

Work Order

This document is a Work Order according to the definitions contained within the provisions of the Services Delivery Agreement (SDA) dated 6th NOVEMBER 2023, between BLOOM PROCUREMENT SERVICES LTD and WORK PSYCHOLOGY 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.

Project Number:	Project_5756 Contract_12874
Project Name:	NEPRO3 - Design, implementation and evaluation of a new Commercial Assessment Centre
SPS Provider:	WORK PSYCHOLOGY LIMITED
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:	Office 110, Cubo Derby, Victoria Street Derby UNITED KINGDOM DE1 1EQ

Description of Specialist Professional Services / deliverables required:
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Work Psychology Limited have been appointed by Bloom Procurement Services on behalf of the Cabinet Office to deliver an updated Assessment and Development Centre (ADC).

Purpose of ADC 2.0

1. The ADC is six years old and rigid in structure. Other than virtualisation, there has been no substantive development to the product since 2018, despite significant increases and changes to the population going through the process.
2. Scaling the ADC to meet volume requirements has proven to be difficult as more resources (Assessors, Moderators and day management staff) are required to meet candidate volume increases. More efficient and automated processes were recommended from scoping workshops with moderators and operations team.
3. The cost of delivering an ADC is negatively impacted by the delivery methodology (e.g. if one person attends what is designed to be a six-person ADC, costs for a six-person ADC are still incurred)

4. New and more diverse assessment methodology is now available. Data collected on best practices for assessment and development centre and inclusion and diversity report has highlighted the changes needed in the form of exercises.
5. User feedback suggests that a whole day assessment is not ideal, and candidates are regularly stressed by the assessment day. Furthermore, candidates have commented on issues with cognitive overload and the limitations of the current technology used for the assessment.
6. Scoping workshops were conducted with the Accreditation Team, Business Operations teams, internal customer groups and the Accreditation Board to outline the concerns and to discuss the changes and improvements that are needed.
7. The current ADC is based on the People Standards, for ADC 2.0 a job analysis was conducted to identify the attributes/weightage of the attributes to be addressed alongside the People Standards and the data to inform the scoring methodology. This needs to be reflected into ADC 2.0.

Objectives of ADC 2.0

1. Ensure that the ADC continues to provide accurate capability assessment.
2. Tighten the criteria for Assessors when scoring participant performance.
3. Provide a clearer framework for participants to improve their understanding of the requirements and standards they need to meet.
4. Meet the changing needs of the client pool.
5. Improve the efficiency of the ADC (reducing the admin burden, more effective use of resource, remove risk on accurate outcomes).
6. Reduce the cost to deliver an ADC and the price point for departments and Wider Government Bodies.
7. Make the ADC scalable to meet demand fluctuations. This can range up to 2,000 participants each year and we need a flexible approach that can meet the changes in demand.
8. Refresh the exercises and set of the ADC to consider the recommendations of the job analysis and the needs of the stakeholders.
9. Incorporate best practice in Assessment Design and Delivery as based on the British Psychological Society's guidelines.
10. Ensure the assessment is more inclusive.

Scope of the Contract

The aim of the ADC 2.0 project is to design and deliver a new ADC that maintains the standard of the current ADC, which is aligned with HM Treasury's pay deal offer, but is more efficient, meets best practice guidelines set by the British Psychological Society on Assessment Centre Design and Delivery, and is cost effective. Furthermore, ADC 2.0 aims to provide a valid, reliable and up-to-date service to the Accreditation process.

Requirements for ADC 2.0

Job analysis / Role analysis: Understand the roles and responsibilities of Commercial and Contract Management roles.

Work Psychology Limited will:

- a. Update the scoring template (BARS - behaviourally anchored rating scale) for more accuracy and greater efficiency and consistency of use, and validate all Commercial attributes based on the outcome of the job analysis and the People Standards.

Systems and GCC: Understand opportunities to drive innovation and greater use of disruptive technologies, green technologies, efficiency and quality to deliver lower cost and/or higher quality goods and services.

Work Psychology Limited will:

- b. Process and systems outlined for the new ADC - based on the candidate journey output and the systems workstream output.
- c. Work with the design team to schedule proposed changes, test systems & troubleshoot. Please note, software is out of scope for this requirement.
- d. Work with the data team to implement continuous improvements.

Assessment Design

Work Psychology Limited will:

- e. Design assessment, review and adapt exercises and exercise material for leadership and technical attributes. Ensure exercises are fit for purpose and align with D&I recommendations.
- f. Create supporting documentation to support the roll-out of ADC 2.0, e.g. briefings and assessor training for up to 150 individuals.
- g. Conduct a validation study of the assessment exercises.
- h. Pilot and review the new look / best practice ADC and make necessary refinements.

Continuous Improvement and organisational learning

Work Psychology Limited will:

- i. Develop performance measurement across the candidate lifecycle, for example, to measure ROI.
- j. Ongoing data collection and analysis processes to ensure continuous improvement and responsiveness to change.

Service Levels and Key Performance Indicators (KPIs)

	Service Description	Measurement of Service Level	Consequence of Failed Service Level

A	Completion of Scoring Review and Refresh	Delivery to time	Provide a performance improvement plan, any re-work delivered within the existing agreed price.
B	Exercise Design completion	Delivery to time	Provide a performance improvement plan, any re-work delivered within the existing agreed price.
C	Pilot and evaluation	Delivery to time	Provide a performance improvement plan, any re-work delivered within the existing agreed price.
Contract Management (measuring success and review)			

Work Psychology Limited will be required to have weekly meetings with GCF stakeholders to monitor delivery and provide a RAG rating related to progress against each of the milestones and to ensure the project is going to time and budget with any risks or issues identified and addressed early.	
Special Licences, Consents, Conditions Required as part of the Deliverables?	N/A
Specialist Professional Services Category (Primary)	Organisational and Change Management
Specialist Professional Services Category (Secondary)	Service Transformation
Commencement Date	15/01/2024
Completion Date	30/04/2024
Total Price Payable All prices to include the 5% Delivery Partner's Managed Services Fee excluding VAT. Expenses are exempt of the 5% Delivery Partner's Managed Services Fee. Payment terms are in accordance with the SPS Contract	Total: £257,693.25

Purchase Order No	37070034933		
Details of Agreed Expenses	No Expenses		
Agreed Payment Schedule	Payment (Milestones)	<input checked="" type="checkbox"/>	Detail:



(Milestone schedules to be detailed below)	Payment in full option		Milestones – In accordance with Payment Schedule
	Other		
Insurance Cover Required (To be amended in accordance with project requirements or if Enhanced or C&E SDA provisions applicable)			Amount (£)
	Public Liability		£10,000,000.00
	Employers Liability		£5,000,000.00
	Professional Indemnity		£2,000,000.00
Any Further Specific Requirements	<u>Data Protection</u>		
	The SPS Provider understands that in relation to the Data Protection Legislation it is a Data Sub-Processor on behalf of Bloom and Bloom is a Data Processor on behalf of the Relevant Authority in respect of any Personal Data that is passed from the Relevant Authority to Bloom and from Bloom to the SPS Provider		

	<p>The attached Data Protection Schedule Annex 1 and where appropriate Annex 2 shall be completed in respect of this project.</p> <p>Delivery Partner Responsibilities</p> <p>For the avoidance of doubt the Delivery Partner's role, duties and responsibilities are expressly set out in the Supplier Terms and no other implied role, duty or responsibility, shall be applied to the Delivery Partner.</p>
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Invoicing procedure

The SPS Provider shall complete and submit a Service Delivery Plan 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 'Service Delivery Plans') 2

- Payment Schedule

Description		Deliverables	Planned SDP Submission Date	Total Price
1.1	Payment Schedule 1 – Project_5756 – PO 37070034933 – Milestone 1 - Systems outline	Process and systems outlined for the new ADC - based on the candidate journey output and the systems workstream output	Planned Submission Date of 31/01/2024	£11,267.16
1.2	Payment Schedule 2 – Project_5756 – PO 37070034933 – Milestone 2 - Systems design	Work with design team to schedule proposed changes, test systems & troubleshoot.	Planned Submission Date of 31/01/2024	£9,853.99
1.3	Payment Schedule 3 – Project_5756 – PO 37070034933 – Milestone 3 - Scoring Review and Refresh	Update the assessment scoring for more accuracy and greater efficiency and consistency of use, and validate all Commercial attributes	Planned Submission Date of 31/01/2024	£11,763.68
1.4	Payment Schedule 4 – Project_5756 – PO 37070034933 – Milestone 4 - Exercise Design	Design assessment, review and adapt exercises and exercise material for leadership and technical attributes. Ensure exercises are fit for purpose and align with D&I	Planned Submission Date of 31/01/2024	£143,035.59

1.5	Payment Schedule 5 – Project_5756 – PO 37070034933 – Milestone 5 - Validation of new exercises	Validation study of the assessment exercises	Planned Submission Date of 29/02/2024	£28,989.06
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1.6	Payment Schedule 6 – Project_5756 – PO 37070034933 –	Create supporting documentation to support the roll-out of	Planned Submission	£22,457.93
	Milestone 6 - Assessment Supporting Documents	ADC 2.0, e.g. briefings and assessor training.	Date of 29/02/2024	
1.7	Payment Schedule 7 – Project_5756 – PO 37070034933 – Milestone 7 - Pilot and evaluate new ADC	Pilot and review the new look / best practice ADC and make necessary refinements	Planned Submission Date of 30/04/2024	£15,583.05
1.8	Payment Schedule 8 – Project_5756 – PO 37070034933 – Milestone 8 - Performance Measurement	Develop performance measurement across the candidate lifecycle, for example, to measure ROI	Planned Submission Date of 30/04/2024	£14,742.79
Total:				£257,693.25

Total Price	Commencement Date	Currency
£257,693.25	15/01/2024	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
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1	Subject Matter of the Processing	<p>For the pilot stage access to the Government Commercial College (GCC) will be required.</p> <p>The Government Commercial College (GCC) Platform is a Totara Learning Management System with a number of customisations and bespoke plugins. The GCC system contains the results of all individuals that have taken the ADC and is personal and sensitive data.</p> <p>They will require access to the following roles:</p> <ul style="list-style-type: none"> • Moderator (Moderator for GCF Assessment module) • Assessor (Holders of this role can access assessment sections of GCF Assessment system) • Accreditation team role <p>The user (pilot stage team) will be able to access the following personal information about the learners who have completed the ADC or are currently completing it: User ID, Email address, Users' full name, Country, Line Manager Email, Geographical Location, Organisation/Department, Grade, ADC results.</p>
2	Duration of the Processing	<p>Access to the GCC will be for a period of up to 2 months from February through March.</p>



3	Nature and Purposes of the Processing	<p>As part of the project engagement the third party will aid with the pilot stage of the new assessment centre. Currently all Assessment Centre resources are housed on the Government Commercial College (GCC), this is a learning management system for the Government Commercial Function. New material will need to be loaded onto the GCC and test candidates will need to be processed on the GCC.</p> <p>This will mean the third party will need temporary access to the GCC with accreditation team rights. The scores of test candidates will be housed, viewed and analysed from this platform.</p>
4	Type of Personal Data	<p>The GCC contains the names, email addresses, diversity information, learning record of the individual and their Assessment and Development Scores. All of this is personal information.</p>



This is the personal and critical data that GCC contains:

Personal Data

- First name and surname
- Email address
- IP address
- Login information
- Browser type
- URL you have come from
- URL you go to next
- Employer name
- Gender
- Age Range
- Accreditation status
- Grade/job title
- Geographical location and time zone
- Phone number
- User picture (where added to profile voluntarily)
- Line manager name
- Line manager email address
- National Identity
- Web analytics data

Critical/Sensitive Data

- Ethnic Origin
- Sexual Orientation
- Disability
- Religious belief
- Reasonable adjustments
- Socio-economic (eight questions)
- What type of school did you mainly attend between the ages of 11 and 16?
- What is the highest level of qualifications achieved by either of your parent(s) or guardian(s) by the time you were 18?
- Thinking back to when you were aged about 14, which best describes the sort of work the main/highest income earner in your household did in their main job?
- Thinking back to when you were aged about 14, did the main/highest income earner in your household work as an employee or self-employed?
- If the highest income earner in your household was employed when you were aged 14, how many people worked for their employer? If they were selfemployed and employed other people, how many people did they employ?
- If the highest income earner in your household was employed when you were aged 14, did they supervise any other employees?
- If you finished school after 1980, were you eligible for Free School Meals at any point during your school years?



- Compared to people in general, would you describe yourself as coming from a lower socio-economic background?

		For further information on privacy see GCC privacy policy
5	Categories of Data Subject	<p>The data contains information of staff who work in the Government Commercial Organisation and their current accreditation status, which is personal information to the individual.</p> <p>The data also contains the information of external candidates who have sat the assessment centre with their scores and other information listed above.</p> <p>To date this contains some 7,200 individuals.</p>
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	<p>No data will be sent or shared with the third party but there will be a period of 2 months where they will need temporary access to the GCC where they will have access to the data listed above.</p> <p>When the engagement is over these access rights will be terminated.</p>
7	Access to confidential Assessment Materials	This is confidential material that is used for the assessment of individuals for any government commercial role above G7 and leaking or dissemination of the data would have serious implications.
8	Access to accreditation system and data	During the pilot and review stage of the project access would be granted to the Government Commercial College (GCC). This contains personal information and marks for all candidates who have attended the accreditation and is under tight and controlled access.

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 subprocessing 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 subprocessing.

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

Signature Area

Organisation Name:

Bloom

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:

WORK PSYCHOLOGY LIMITED

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**