



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_8166 Contract_19357
Project Name:	NEPRO3 - AI Strategy Support
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 to support with the streamlining of its external and internal operations. This scope of work aims to expedite the initial steps of creating a roadmap of AI initiatives across three workstreams and a delivery playbook for efficient delivery and roll out to IBCA.

Scope of Contract

Baringa will support responsible AI adoption across three workstreams:

- AI service enablers: customer-facing service enhancements (e.g., telephony transcript tool for call summaries)



- AI for internal operational efficiency (e.g., guidance tool for decision makers).
- AI for personal productivity: AI-enabled workforce (e.g., any AI/Large Language Model (LLM) and adoption).

Baringa will support IBCA by providing the following services ("**SPS Provider Services**"):

- Develop a "long list" of potential AI use cases for consideration either as part of the roadmap or for delivery as a PoC
- Develop, refine, agree and apply criteria to select and prioritise the long list of use cases to establish the roadmap and PoC candidates
- Develop high level solution design documents and backlog for up to 3 selected priority use cases
- Over the course of 3 x 2-week development sprints, deliver a minimum of 2 selected PoCs
- Document a delivery approach to inform IBCA's future AI use case development and deployment

Where required, the Baringa team will engage with IBCA staff either through one-to-one meetings (in person or virtually) or in workshops.

As part of the SPS Provider Services, Baringa will provide the following deliverables ("**Deliverables**"):

- A prioritised long-list and short list of AI opportunities, with a delivery roadmap, to support the following IBCA outcomes: a collaborative cross IBCA approach, execute impactful AI capability and setting the IBCA team up for continued success in the future.
- Three priority use cases, each with a high-level solution design document and back-log of requirements to be delivered in Agile sprints
- Minimum of Two use case Proof of Concepts (POC), (up to three fortnightly delivery sprints), based on the documentation in (2). Use cases will be prioritised based on releasable value and deliverability within the time bound of the contract. Considering the use of off-the-shelf / lowcode solutions (i.e. off-the-shelf telephony solution, using AI/LLM provider and associated tooling) vs bespoke software build (as a Proof of Concept). For each selected use case, the Parties shall, in good faith, develop and mutually agree a detailed Scope of Work (the 'POC Scope'), including (i) the specific deliverables, (ii) the activities to be undertaken (iii) the applicable acceptance criteria, and (iv) any applicable assumptions, dependencies, constraints, data requirements, and exclusions.
 - The Supplier shall be responsible only for delivering the POCs as expressly set out in the agreed POC Scope. The Supplier shall have no obligation to deliver any activities, outcomes or deliverables not specified in the agreed POC Scope and any additional work in this Sprint shall be subject to the Parties' prior written agreement and formal change control. If the Parties are unable to agree the POC Scope (and any necessary extension to the milestone delivery date) then this milestone shall be deemed removed from the scope of this Work Order.
- A sustainable approach to support longer term delivery of the roadmap and future AI use cases, setting out the process that is needed to confirm that AI use cases are executed in alignment with IBCA's Responsible and Ethical AI strategy. The process will set out how AI use cases are delivered, considering alignment with Service Design & Digital (SDD) processes, robust testing requirements, approvals and benefits measurement and realisation. This will be developed to integrate with existing IBCA governance processes to support AI delivery becoming an integral part of IBCAs way of working.



In providing the SPS Provider Services, Baringa will rely on the following assumptions being true and correct (“**Assumptions**”), and the following dependencies being met and performed by IBCA or Bloom as applicable:

- Access to relevant IBCA sand box environments from week 5 will be provided
- Availability of relevant stakeholders for user research, design and testing
- Availability of IBCA project lead with capacity to engage at key touchpoints throughout each sprint
- Availability of the Director of Data, with ability to engage at key decision touchpoints and provide timely sign off on deliverables and milestones during the project
- IBCA will schedule stakeholder meetings in week 1 to drive collation of an initial long list of opportunities
- By the end of week 6, IBCA and Baringa will agree a ‘definition of done’ for the first 3 sprints of the two use cases PoCs that will go into delivery which shall be recorded in writing and either incorporated into this Work Order using the Change Control procedure or appended to it.
- Baringa resource will need BPSS clearance only
- Timely access to required documentation and data will be provided by IBCA
- Timely sign-off of Deliverables with relevant stakeholders will be provided
- IBCA laptops and access to work within IBCAs own environment will be provided
- Baringa will not be processing IBCA PII or introducing PII into the PoCs
- Baringa will perform services under a hybrid working model, combining remote work with onsite presence.

IBCA has engaged Baringa to develop the POCs which are intended for demonstrative purposes only. As between IBCA and Baringa, IBCA shall be solely responsible for identifying all legal requirements and regulatory matters relating to the POCs and ensuring IBCA’s compliance with applicable laws in respect of its use of the POCs.

Mandatory Requirements

Requirement to publish on Contracts Finder (Mandatory)

To comply with Procurement Policy Note (PPN) 01/23, the Authority is required to publish a redacted version of Work Order on Contracts Finder.

Cyber Essentials Plus accreditation

Baringa must hold and maintain Cyber Essential Plus certification. Cyber Essential Plus certification must be renewed annually by Baringa for the duration of the Work Order.

Information Security Management

Baringa shall remain ISO27001 certified during the period of the Work Order.

Vetting Requirements

Baringa undertakes that all SPS Personnel will hold BPSS Security Clearance for the duration of the Work Order.

Conflicts of interest

Baringa shall complete the Conflict of Interest form and notify the Cabinet Office any potential, actual or perceived conflicts of interest.



<p>Service Levels and Key Performance Indicators (KPIs) REDACTED TEXT under FOIA Section 43 (2), Commercial Information</p>
<p>Contract Management (Measuring Success and Review) REDACTED TEXT under FOIA Section 43 (2), Commercial Information</p>

REDACTED TEXT under FOIA Section 43 (2), Commercial Information	
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REDACTED TEXT under FOIA Section 43 (2), Commercial Information	
Commencement Date	19/01/2026
Completion Date	10/04/2026
<p>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</p>	Total: £599,000.00
REDACTED TEXT under FOIA Section 43 (2), Commercial Information	
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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			
Total:				£599,000.00

Total Price	Commencement Date	Currency
£599,000.00	19/01/2026	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. Not used;
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 – NOT USED



ANNEX 2 – NOT USED



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: