



### Work Order

This document is a Work Order according to the definitions contained within the provisions of the Services Delivery Agreement (SDA) dated **23<sup>rd</sup> MAY 2024**, between **BLOOM PROCUREMENT SERVICES LTD** and **PUBLIC DIGITAL LIMITED**.

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.

<b>Project Number:</b>	Project_7026 Contract_16840
<b>Project Name:</b>	NEPRO3 - IBCA Medium-Long Term Strategic Design
<b>SPS Provider:</b>	Public Digital Limited
<b>For the Attention of:</b>	REDACTED TEXT under FOIA Section 40, Personal Information
<b>E-mail:</b>	REDACTED TEXT under FOIA Section 40, Personal Information
<b>Telephone Number:</b>	REDACTED TEXT under FOIA Section 40, Personal Information
<b>Address:</b>	REDACTED TEXT under FOIA Section 40, Personal Information

**Description of Specialist Professional Services / deliverables required:**



Public Digital Limited (PDL) have been appointed by Bloom Procurement Services Ltd. On behalf of the Cabinet Office (CO) to support the build of the Infected Blood Compensation Service in a way which is user centred, fast paced and scalable.

In doing so, PDL will support IBCA to understand the long-term requirements of the service and build out internal capability to a sustainable point, in the coming months.

### **Scope of Contract**

PDL will support in the following areas:

- Advising on the development of our delivery approach and ways of working by providing and embedding key capabilities as the service scales, so that we follow best practice, particularly in the context of the fast pace of delivery required. The most obvious capabilities that we will need over this period include user research, service design, interaction design, operational policy and leadership coaching.
- Providing assurance of the Infected Blood Compensation Authority's (IBCA) products and services as they develop, based on findings from user research, so that they meet user needs and are fit for purpose.
- Using insight gained from user research activity with the infected blood community, to help shape our public narrative that explains IBCA's approach to delivery to stakeholders, the infected blood community and the public.
- Reducing IBCA's dependency on professional services in the medium - long term by:
  - Advising on models that bring together policy, operations and delivery to work collaboratively in multidisciplinary teams.
  - Providing support and advice on setting up high performing, blended teams which deliver outcomes in an iterative, user-centred way.
  - Supporting the leadership team in introducing and developing capabilities such as usercentred design, service ownership and agile ways of working across IBCA.
  - Embedding a test-and-learn approach throughout the organisation to de-risk delivery and let the service evolve as it scales to respond to user needs.

### **Detailed Requirements**

PDL will also need to meet the following overarching requirements:

- Developing the long term, strategic, vision for IBCA's digital service, whilst intense volumes of short term activity are delivered, at pace through the CO SDP Framework. The sheer scale of the immediate task at hand requires an 'all hands on deck' approach to activity over the next three months and, until the first round of in-house recruitment for IBCA Digital concludes, there is no capacity in the team to look ahead and understand the needs of the future service. PDL will achieve this by delivering activity that fulfils the following objectives:
  - Shaping the future roadmap, including maturing of service capabilities, scaling volume of users, prioritisation of user types and user needs.
  - Understanding future user needs (for pre-determined and emergent use cases) through user research and translating those needs into the long term service design.
  - Iterating existing policy implementation and translating operational policy requirements into the service - as existing and future user needs are understood.

### **Behaviours**

PDL will champion 'working in the open' principles and evidence a willingness to operate - and communicate - transparently with IBCA/CO stakeholders throughout the duration of the contract.



<b>Service Levels and Key Performance Indicators (KPIs)</b>  REDACTED TEXT under FOIA Section 43 (2), Commercial Information		
<b>Contract Management (Measuring Success and Review)</b>  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		
Commencement Date	01/04/2025	
Completion Date	19/09/2025	
Total Price Payable	Total: £1,026,000	
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		



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



#### 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)**

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
	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
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	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
<b>Total:</b>				<b>£1,026,000</b>

Total Price	Commencement Date	Currency
£1,026,000	01/04/2025	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	In addition to email addresses for Cabinet Office and ALB staff, a small number (1-2) user researchers within the consultancy team will need to have access to a Cabinet Office laptop and Smart Survey account, so that they can conduct user interviews with the infected blood community securely.
2	Duration of the Processing	For the duration of the contract.
3	Nature and Purposes of the Processing	User research activity - and the views and perspectives from service users that it derives - is vital in enabling IBCA to build the user centred organisation it wants (and needs) to become.
4	Type of Personal Data	Staff email addresses and contact details of people who have volunteered to participate in user research interviews (the latter of which is stored exclusively on Smart Survey, which has been risk assessed by the CO Digital Information Risk & Assurance Team).
5	Categories of Data Subject	Staff email addresses and contact details of people who have volunteered to participate in user research interviews (the latter of which is held exclusively on Smart Survey, which has been risk assessed by the CO Digital Information Risk & Assurance Team).
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	Any records to be destroyed immediately once the contract has ended.

### **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 subprocessor.
- 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.

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

**Signature Area**



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:  
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Name:  
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Signature: