

Work Order

This document is a Work Order according to the definitions contained within the provisions of the Services Delivery Agreement (SDA) dated **13th February 2023** between **Bloom Procurement Services Ltd** and **GGI Partners 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_5048 Contract_10563
Project Name:	NEPRO3 - Line Management Capability project
SPS Provider:	GGI Partners 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:	45 Beaufort Court, Admirals Way London UNITED KINGDOM E14 9XL

Description of Specialist Professional Services / deliverables required:

GGI Partners Limited have been appointed by Bloom Procurement Services on behalf of Cabinet Office to support the development of a framework of key line management capabilities, based on best demonstrated practice throughout the Civil Service, as well as supplementing with best external practice.

This requirement is also to be able to help as many existing managers and future managers as possible, to rapidly skill themselves up, based on capturing best practice in a way that works for busy/time poor managers.

Detailed Requirements

GGI Partners Limited are expected to -

- Provide a report with recommendations based on insights from surveys to understand some of the key 'requirements' of managers, from the perspective of

those who have managers. The goal here is to identify some of the 'common traits' of what great managers do, regardless of where within the Civil Service they work. This report is to include detailed best practice evidence from outside the Civil Service.

- Working with the LMC team, through use of survey data, identify where the best line managers are based in the Civil Service with an aim to identify those for interview.
- Interview a minimum of 100 managers who are recognised by their peers, teams and managers to be the type of manager that we need more of throughout the Civil Service (across all 23 departments). This will be a dual-stage interview process. The first phase will be to understand the essential building blocks of great management, from the perspective of managers. The second phase interview would then be essential to capture best practices.
- In addition, to interview c20 Senior leaders' online manager best practices.
- GGI Partners Limited will theme these best practices, captured in video form, professionally edited and made available in a structured framework for all Civil Service Managers. This will provide an evidence base from existing best managers of the standards for line management in the Civil Service. It will also provide video tools that line managers can use.

The Commission will Deliver

- Insights into best practice from across sectors based on research from cross-sector employers and survey data.
- Identifying the best line managers in the civil service.
- Cross-Civil Service data on best practice from the identified best managers.
- Recommended priority interventions, based on this best practice that is evidenced to work in the Civil Service.
- Videos and materials that can be used across government - designed once and used many times.

All the outputs, interview content, videos and products will be the intellectual property of CSHR.

Weekly progress meeting updates are to be held with Cabinet Office & GGI Partners Limited.

All data transferred from GGI to Cabinet Office is to be encrypted. The software that Cabinet Office currently use is 7-zip.

Security Clearance

Cabinet Office are happy to execute this contract with the Security Clearances that have been obtained; providing that the three members that are cleared are the team members who are involved in the initial stages of the engagement.

Those who do not have the clearance cannot be involved or see any data etc until their clearance has been confirmed.

Milestones

Milestones	Description	Completion Trigger

Milestone 1	data analysis and report: use insights from the Civil Service people survey to understand some of the key 'requirements' of managers, from the perspective of those who have managers. This is to be supplemented with detailed research and data on best practice across sectors, drawing on surveys and other data sources. The goal here is to identify some of the 'common traits' of what great managers do, regardless of where within the Civil Service they work.	Report
Milestone 2	Identify target population for survey Identifying a population of approximately 100 managers who are recognised by their peers, teams and managers to be the type of manager that we need more of throughout the Civil Service (across all 23 departments). Where possible, data/insights from the people survey could be used to help identify managers and teams who are known for consistent best practice.	Managers identified (supported by LMC team)
Milestone 3	Interview process with line managers and senior leaders: To use a dual-stage interview process with managers. The first phase will be to understand the essential building blocks of great management, from the perspective of managers. The second phase interview would then be essential to capture best practices. GGI Partners Limited will then theme these best practices, captured in video form, professionally edited and made available in a structured framework for all Civil Service Managers. We accept a one stage approach may be necessary for senior leaders	Interviews completed
Milestone 4	Framework/Standards/products: Working with the Line Manager Capability team, bring together a framework of standards for line management. It is also a source of information that can be used to support training packages and identify what works for line managers. In addition, deliver products (such as bitesize videos - as set out in milestone three) that can be used across departments to raise line manager capability	Delivery of standards and video content

Service Levels and Key Performance Indicators (KPIs)

	Service Description	Service Level	Measurement of Service Level	Consequence of Failed Service Level
A	Delivery of specified works to the required timeframe.	98%	98% (Service Level Performance Measure) - x% (actual Service Level performance)	1% of the fees payable to GGI Partners Limited withheld until the work is complete

B	Status Report every 5 th working day	100%	98% (Service Level Performance Measure) - x% (actual Service Level performance)	1% of the fees payable to GGI Partners Limited withheld until the work is complete
C	Knowledge and skills transfer GGI Partners Limited to deliver a plan on how it will upskill civil servants through this work	100%	98% (Service Level Performance Measure) - x% (actual Service Level performance)	1% of the fees payable GGI Partners Limited withheld until the work is complete
D	On time delivery of documentation and reports	N/A	100% of Documents and reports are received in a timely manner as per schedule set out above	Additional days to complete to be provided at the cost of GGI Partners Limited
E	Quality of delivery	Reports and products to be reviewed at each milestone stage	Milestone stage review	Additional days to complete to be provided at the cost of GGI Partners Limited
Special licences, consents, conditions required as part of the deliverables?		Baseline Personnel Security Standard (BPSS) ISO27001 Cyber Essentials		
Specialist Professional Services Category (Primary)		Education, Learning and Curriculum		
Specialist Professional Services Category (Secondary)		Training Needs Analysis		
Commencement Date		1 st March 2023		
Completion Date		30 th June 2023		
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: £95,000		
Purchase Order No		37070031992		
Details of agreed expenses		N/A		
Agreed Payment schedule		Payment (Milestones)	X	

(Milestone schedules to be detailed below)	Payment in full option		Detail: 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	£5,000,000	
	Employers Liability	£5,000,000	
	Professional Indemnity	£2,000,000	
Any further specific requirements	N/A		

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')

1 - Payment Schedule

Description		Deliverables	Planned SDP Submission Date	Total Price
1.1	Milestone 1 – Project_5048 - Data Analysis & Report – PO: 37070031992	As Set Out in The Description of Specialist Professional Services	03/05/2023	£30,000
1.2	Milestone 2 – Project_5048 - Identify Target for Population Survey – PO: 37070031992	As Set Out in The Description of Specialist Professional Services	03/05/2023	£25,000
1.3	Milestone 3 – Project_5048 - Interviews Completed – PO: 37070031992	As Set Out in The Description of Specialist Professional Services	15/06/2023	£20,000
1.4	Milestone 4 – Project_5048 - Delivery of Standards and Video Content – PO: 37070031992	As Set Out in The Description of Specialist Professional Services	30/06/2023	£20,000
Total:				£95,000

Total Price	Commencement Date	Currency
£95,000	1 st March 2023	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	The commission relates to line manager capability in the Civil Service and best practice. The data the supplier will ideally have access to is the anonymised People Survey data. In addition, they will need access to names, role titles and email contact details of the 120 people they interview.
2	Duration of the processing	The supplier will have access to the information for the duration of the contract and will need to agree to destroy any personal data shared during this period on completion of the contract.
3	Nature and purposes of the processing	The supplier will be recording Civil Servants via video interview for the purposes of research and developing products. Participants will need to agree in advance to the planned usage of the interview materials. All materials to be handed to the Civil Service at the end of the contract.
4	Type of Personal Data	Name, role title, email address
5	Categories of Data Subject	Limited staff personal data; survey data (mainly already available in the public realm)
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	The SPS Provider agrees that all data supplied will be retained no longer that is necessary after the expiry or termination of the Work Order and shall be destroyed as soon as practicable.

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 Sub-processor:
N/A	N/A	N/A

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:
GGI PARTNERS LIMITED

Role/Title: REDACTED TEXT under
Supplier FOIA Section 40, Personal Information

Name: REDACTED TEXT under
FOIA Section 40, Personal Information

Signature: REDACTED TEXT under
FOIA Section 40, Personal Information