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## Defra Group Management Consultancy Call off Contract: Project Engagement Letter

Completed forms and any queries should be directed to Defra Group Commercial (DgC) at [DgCConsultancy@defra.gov.uk](mailto: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 Consultancies within and subsequent reference number.

Engagement details					
Engagement ref #	DPEL_61538_022				
Extension?	N	DPEL Ref.	DPEL_61538_022		
Business Area	Local Operations – Incident Management and Resilience				
Programme / Project	IMx				
Senior Responsible Officer	[REDACTED]				
Supplier	KPMG LLP				
Title	Support for IMx Programme				
Short description	Specialist operating model skills and experience are needed to enable the IMx Programme to quickly address resilience issues.				
Engagement start / end date	Proposed start date 21/08/2024	Proposed end date 31/03 /2025			
Consultancy Spend approval reference	CGB reference for Core Defra only - £100k + (RDEL)				
Expected costs 24/25	£804,689				
Expected costs 25/26	£0				
Expected costs 26/27	£0				
Dept. PO reference	Dept. PO reference # (to allow for Defra Group recharge)				
Lot #	Lot 1				
Version #	0.6 Start at 0.1, 1.0 when approved, increment from 1.0 for Change requests				

## Approval of Project Engagement Letter

By signing and returning this cover note, Incident Management and Resilience accepts the contents of this Project Engagement Letter as being the services required and agrees for KPMG to provide the services in accordance with the agreed Supplier Proposal under the overarching contract (Lot 1- Ref 28595), with Defra Group and confirms the availability of funding to support recharge for the services.



Signatures		
Supplier	Business Area	Defra Group Commercial
<div></div>		
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

General Instructions

1. Background

EDT has commissioned IM&R to develop a business case for a programme of transformation to develop a new operating model for the incident management service, to deliver a resilient, efficient, sustainable service for the future.

The IMx Programme will deliver:

- A resilient incident management service, rebalancing the historic dependency on volunteers, with the **highest risk activity made more reliable** conducted by a limited permanent function.



- In order for the programme to meet these delivery aims, specialist, external resources are needed to supplement the existing project team. [REDACTED]

- 1) Create current service baseline: develop frameworks and conduct related assessments for quantifying service value, assessing our legal requirements and creating new service standards
- 2) Design an Operating Model for the IM Service which enables a resilient response
- 3) Collaborate on the completion of a business case to secure support and investment funding for the changes required for the new model

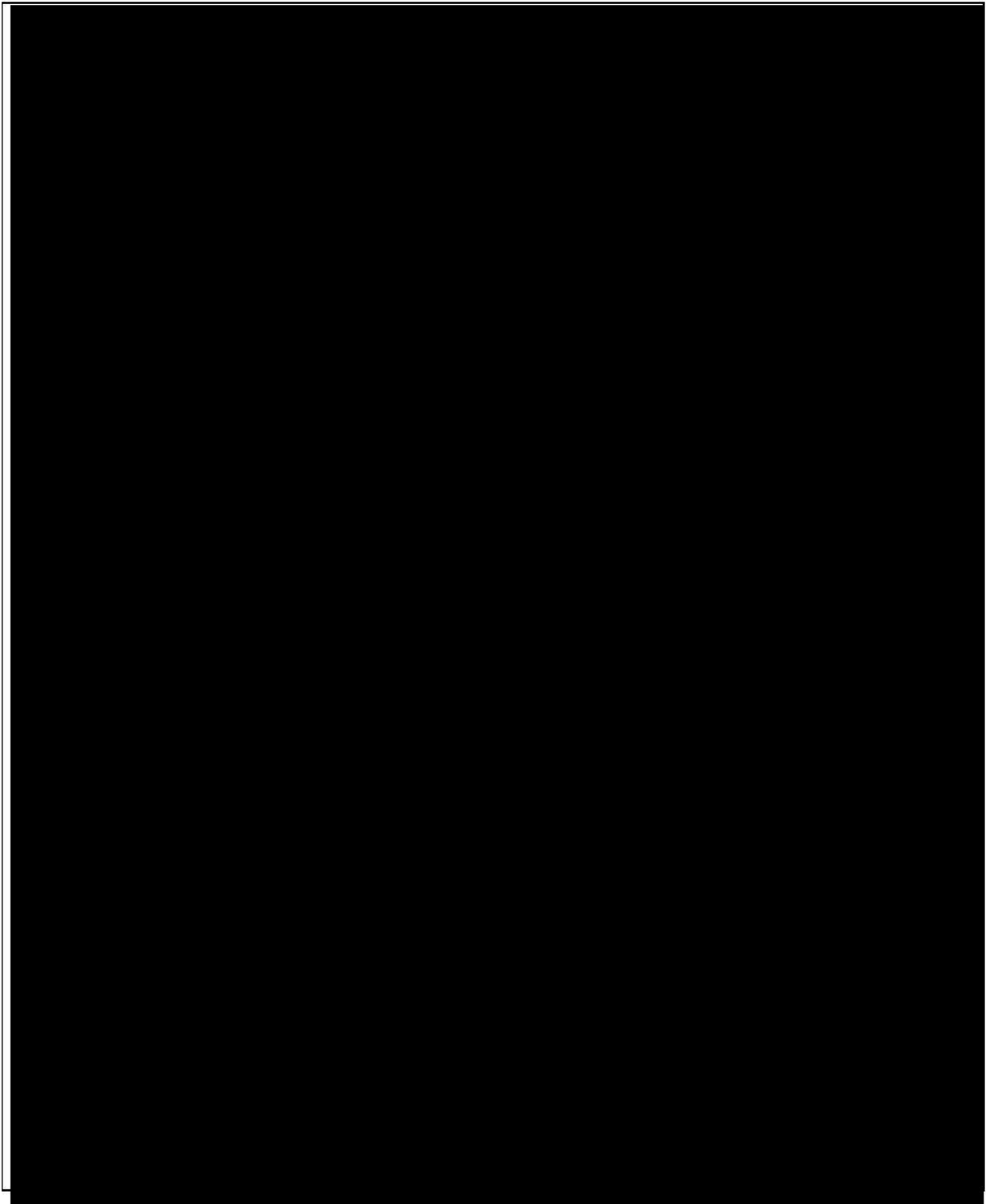
## Scope

[illegible]

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### Assumptions and dependencies

- Any products created must align with existing EA stylistic templates.
- KPMG will work collaboratively with the EA team and with the aim of building EA knowledge and capabilities.
- Recognising the need to demonstrate value-add, KPMG will review contract delivery weekly with the relevant EA senior leaders. KPMG will produce a report which will set out work done to date, upcoming tasks and any risks/mitigations
- At the end of each work package we will hold a formal review of the programme and if any changes need to be made to the delivery plan



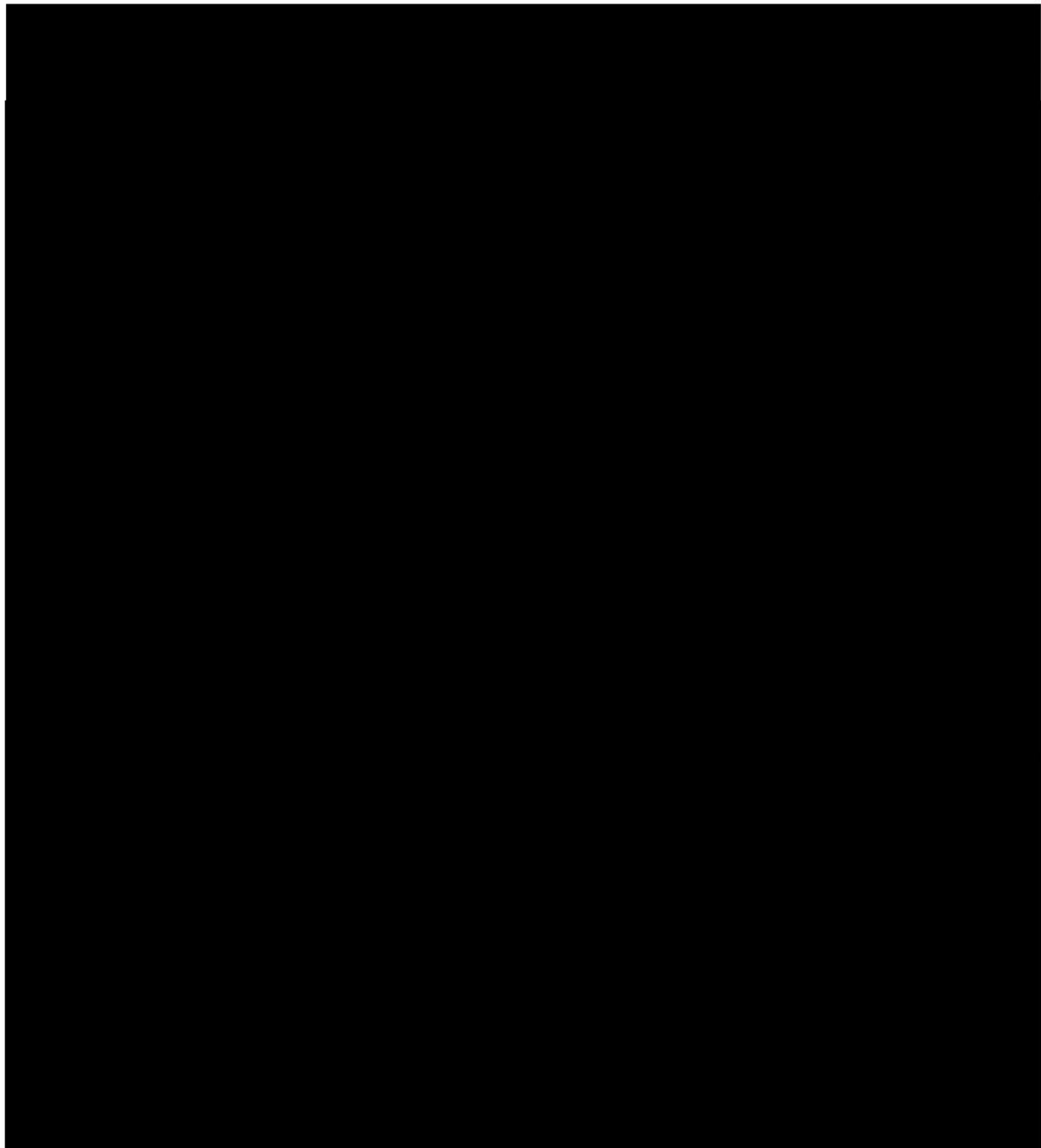
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- Access to key stakeholders from EA will be timely and available
- We will need timely approval of our deliverables (to enable this, we will share regular drafts in advance of deliverable due dates)

### Risk management

Risks will be managed through the weekly review meeting and will fed-into and be mastered in wider EA IMx Programme Risk register

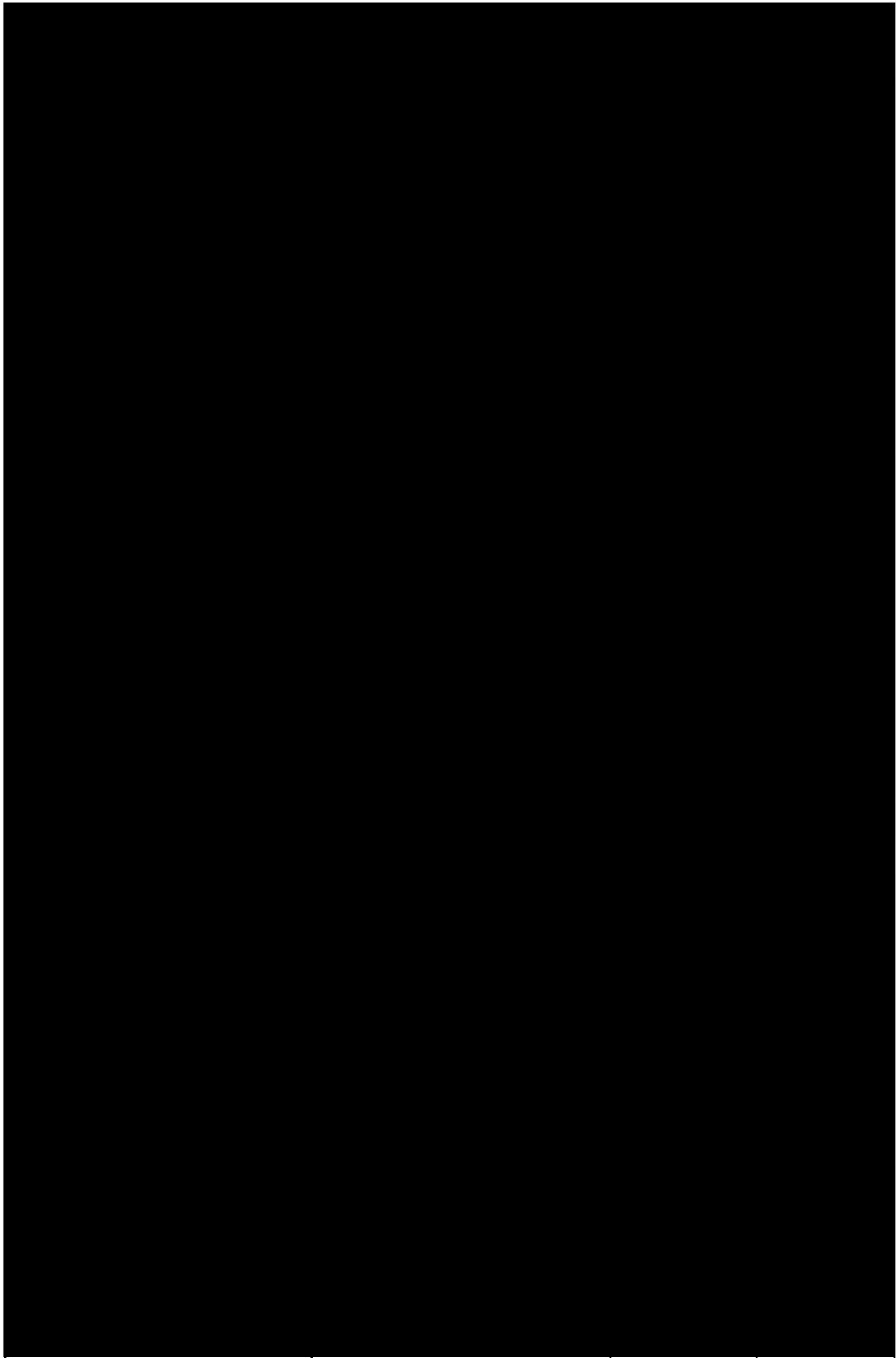
### Deliverables



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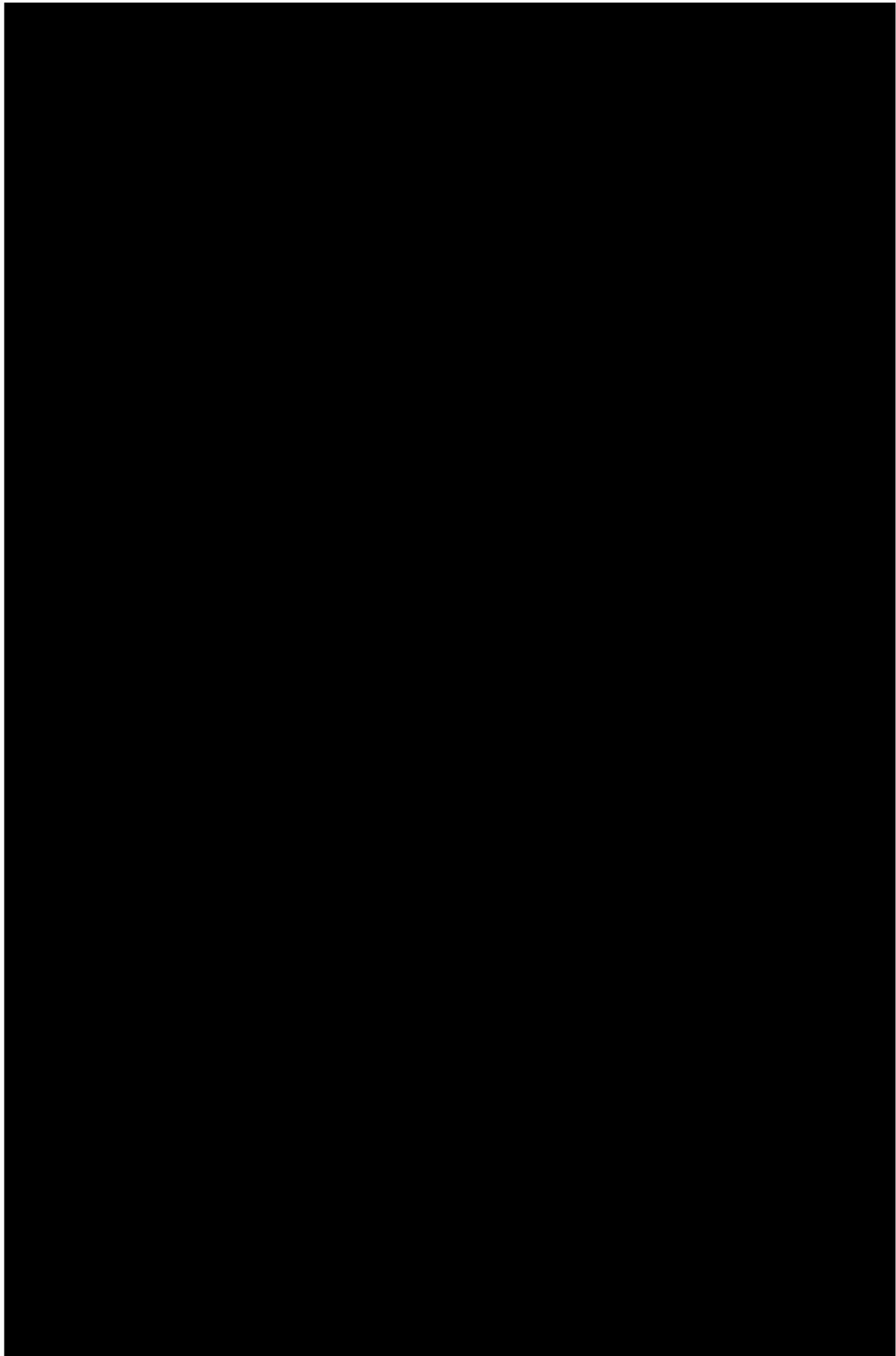




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<b>Internal Capability Development Outcomes</b>
N/A – to be delivered at the framework level
<b>Social Value Outcomes</b>
N/A – to be delivered at the framework level

### Limitations on scope and change control

Business Area / Supplier to supplement with any additional areas, as deemed appropriate.

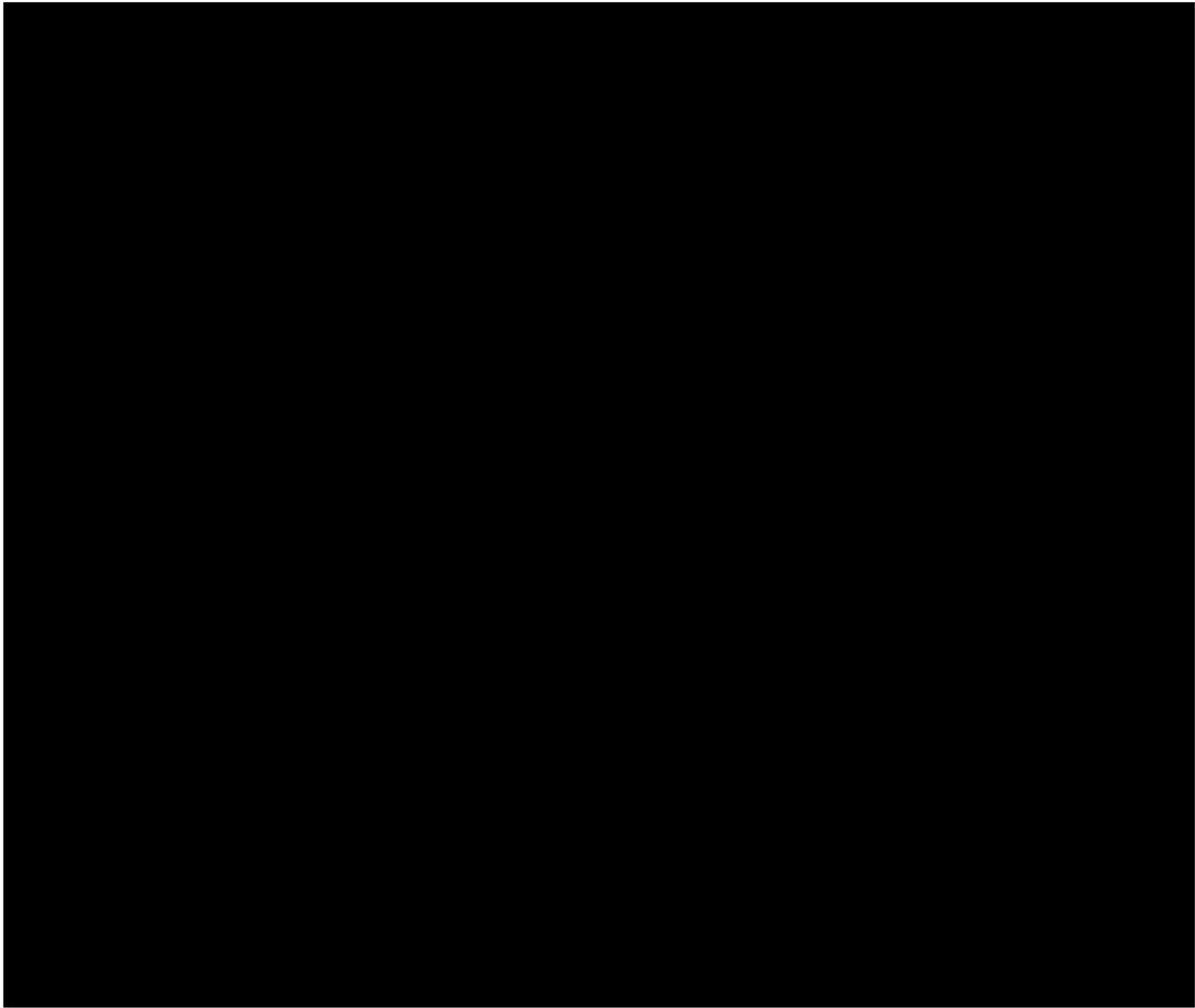
Unless instructions to the Supplier are later amended in writing, the work undertaken will be restricted to that set out above. In providing the services detailed above, the Supplier will be acting in reliance on information provided by the Business Area.

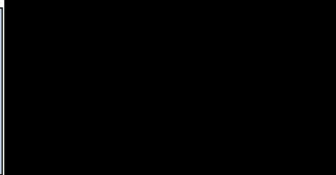
The Project Engagement Letter is the agreed contract of work between the Defra Group Business Area and the Supplier and can be varied under the change control process. Any changes to timescales, scope and costs will require approval by DgC.

### 3. Delivery team

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







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<b>Total resource</b>	
<b><u>Total days*</u></b>	
<b>Engagement Length**</b>	
*Total days worked across all resources	
**Total working days in engagement	

**Business Area’s team**

The table outlines the key contacts. Wider Incident Management / Imx Programme team staff are likely to be brought in to collaborate with KPMG on the Work packages.

Name	Role	KPMG work package alignment/ remit
		
		



[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

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 £804,689, inclusive of expenses and excluding VAT.

[REDACTED]
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<b>Work Package 1</b>		<b>DD/MM/YY</b>
<b>Grand total</b>	<b>£804,689</b>	

*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

Business Area to outline governance and report requirements.

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;
- On a monthly basis, there will be a change control meeting where the supplier and business area will review work completed to date and review the upcoming scope and resource plan. This is a complex programme and over the course of delivery, greater clarity on requirements is likely to emerge. We will therefore be proactive in revising the scope and resources to make sure we're delivering value for money at all times

### 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
	See deliverables section					

### Feedback and satisfaction

Business Area and Supplier to agree regular reporting intervals for the duration of the engagement.





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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. Insert any additional NDA requirements here.

## 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"> <li>▪ DPEL agreed</li> <li>▪ DPEL signed: Supplier, Dept and CO</li> <li>▪ Purchase Order number</li> </ul>	<ul style="list-style-type: none"> <li>▪ Work can start</li> <li>▪ Supplier can invoice for work</li> </ul>

