



Department
for Environment
Food & Rural Affairs

Defra Group Management Consultancy Call off Contract: Project Engagement Letter

Completed forms and any queries should be directed to Defra Group Commercial (DgC) at [REDACTED]. Please do not complete this form until you have liaised with DgC, and they have allocated you a lot to access Consultancies within and subsequent reference number.

Engagement details			
Engagement ref #	DPEL_61541_107		
Extension?	N	DPEL Ref.	61541_107
Business Area	Environment Agency, COO		
Programme / Project	EA COO FOI Programme Delivery Support		
Senior Responsible Officer	[REDACTED]		
Supplier	Methods		
Title	EA COO FOI Programme Delivery Support		
Short description	To provide interim programme leadership and oversight to enable the FOI operational team to meet the ICO requirements notice.		
Engagement start / end date	08/01/2024	28/03/2024	
Consultancy Spend approval reference			
Expected costs 23/24	£71,786		
Expected costs 24/25	n/a		
Expected costs 25/26	n/a		
Dept. PO reference	Dept. PO reference # (to allow for Defra Group recharge)		
Lot #	Lot 3		
Version #	V1		

Approval of Project Engagement Letter

By signing and returning this cover note, [REDACTED] on behalf of the COO 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 [REDACTED] with Defra Group and confirms the availability of funding to support recharge for the services.



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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: [REDACTED]

1. Background

Briefly justify why support is required:

The Regulator for FoI, Information Commissioners Office (ICO), has served The Environment Agency with an Enforcement Notice because of evidence seen by the Commissioner about its performance in relation to its statutory duties under the Freedom of information Act. The Enforcement Notice requires the Environment Agency to devise and publish an action plan to ensure it complies with its legal duties under Part 1 of FOIA to respond to information requests in a timely fashion.

The FoI operational team are managing this programme of reforms on top of their operational duties. Programme delivery specialists are required to support the set up and facilitation of effective programme delivery through the provision of a PPM service. This will include the creation of effective planning and day-to-day management of the programme, with a focus on transitioning knowledge and capability to internal resources, identifying where these are required and suggesting structures where applicable.

2. Statement of services

Objectives and outcomes to be achieved

State and describe the aims of the engagement:

Support is required to drive delivery of the overall programme and focus on pragmatic planning, project controls, risk and issue management, communication and reporting as priority considerations. These are essential to provide programme assurance for the board and the ICO.

The service must not stop current development but create the necessary programme rigor, to ensure robust planning for delivery is in place.



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This DPEL sets out the high-level delivery objectives during the course of the engagement and a Service Definition Document (SDD) will be developed by Methods staff by no later than the end of the first week of the contract, which will provide a more detailed breakdown for each deliverable. This will be developed in conjunction with EA staff and will allow Methods delivery to be more accurately monitored than is achievable through a DPEL alone. The SDD will be a deliverable in its own right.

The objectives for this work are to:

1. Create and agree a programme delivery blueprint
2. Establish and implement a programme management reporting framework aligned to the blueprint
3. Establish a pragmatic plan, with defined interdependencies and a critical path to provide direction and coherence for the EA and ICO

Scope

Define the scope of the services:

In scope:

- Creation of programme delivery blueprint for how the action plan will be implemented
- Reporting framework including data sources, format and process
- Programme plan with critical path and dependencies
- Programme management to drive the programme forward
- Establishment of programme controls, including risk management
- Identify what programme communications have been established and put forward recommendations
- Establishment of necessary governance
- Engagement with EA and ICO stakeholders
- Knowledge transfer

Out of scope:

- Design of the action plan
- Resourcing and implementing a PMO
- Engagement with external third parties
- Reporting to the ICO

Assumptions and dependencies

Provide further description of the assumptions and dependencies:

- GDPR data sharing protocols are agreed and signed off.
- Common workspace environment required so that Methods consultants can access Environment Agency data from their Methods devices, this will enable them to work with datasets using specific analytics tools
- Methods will have timely access to data
- Defined EA decision-making contacts
- Access to technical expertise from Environment Agency (systems and processes)
- A PMO is set up within the duration of this DPEL to make the programme sustainable, this can be a small internal dedicated team.
- EA internal communication and change management plans are sufficient to encourage engagement.
- In the absence of a PMO, the Programme Manager and Programme Delivery Manager will require internal dedicated support, to gather the required information to create and maintain a plan and associated reporting artifacts, to make this programme sustainable.



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Risk management

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

- Insufficient capacity in Environment Agency project delivery teams to support and engage with the Delivery Partner. Active participation outside of the core COO team will be required from System Owners. The quality of outcomes may be impacted by a lack of active engagement, stakeholders need to be identified early and brought into project team.
- Single Point of Failure within the COO team – it is a small team with limited resources. We will agree internal protocols so that the Delivery Partner is not adversely affected by unplanned absences, as far as possible. We will need a point of contact in the absence of the Programme Manager and minimum monthly and ad hoc meetings with the SRO.



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Deliverables

Deliverable	Success Criteria	Milestone / Date	Owner (who in the delivery team?)
Project Stage A			
Service delivery document (SDD)	Approach to delivery defined by Methods and signed off by client		Delivery Manager
Project Stage B			
Creation of blueprint and reporting framework	Blueprint agreed and signed off. Kick off with new approach approved.		Programme Manager
Project Stage C			
Update strategic plan (alignment of programme reporting framework to blueprint)	Plan reviewed and re-baselined.		Programme Manager
Project Stage D			
Knowledge Transfer	Knowledge transfer throughout the embedding of the programme.	Whole engagement	Programme Manager
Internal Capability Development Outcomes			
Social Value Outcomes			



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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.

3. Delivery team

TOTAL				£71,786

Total resource Total days* Engagement Length** <small>*Total days worked across all resources</small> <small>**Total working days in engagement</small>	<div style="background-color: black; width: 100px; height: 20px; margin: 0 auto;"></div>
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Business Area's team

FOI 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 £71,786 excluding expenses and VAT.



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Stage	Cost	Due (link to milestone dates)
A		
Service delivery document (SDD) & strategic plan		
B		
Strategic forum kick off meeting		
C		
Update strategic plan		
E		
Recommendations		
Expenses		
Grand total	£71,786	

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. Up to not exceeding [REDACTED] for co-location days, a separate purchase order to be raised when necessary.

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;



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Key Performance Indicators

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 and will respond within 24 hours to any email/communication if not sooner.	Ongoing for duration of DPEL	EA Programme Manager with Methods Engagement Lead	Escalation from client team if expected behaviour is not demonstrated	Measured against DPEL & Methods Lot 3 agreement.
2.	Regular checkpoints provided by Methods	Weekly reporting to ascertain delivery progress, key risks/concerns	Weekly	EA Programme Manager with Methods Engagement Lead	Regular project meetings	Measured against DPEL deliverables.
3	Delivery of agreed deliverables do not exceed agreed baseline dates outside of tolerance	Baselined plans detail agreed delivery dates, these will not be exceeded above tolerance without agreement between all parties	Weekly	EA Programme Manager with Methods Engagement Lead	Regular project meetings	Measured against DPEL deliverables.

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



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6. Exit management

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

Describe what the supplier will produce upon existing the project engagement:

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

