and describe the aims of the engagement:

This work package will support the establishment of an effective PMO and improved delivery co-ordination that enables the Livestock Information Programme to succeed. It will create short-term stability and will provide recommendations for what is required for future delivery.

The objectives for this work package are to:

- Ensure the ongoing needs of the Programme are met during this interim phase.
- Establish an effective PMO.
- Enable the effective operation of the Programme Board.
- Scope and define roles for future programme governance and delivery.



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- Establish core programme controls.
- Agree principles and ways of working for the programme.
- Gain consensus on the approach for future programme resourcing

Scope

Define the scope of the services (*SMART*):

This additional capacity and engagement will be to support the Livestock Information Programme.

The scope of work is planned for 12 weeks, between 20th June 2022 and 16th September 2022

The work package will help to scope the further actions required to build Programme capacity and improve relationships between partners.

Assumptions and dependencies

Provide further description of the assumptions and dependencies:

The following assumptions are made for this assignment.

- Methods will require input and engagement from programme and project teams in order to deliver objectives
- Methods will require support from Defra to utilise internal engagement channels.
- The start date for the PMO support should be; Monday 20th June 2022.
- Methods staff resources can be onboarded efficiently to allow them
 - to access to the programme documentation and file storage areas
 - to establish secure communication channels with all identified programme stakeholders
 - to engage effectively in the delivery of the programme activities.
- Methods are being asked to establish and support the programme activities identified in 'Deliverables' on a time limited basis, while DEFRA recruit to programme roles.

Risk management

Provide further details of any foreseen risks with this project and how they could be mitigated:

- Onboarding of Methods staff identified to support the activities is not delivered efficiently with the likelihood of required slippage of the project timeline, removal of items from the scope or an impact on quality of products.
- Methods staff identified are unsuitable for the role and / or are unable to fulfil the contractual obligations
- Recruitment of permanent staff is delayed, putting pressure on resources and potentially causing a hiatus in programme support

Deliverables

Describe what the supplier will produce:

- A Service Definition Document describing the governance, products and plan for the work to be completed by Methods.



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- Establishing an effective PMO environment
 - Provide advice and support in the establishment of a programme management office
 - Develop and manage key programme artefacts, including project plan, risk management tools and reporting methods, with functions summarised in a PMO guidance handbook
 - Finalising the programme board terms of reference and membership
 - Co-ordinate the preparation of agendas and supporting papers for LI PB meetings
 - Scope out PMO organisational structure
 - Ensuring the Programme governance is supported by the governance of programme partners.
 - Produce a PMO Governance Model and a PMO Organisational Structure
- Create the foundations of a sustainable PMO function and make recommendations as to future roles and resourcing options within recruitment constraints.
- Service close document, including recommendations for embedding capability.

Deliverable	Success Criteria	Milestone / Date	Owner (who in the delivery team?)
Service Definition Document	Review by Defra project team, sign-off from sponsor	24/06/22	Delivery Manager
Core Programme Controls Baseline		29/07/2022	Delivery Manager
Mid-Point Review Summary		29/07/2022	Delivery Manager
PMO Governance Model		16/09/2022	Programme / PMO Advisor
PMO Organisational Structure		16/09/2022	Programme / PMO Advisor
Creation of a PMO handbook to support knowledge transfer.		16/09/2022	Delivery Manager
Service Closure Document		16/09/2022	Delivery Manager

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 approval by DgC.



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3. Delivery team

Provide details of the agreed team members including their roles and responsibilities during the project.



Total resource	Total days*	133
	Engagement Length**	65
		=2.05
*Total days worked across all resources		
**Total working days in engagement		

Business Area's team



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 £80,276, inclusive of expenses and excluding VAT.

Stage	Cost	Due (link to milestone dates)
Initiation to mid-point review		DD/MM/YY
20 th June 2022 – 29 th July 2022 Including; <ul style="list-style-type: none"> • Service Definition Document • Core Programme Controls Baseline • Mid-Point Review Summary • PMO operations for 6 weeks. 	£37,655	22/07/2022



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Stage	Cost	Due (link to milestone dates)
Mid-point review to close		
1 st August 2022 – 16 th September 2022 Including <ul style="list-style-type: none"> PMO Governance Model PMO Organisational Structure PMO Handbook Service Closure Document. PMO operations for 7 weeks. 	£42,621	16/09/2022
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	£80,276	

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:

- Stand-ups at least twice a week which the Business Area are invited to attend.
- A weekly highlight report.

Key Performance Indicators

KPI	KPI Requirement	Description	Reporting Frequency	Who Measures	Method of Measurement	Performance Target
	Delivery Review	Progress review against deliverables	Weekly	SRO with Methods Assurance	Report	Measured against PEL



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Feedback and satisfaction

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:

The Service Close Document will provide a closedown report that summarises all deliverables and identifies further actions required for development, including recommendations regarding ongoing resourcing

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:
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

