



Work Order

This document is a Work Order according to the definitions contained within the provisions of the Services Delivery Agreement (SDA) dated **27th April 2020**, between **Bloom Procurement Services Ltd** and **BARINGA PARTNERS LLP**.

Except where stated herein, all the clauses and conditions specified in the said supplier terms are included herein by reference and form part of this Work Order.

For the avoidance of doubt, the Bloom Standard Terms & Conditions (only where applicable), the SDA and this Work Order constitute the contract between Bloom and the SPS Provider and are hereinafter referred to collectively as the Supplier Terms.

We are delighted to advise that **Bloom Procurement Services Ltd** have been authorised to obtain the following services on behalf of the Authority.

Project Number:	Project_6844 Contract_16350
Project Name:	NEPRO3 - Infected Bloom Compensation Authority (IBCA) – Operational Excellence
SPS Provider:	Baringa Partners LLP
For the Attention of:	REDACTED TEXT under FOIA Section 40, Personal Information
E-mail:	REDACTED TEXT under FOIA Section 40, Personal Information
Telephone Number:	REDACTED TEXT under FOIA Section 40, Personal Information
Address:	REDACTED TEXT under FOIA Section 40, Personal Information

Description of Specialist Professional Services / deliverables required:



Baringa Partners LLP (Baringa) have been appointed by Bloom Procurement Services Ltd on behalf of the Cabinet Office to build the Service Excellence and Enablement strategies, based on learning emerging from delivering the service to the first cohort.

Detailed Requirements

In the next phase of infected Bloom Compensation Authority's (IBCA) operational maturity, there is a need to build the Service Excellence and Enablement strategies based on learning emerging from delivering the service to the first cohort:

Workforce and performance management strategy:

- Supply / demand
 - How will demand be forecasted? How will future supply be estimated?
 - What will we measure to best understand the nature of our supply? (Planning measures: Effort, utilisation etc.)
 - How will supply and demand be balanced across annual, quarterly, monthly, weekly and daily cycles?
 - How will the above consider resource sharing between Claimant Support and Resolution (Centre) (CSR) and Claims Management? • Performance management
 - What is our Purpose? What matters to the people making a claim? How do we measure these things?
 - Do these measures change over time as the organisation and service matures? If so, how will the phasing work?
 - What does success look like against these measures?
 - What of the above should be externally facing? (linked to Customer Charter) •

Performance monitoring (reporting and analytics)

- What is the approach for performance dashboards within Operations? (Team, function, SLT etc.)
 - What is the approach for reporting outside of Operations? (Executive Committee (ExCo), Board etc.)
 - What is the regularity and granularity of the data refresh to feed the above?
- Workflow
 - What is the overall Claims Management approach? (e.g. cradle to grave vs. best athlete etc.)
 - How does work move between the Service Delivery functions (CSR, Claim Manager (CM), Risk and Assurance (R&A)?
 - In what circumstances may work need to flow outside of Operations? How will this be managed?

People and capability strategy:

- Learning and development
 - How will skills and development be tracked for ops staff? How will this link to probation and performance?
 - How will IBCA Operations support the overall careers of its staff? What are the likely exit points?
 - What will be the longer-term approach for external vs internal delivery of the training?
 - How will the skills requirements develop over time? How will the Learning and Development (L&D) approach need to adapt?
- Vulnerability
 - What are the trigger points by which a vulnerability offer should be commenced?

○ What are the longer-term commercial routes and third-party relationships to enable the vulnerability offer?



○ How are these offers tracked and recorded in the customer record?

- Safeguarding

○ What are the trigger points by which a safeguarding offer should be commenced?

○ What are the longer-term commercial routes and third-party relationships to enable the safeguarding offer?

○ How can the safeguarding offer be accessed by IBCA staff outside of Operations? ●

Knowledge management

○ What are the types of information which are required to be stored and accessed?

○ How can the appropriate behaviours be encouraged, monitored and embedded to enable the KM approach?

○ What controls need to be in place to ensure the KM approach is appropriately managing data risk (e.g. Freedom Of Information requests (FOIs))

Customer and quality strategy:

- Quality assurance

○ What is the core quality management approach for decisions and offers?

○ How will information from appeals be used as a feedback mechanism for the service?

○ How will complaints be managed? How will learning from complaints be used as a feedback mechanism?

- Continuous improvement culture

○ What does operating in an agile 'test and learn' environment mean for the operational teams?

○ How can this mindset be extended beyond the initial service set up and into Business as Usual (BAU)?

○ How will continuous improvement thinking be embedded in team ways of working?

- Process optimisation

○ How will the Performance Monitoring and Customer Insight information be used to identify process opportunities?

○ How will a centralised specialist capability be balanced with driving improvement with the Service Delivery teams?

○ What will be the project methodology and toolset for process improvement?

- Customer insight

○ How will qualitative (e.g. interviews) and quantitative (e.g. surveys) methods be used in the short/medium/long term?

○ Will there be a need for external support to ensure independence and remove potential bias from the insight?

○ How will the user consultants be used to interpret and supplement the insights?

All of the above should include:

- Process and governance.

- Tech and tooling.
- Interactions within IBCA operations.
- Interactions within other IBCA functions.

REDACTED TEXT under FOIA Section 43 (2), Commercial Information

REDACTED TEXT under FOIA Section 43 (2), Commercial Information

REDACTED TEXT under FOIA Section 43 (2), Commercial Information

T46/NEPRO3/WorkOrder/StandardTemplate/08Jan2024v4.0 HIGHLY CONFIDENTIAL



REDACTED TEXT under FOIA Section 43 (2), Commercial Information			
REDACTED TEXT under FOIA Section 43 (2), Commercial Information			
REDACTED TEXT under FOIA Section 43 (2), Commercial Information			
REDACTED TEXT under FOIA Section 43 (2), Commercial Information			
REDACTED TEXT under FOIA Section 43 (2), Commercial Information			
Any Further Specific Requirements	REDACTED TEXT under FOIA Section 43 (2), Commercial Information		



Invoicing procedure

The SPS Provider shall complete and submit a Payment Request/Highlight Report via the Technology Platform. This will initiate the Self-Billing Process once approved by the Authority or requirement owner.

Milestone reporting and Payment (Subject to agreed Payment Request/Highlight Report) Payment Schedule

Description		Deliverables	Planned Payment Request Submission Date	Total Price
	REDACTED TEXT under FOIA Section 43 (2), Commercial Information			
	REDACTED TEXT under FOIA Section 43 (2), Commercial Information			
	REDACTED TEXT under FOIA Section 43 (2), Commercial Information			
	REDACTED TEXT under FOIA Section 43 (2), Commercial Information			
Total:				£482,000

Total Price	Commencement Date	Currency
£482,000	24/01/2025	Pounds Sterling

**Acknowledgment re supervision and control of SPS Provider personnel**

By signing this Work Order and agreeing to the Supplier Terms, the SPS Provider confirms for the duration of the Services provided (subject to the contractual terms governing the Services to be provided):

1. The SPS Provider shall procure that its personnel do not act or operate in a manner which could be perceived in such a way as to infer that the SPS Provider's personnel are employees of the Authority;
2. The SPS Provider shall always ensure that the Authority shall not supervise or control the work being carried out by the SPS Provider's personnel;
3. The SPS Provider is free to determine the personnel it uses to provide the services provided that all personnel meet the standards specified by the Authority (including security clearances where applicable);
4. The SPS Provider shall not assume any line management responsibility for any of the Authority's employees;
5. The SPS Provider shall use their own equipment to deliver the Services, except where the provision of equipment by the Authority is necessary for security purposes;
6. The SPS Provider shall determine their own place and hours of work, except where the nature of the project naturally enforces restriction e.g. attending project meetings at client site during business hours;

If at any time, the SPS Provider fails to comply with the above terms, this shall amount to a material breach of the Work Order which is not capable of remedy for the purposes of the termination clause of the SDA and this Work Order will be terminated with immediate effect. If the SPS Provider breaches these provisions it may be liable for the payment of income tax or national insurance contributions.

ANNEX 1 – to record permitted project specific processing of personal data.

1. The Contractor shall comply with any further written instructions with respect to processing by the Data Controller.
2. Any such further instructions shall be incorporated into this Schedule and this Schedule may be amended at any time during the Term by agreement in writing between the Data Controller and the Contractor to ensure that the description and detail set out in this Schedule with regard to the processing of personal data reflects the arrangements between the Parties, is accurate and is compliant against the Data Protection Legislation.

No	Description	Details
1	Subject Matter of the Processing	N/A
2	Duration of the Processing	N/A



3	Nature and Purposes of the Processing	N/A
4	Type of Personal Data	N/A
5	Categories of Data Subject	N/A
6	Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	N/A

ANNEX 2

1. This Annex lists the sub-processors that the Data Controller has authorised the Contractor to use in accordance with the Supplier Terms.
2. The Data Controller may, at any time and upon such notice as is reasonable in the circumstances, withdraw its approval in relation to any or all sub-processors listed within this Annex and upon such withdrawal the Contractor must immediately cease using that sub-processor.
3. If the Contractor wishes to propose a new sub-processor for approval, it must provide written notice to the Data Controller detailing the identity of the proposed sub-processor, the nature of the sub-processing and confirmation that a written contract in relation to the sub-processing is in place between the Contractor and the sub-processor. The Data Controller must not unreasonably refuse or delay approval.
4. The Data Controller may at any time and upon reasonable notice request copies of the contracts between the Contractor and its approved sub-processors in relation to the sub-processing.

Sub-contractor details: (name, address and company registration number)	Nature of sub-processing:	Commencement date and term of contract between Contractor and Subprocessor:
N/A	N/A	N/A

Signature Area



Appendix 1 – Baringa Special Conditions

REDACTED TEXT under FOIA Section 43 (2), Commercial Information

Signature Area

Organisation Name:

REDACTED TEXT under FOIA Section 40,
Personal Information

Role/Title:

REDACTED TEXT under FOIA Section 40,
Personal Information

Name:

REDACTED TEXT under FOIA Section 40,
Personal Information

Signature:

REDACTED TEXT under FOIA Section 40, Personal Information

Organisation Name:

REDACTED TEXT under FOIA Section
40, Personal Information

Role/Title:

REDACTED TEXT under FOIA Section
40, Personal Information

Name:

REDACTED TEXT under FOIA Section
40, Personal Information

Signature:

REDACTED TEXT under FOIA Section 40, Personal Information