



Work Order

This document is a Work Order according to the definitions contained within the provisions of the Services Delivery Agreement (SDA) dated 16th AUGUST 2024, between **BLOOM PROCUREMENT SERVICES LTD** and **AFFINITY DIGITAL (TECHNOLOGY) LTD.**

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_7502 Contract_18362
Project Name:	NEPRO3 - Provision of a Support Service for the COVID-19 Inquiry Website - Support & Main
SPS Provider:	Affinity Digital (Technology) Ltd.
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:
Affinity Digital (Technology) Ltd. have been appointed by Bloom Procurement Services Ltd. On behalf of Cabinet Office (CO) to maintain and support a number of applications detailed below.
Scope of Contract
Affinity provision of services will be delivered as a Software as a Service (SaaS) Cloud-based Model:



- The Citizen Facing Websites (The Underlying Infrastructure is hosted on Cabinet Office AWS).
- Any existing Application Programming Interface (APIs) (WordPress integration with the document library).
- Collaboration with third parties, including any code deployments or coordination of any work including changes with Design102.
- Proactive monitoring of the service to meet the required service levels as outlined in this Statement of Requirements.

Affinity shall fulfil the necessary tasks to:

- Support, manage and remediate issues and incidents to the services, complying with the Service Level Agreements and Incident Severity Levels as outlined in this Statement of Requirements
- Affinity shall maintain and patch application and infrastructure code according to the security schedule in Annex 1
- Affinity shall manage and report security incidents in compliance with the Buyer's security policies and security schedule in Annex 1.
- Affinity shall maintain the development and operation practice according to the Cabinet Office Development and Operation Strategy, the architecture needs to be approved by the Buyer's Technical Design Authority.
- Undertake continuous improvements where any individual continual improvement takes fewer than four (4) hours to implement. Affinity shall provide dedicated ticket management tooling for the duration of the Contract (Service Desk software); Affinity shall make use of existing communications channels (Slack, Jira, email). This includes fielding queries and requests through the email distribution lists.

Affinity shall configure appropriate availability monitoring and protective monitoring alerts using AWS CloudWatch and Pingdom or similar. Should additional monitoring tooling be required, Affinity shall communicate the need to the C19 Inquiry team.

Full technical details of the service can be made available to Affinity via access to the GitHub repository upon request.

Affinity shall ensure backup procedures are scheduled for all relevant components as part of a Business Continuity and Disaster Recovery Plan.

Affinity shall rehearse and perform recovery routines in the event of a component failure as part of a Business Continuity and Disaster Recovery Plan.

Affinity shall undertake any remediations following the results of any Penetration Test. Any remediation work that doesn't need a code change, or a code change that takes fewer than four (4) hours to implement, shall be catered for under the Firm Prices. Where a code change is required, and such would take longer than four (4) hours to implement, the Parties shall agree on the scope and the price of such in a Statement of Work agreed by C19 and Affinity.

Account Management Technical and Non-Technical

- All account management, overheads and administrative costs are included within the Firm Price scope.
- Affinity shall utilise Jira Management to facilitate user access, as well as any onboarding



or offboarding

- Affinity shall manage tickets raised - including - reviewing and updating tickets with the latest activity, as well as implementing real-time ticket updates by utilising appropriate project management tools.
- Affinity shall log any change requests, and liaise with CO's Authorised Representative to agree any changes before they are enacted through Statement(s) of Work or through a Contract Change Notice
- Affinity shall provide a monthly report and attend a weekly progress meeting with the C19 team. The format of the reports shall be recommended by Affinity, and agreed by the C19 team.
- Affinity shall communicate with the C19 team in a prompt manner using email correspondence
- Affinity shall manage capacity to adequately support the delivery of the Services
- Affinity shall submit itemised monthly invoices for the Firm Price in a timely manner
- If requested by the C19 team, Affinity shall attend and participate in standups every Monday to Friday (excluding Bank Holidays in England & Wales).

Application support P1 – P6 Incidents

- Affinity shall provide a Monitoring Service Desk and other appropriate monitoring alerting systems
- Affinity shall apply application updates where needed, bug fixing and releases
- Affinity shall respond to all tickets raised to the service desk, and provide technical administration of all tickets including but not limited to adding details to tickets of diagnosis, and progress updates, testing, adding unit testing where applicable, User Acceptance Testing process, and deployments
- Affinity shall provide timely communication with the C19 team of intended actions and timescales of deployments
- Affinity shall attend and participate in meetings with clients and prepare accordingly for such for meetings, and maintain ongoing communications with the C19 delivery team ● Affinity shall update and maintain documentation.
- Affinity shall manage user access
- Affinity shall maintain and update play book and the necessary documentation (including but not limited to the architecture, incident response, plan, and the Business Continuity Disaster Recovery Plan).

Infrastructure support

- Affinity shall provide AWS account oversight (including, but not limited to - monitoring settings, reviewing costs, security) and implementing automated alerts for unusual AWS account activities (such as but not limited to brute force attacks, S3 bucket accessed by unauthorised users, private resources made public for example).
- Affinity shall update infrastructure, monitor the health of service, updates and security alerts, monitoring activity
- Affinity shall resolve all security related issues in line with the Security Management Plan provided in Annex 1.
- Affinity shall provide cyber security recommendations and communications, where appropriate.

**Incident Management**

- Affinity shall provide to CO and C19 team within ten working days of the Commencement Date of the Contract, an Incident Management Plan for review and approval. Affinity shall review and update the Incident Management Plan, and re-submit for C19 team review and approval every twelve (12) months as a minimum.
- During any incidents, Affinity shall communicate with all relevant stakeholders as detailed in the Incident Management Plan and keep them updated during active incidents
- Affinity shall provide incident reports within two (2) working days of a P1 incident or five (5) working days of a P2 incident (an “incident” is defined as any issue which affects the normal functioning of the service) and manage retrospectives where applicable. A “retrospective” shall include (but not be limited to) analysing and reviewing an incident to identify root causes, and areas for improvement to prevent similar incidents arising again in the future).
- Affinity shall review logs, adding additional logging where necessary. Affinity shall use such reviews to understand why systems are being used and accordingly, the foundation of security (or protective) monitoring. In the event of a concern or potential security incident (raised by either the C19 team or Affinity), the logging shall allow the Parties to fully understand what has happened and what the impact of the incident is. Additional logging may be required to enable users to detect events which could be deemed as a security incident, and Affinity shall respond in accordance with this Statement of Requirements to minimise the impact.

Slack Channel Monitoring

- Affinity shall provide a dedicated slack channel for communications between the C19 Team, CO Digital team and Affinity.
- Affinity shall provide an internal Slack Channel with Jira integration.

Continuous Integration

- Affinity shall provide continuous integration oversight (monitoring pipelines). This shall serve to ensure security threats can be identified and
- Affinity shall implement automated testing for better continuous integration ● Affinity shall undertake Github actions improvements and maintenance.
- Affinity shall undertake any minor deployment pipeline fixes, where such fixes each takes fewer than four (4) hours to complete.

Proactive approach to fixing issues with service (Sentry Notifications)

- Affinity shall monitor and react to alerts, investigating issues found, in accordance with the KPIs and service levels.
- Affinity shall report findings back to the C19 team (and the CO’s CO Digital Team upon request) with an in-depth description of the issue observed, adding tickets to the service desk.

3rd Party Collaboration

- If requested by the C19 team, Affinity shall attend and participate in standups with the C19 team every Monday to Friday (excluding Bank Holidays in England & Wales).



Continuous Improvement Activities: Minor, Major and other changes

Any support and maintenance work that takes fewer than four (4) hours to implement shall be undertaken by Affinity as part of the Firm Price scope. Anything over four (4) hours must be agreed and signed off in a formal written communication between C19 team and Affinity. Where a new service is required CO Digital will be involved. Any major work that changes the architecture or adds a new service will need to go through the Cabinet Office Digital approvals and assurance processes where appropriate and as directed by CO.

The Delivery Partner is administering this contract on behalf of CO. CO may, at its discretion, agree additional drawdown arrangements or bolt-on services directly with Affinity without issuing a formal contract variation. Where such arrangements are made:

- They must be documented in writing and agreed between CO and Affinity via the Statements of Work process detail below.
- The scope, pricing, and delivery expectations must be clearly defined and acknowledged by both parties.
- The Delivery Partner shall not be held liable for any commitments, instructions, or service extensions made under such arrangements unless formally authorised and communicated in writing by CO through a contract variation.

Affinity acknowledges that the Delivery Partner does not bear contractual liability for any drawdown activity initiated by CO outside the original scope of the contract.

All continuous improvement activities (which are not part of the Firm Price scope) MUST be agreed by the Parties in written communication or Statements of Work via drawdown arrangement. All continuous improvement MUST be authorised by the C19 Representative Should Affinity undertake any unauthorised work without written approval or a Statement of Work in place for such which has been executed by the C19's Authorised Representative, the Supplier shall not be paid.

Definitions of 'Minor Changes', 'Other Changes' and 'Major Changes' for Changes outside of the Firm Price:

	Minor changes	Other changes	Major changes
Who shall undertake	Affinity	Out of scope of this Contract	Affinity
Definition	Continuous Improvements and fixes that take fewer than four (4) hours to implement, and of a value of up to £3,500 to implement. This may include, but is not limited to:	These are changes that are undertaken by others and fall out of the scope of this Contract	Significant functions and functionality which changes the service or the technical architecture of the service.



	<ul style="list-style-type: none"> • Minor development work (eg. changing wordpress backend templates) • Any code deployment and coordination with third parties 		
<p>How will this be commissioned?</p>	<p>This will be managed through written approval by the C19 Representative or the issuance of Statements of Work.</p>	<p>Any work being undertaken by others (including Design 102) by the Inquiry shall be shared with Affinity, so that they are aware of the work in flight and the potential impact on development pipelines</p>	<p>This will be managed through the issuance of Statements of Work.</p>



Other additional items may include:

Pen test Outcomes (Under a SOW or written approval. The specific deliverables will be defined in such.)

- Affinity shall comply with the provisions of the Security Schedule in Annex 1 and support the access requirements for pen testers
- Affinity shall review outcomes and carry out changes required
- Affinity shall collaborate with CO's CO Digital and Cyber teams where necessary
- Affinity shall update any documentation to reflect agreed actions/and or reasons why certain areas are signed off as accepted risks (in collaboration with both the C-19 and CO's CO Digital teams)
- Affinity shall remove access once pen testing has been conducted.
- In the event of any conflict between the content of a SoW in regard to pen-testing and the Security Schedule, the Security Schedule shall take precedence.
- Any such activities MUST be agreed by the Parties in Statements of Work. Statements of Work MUST be executed by the C19 team Authorised Representative ONLY. Then a Purchase Order will be raised for the executed Statement of Work. Should Affinity undertake any unauthorised work without a Statement of Work in place for such which has been executed by the C19's Authorised Representative, Affinity shall not be paid.

Accessibility Outcomes (Under a SOW or written approval. The specific deliverables will be defined in such)

- Affinity shall review outcomes and estimations.
- Affinity shall carry out changes required.
- Affinity shall implement real time accessibility software and reporting back on issues.

Infrastructure Improvements and Enhancements (Under a SOW. The specific deliverables will be defined in such)

- Affinity shall review of current system.
- Affinity shall provide report(s) on recommendations. ● Affinity shall appropriately react to issues found.

CO may, at its discretion, agree additional drawdown arrangements or bolt-on services directly with Affinity without issuing a formal contract variation. Where such arrangements are made:

- They must be documented in writing and agreed between CO and Affinity via the Statements of Work process detail below.
- The scope, pricing, and delivery expectations must be clearly defined and acknowledged by both parties.
- The Delivery Partner shall not be held liable for any commitments, instructions, or service extensions made under such arrangements unless formally authorised and communicated in writing by CO through a contract variation.

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	01/10/2025
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			
	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:				£230,000

Total Price	Commencement Date	Currency
£230,000	01/10/2025	Pounds Sterling

Rate Card

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



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 processing of personal data in relation to the obligations of the SPS Provider as the supplier under the contract for Specialist Professional Services



2	Duration of the Processing	<p>The data will be provided for the duration of the Project, covering for the provision of specialist professional services.</p> <p>The contract expires on the project end date, at which time the information will be reviewed.</p>
3	Nature and Purposes of the Processing	<p>The nature of the processing includes the collection, recording, organisation storage, retrieval, use, disclosure by transmission, dissemination or otherwise making available, erasure or destruction of data (whether by automated means)</p> <p>The purpose of the processing is the fulfillment of the SPS Providers obligations arising under the Work Order for the provision of specialist professional services and to ensure effective communication between the SPS Provider and the Authority.</p>
4	Type of Personal Data	<p>For the purposes of the contract, the Authority will disclose the following information directly to the SPS Provider:</p> <ul style="list-style-type: none"> ● Contact details for individuals concerned with the management of the Work Order ● Contact details for individuals concerned with specific projects under the Work Order <p>These contact details will include: name, email address, and telephone number</p>
5	Categories of Data Subject	<p>Personal data relating to the Authorities staff (including temporary or agency staff) concerned with the Work Order</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>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.</p>



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 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:

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:

REDACTED TEXT under FOIA Section 40,
Personal Information