



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_7886 Contract_18701
Project Name:	NEPRO3 - Operational Readiness for Future Claim Cohorts
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 have been appointed by Bloom Procurement Services Ltd. on behalf of the Cabinet Office (CO) to deliver the following outcomes on behalf of Infected Blood Compensation Authority (IBCA):

Operations SLT Development

Onboarding and induction of critical Senior Leadership Team (SLT) roles - Assisting in the onboarding of new team members, particularly critical roles such as the Safeguarding Lead and Operational Improvement Lead, to ensure they are well-supported and able to contribute effectively at pace.



Baringa will provide the following Services:



Support for Operational Improvement Lead

- Introduction to current continuous improvement approach and processes.
- Key stakeholders across IBCA, mapping, prioritisation and introduction.
- Understanding of IBCAs current governance approach and their role within each forum.
- Development of priority role action plan to support first 90-day planning.
- Sharing of cross industry expertise to ensure the approach is right for IBCA.

Support for Safeguarding Lead

- Understanding of IBCAs Vulnerable Customer support approach, the original intention, the current position and any gaps.
- Sharing of vulnerable customer support approaches across industry.
- Key stakeholders across IBCA, mapping, prioritisation and introduction.
- Development of priority role action plan to support first 90-day planning.

Deliverables to be created as part of the Services:

- Role specific objectives (MS Word).
- Onboarding and induction programme (MS PowerPoint), including weekly 1:1 sessions.

Optimisation of Ops SLT Ways of Working - Establishing clear and efficient ways of working to promote collaboration and performance across the leadership team. Supporting the Leadership Team in prioritising workload and initiatives to focus effort on the organisation's most pressing needs.

Baringa will provide the following Services:

- Review of current ways of working.
- Development of proposed portfolios.
- Development of Ops SLT prioritised plan.
- Support and coaching to individual team members.

Deliverables to be created as part of the Services:

- Ops SLT ways of working review & recommendations report (MS Word). - 1:1 coaching sessions 1 per fortnight per SLT member.

Leadership Development - Using a robust understanding of current leadership capability to develop and deliver specifically tailored learning & development activities.

Based on outcomes from capability assessments develop targeted leadership development activities to support with upskilling of all leaders across IBCA Ops considering:

- Leadership of self – how well they organise and prioritise their own portfolios and responsibilities.
- Leadership of others – how well do they lead the team and act as an IBCA leader.
- Leadership of the organisation – how well do they lead the team towards IBCAs values and objectives.

Deliverables to be created as part of the Services::



Tailored learning materials (PowerPoint).



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- 1x monthly Operational Leadership Team (OLT) session.
 - Targeted 1:1 development support.

Workforce Management

Planning for new cohorts - Supporting the iteration and refinement of workforce processes and tools as the IBCA continues to release new service offerings to additional cohorts of claims. This will include:

- Iteration of planning tools, such as weekly goals trackers and 12-week plans.
- Working closely with Data on the “handshake” processes needed to align ops near term and wider IBCA long term planning.
- Iteration of the process through which Ops Performance and Planning teams, plan, report and manage their workforce demands.
- Recommendations for future developments in line with further iterations of the service.
- Recommendations on suitable tools to make processes more efficient and integrated with wider IBCA Technology Architecture.

Deliverables to be created as part of the Services:

- Updated planning tools (MS Excel/appropriate platform)
- Updated processes (MS PowerPoint)
- Recommendations for further enhancements (MS PowerPoint)

Short-term planning activities - Ensuring that workforce plans align with operational demands, and that tools and processes remain fit-for-purpose as organisational requirements evolve. Delivering actionable recommendations to enhance staff capacity and efficiency across the Operations Directorate.

This will include hands on delivery support to:

- actively plan and set operational priorities in line with service releases
- reporting and analysis of current workforce performance and demand behaviour
- recommendations to ensure workforce planning decisions are driving optimal service delivery

Deliverables to be created as part of the Services :

- Fortnightly review of 12-week Operational Plan (MS PowerPoint).
- input into wider Ops performance reporting (MS PowerPoint). - specific improvement initiatives.

Service Excellence & Performance Team Capability - Build capability of the team responsible in operations for the development of operational planning activities, including the liaison and relationships required with the Data Directorate.

The team will enhance their capability to reduce the longer-term reliance on external support, considering:

- reporting and analysis.
 - planning and prioritisation.
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stakeholder engagement.



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- risk management.

Deliverables to be created as part of the Services:

- Specifically tailored learning materials (MS PowerPoint). - 1:1 and group upskilling and support sessions.

Operational Change Management Process

Development of Operational Change Management Approach - Designing and implementing a robust and sustainable change management framework for operational transformation. Embedding processes to support change readiness, including clear roles, responsibilities, and governance structures.

This will include:

- Review of current approach and appropriate recommendations.
- Revised approach proposal, considering, change readiness, governance, reporting and how Ops can be more involved in-service design developments.
- Implementation of the revised approach.

Deliverables to be created as part of the Services:

- Review and recommendations (MS PowerPoint).
- Proposed approach (MS PowerPoint).
- Implementation plan and delivery (MS Excel).

Improved Ways of Working with broader IBCA change portfolio - supporting effective integration of change initiatives with ongoing service delivery and digital transformation programmes. Providing mechanisms to help engage and align stakeholders across different functions and levels to smooth change implementation.

This will include:

- Current state stakeholder analysis and recommendations to improve.
- Review of Ops role in current governance forum and processes.
- Cross-team collaboration with Data, Digital and Service Design to ensure Ops are able to influence the future direction of the service.

Deliverables to be created as part of the Services:

- Delivery of stakeholder engagement sessions.
- Stakeholder mapping exercise & recommendations (MS PowerPoint).

Strategic Advisory Support

Advisory Support - Acting as an advisor to the Operations Director on strategic priorities, providing expert insight to influence decisions and support organisational success.

This will include:

- advice in the delivery of complex public sector operations
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- regular advice to the Operations director to support in navigating complex operational and organisation problems
- support to the Operations Director to shape and delivery the long-term vision for IBCAs operations directorate
- support to the Operations Director to identify and build strong external relationships

Deliverables to be created as part of the Services:

- Fortnightly 1:1 sessions with Ops Director and domain experts
- Operations vision and comms plan (MS Word/MS PowerPoint)

Adhoc requests - Offering flexible consulting capacity to manage ad hoc requests from the Operations Director to address emergent needs or urgent challenges.

This will include:

- Responding to short term asks at pace to develop necessary materials to support decision making processes
- Supporting the Operations Director to effectively problem solve and drive continuous improvements across Operations
- Sourcing specialist expertise specific to problems that arise, e.g. transfer of existing schemes employees, HR/People Management expertise

Deliverables to be created as part of the Services:

- Relevant papers to support decision making (MS Word/MS PowerPoint)
- Problem solving sessions (number to be mutually agreed)
- Specific advisory sessions (number to be mutually agreed)

Assumptions and Dependencies:

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

Milestones

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

Service Levels and Key Performance Indicators (KPIs)

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



Contract Management (Measuring Success and Review)	
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	10/11/2025
Completion Date	31/03/2026
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)

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			
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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			
Total:				£599,900

Total Price	Commencement Date	Currency
£599,900	10/11/2025	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
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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: