



Work Order

This document is a Work Order according to the definitions contained within the provisions of the Services Delivery Agreement (SDA) dated **29/01/2024**, between **BLOOM PROCUREMENT SERVICES LTD** and **YORK CONSULTING 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_5975 Contract_13312
Project Name:	NEPRO3 - Advanced British Standard consultation analysis
SPS Provider:	York Consulting LLP
For The Attention of:	[REDACTED]
E-mail:	[REDACTED]
Telephone Number:	[REDACTED]
Address:	[REDACTED]

Description of Specialist Professional Services / deliverables required:

York Consulting LLP have been appointed by Bloom Procurement Services Ltd on behalf of Department for Education to deliver an analysis of consultation responses on proposals for the Advanced British Standard.

Scope of Contract

York Consulting LLP will provide a clear methodology for how they will organise the data, the analytical tools and techniques they propose to use to ensure robust and flexible interpretation of the information, the likely problems they anticipate and the mitigation strategies, how they would work with the Department for Education team and their project management structures.

York Consulting LLP will demonstrate their expertise and prior experience of dealing with large amounts of mainly qualitative data.

Timeline and outputs

York Consulting LLP will report on the interim findings of the consultation to help and inform discussions supporting policy development around ABS:

- 01/02/2024 – First tranche of data will be provided to contractors - responses to date via the on online portal.
- 01/03/2024 – Initial themes shared back with ABS based on a sample of responses (meeting and supporting presentation/ documents)

The initial themes meeting is an opportunity to set out and test the themes being identified, to test with the ABS team what analysis/ focus is most useful, and to compare against the themes emerging from the stakeholder events. It is also a chance for the analysis team to get a better understanding of some of the context on which the comments from respondents are based.

- 01/03/2024 – Second tranche of data to data provided.
- 21/03/2024 – Final and complete set of data provided. This will include any emails and responses in other formats received.
- 27/03/2024 – York Consulting LLP report on quantitative questions.
- 11/04/2024 – Interim Findings 1 – report/ presentation on qualitative findings to be presented to ABS team, focusing on priority questions. May not include all responses being analysed.
- 26/04/2024 – Interim Findings 2 – report/ presentation on all qualitative responses.
- 10/05/2024 – Full written report including all the analysis.

There may be an option of additional analytical work after delivery of the final report, should the need arise to answer further questions on the basis of the consultation data. If required this will be implemented by a CCN.

York Consulting LLP will produce the following outputs:

- 01/03/2024 – Initial themes shared back with ABS based on a sample of responses (meeting and supporting presentation/ documents)
- 27/03/2024 – report on quantitative questions.
- 11/04/2024 – Interim Findings 1 – report/ presentation on qualitative findings to be presented to ABS team, focusing on priority questions. May not include all responses being analysed.
- 26/04/2024 – Interim Findings 2 – report/ presentation on all qualitative responses.
- 10/05/2024 – Full written report including all the analysis.

In addition, Department for Education requires York Consulting LLP to provide:

- A single point of contact within their organisation for Department for Education throughout the term of this contract
- Cleansed database of the consultation data, controlling for duplication, responses representing multiple organisations and empty responses alongside the final report.
- Weekly updates on progress via email or regular weekly meetings with the ABS project manager on a Monday. There may be a requirement for additional ad-hoc meetings as requested.
- Meetings with wider ABS team to discuss emerging findings and final analysis.
- Other meetings with senior stakeholders may be requested post-analysis.

Description of the data

The data from respondents using the online portal will be downloaded by the Department for Education team and provided in excel. Personal data will be deleted before the information is shared securely with contractors.

It is expected that a minority of respondents will not use the online system and provide responses in different formats – either as emails, reports/ policy documents, by post and potentially via translated BSL.

The ABS consultation document includes 58 numbered questions:

- The first 10 gather information about the respondent.
- Some of the 48 substantial questions have multiple part answers giving 59 substantial questions in total.
- 16 of these are closed questions with fixed response scales.
- The remaining 43 questions allow for a qualitative response with a word limit of 250 words/1500 characters.

Some responses will be on behalf of several people or organisations. These will need to be weighted accordingly to reflect this.

Forecast Volume of Responses

It is difficult to estimate the number of responses likely to be received. In recent consultations the number of responses we have received has ranged from between 430 – 100,000. Our current forecast estimate is between 1,000 – 5,000. This forecast can be refined during the remainder of the consultation period.

Analysis and methodology

The analysis provided by York Consulting LLP must include (this is not an exhaustive list and requirements will need to be refined):

- Quantitative analysis of the closed responses, by respondent characteristics.
- Analysis of the qualitative responses by question, by respondent characteristics – e.g. starting with sentiment analysis on the responses but expanding as appropriate into understanding the issues raised and how these vary across groups of respondents.
- Analysis of cross-cutting themes and common views, and strength of opinions by respondent characteristics. Where appropriate, cross tabulation of results should be provided, e.g. of those who opposed Q11, on which questions were they less negative?
- Identification of areas of similarities in views and differences overall – i.e. where is there agreement/ disagreement among respondents and are there factors that explain the differences in views. Where are there correlations between groups or answers to other questions?
- Identification of useful quotes to illustrate particular viewpoints.

York Consulting LLP will set out their methodology for:

- Receiving and securely storing the data from the consultation and deleting this from their systems at the end of the project.
- Data cleaning - dealing with issues of duplication, incomplete or unclear information, as well as alternative formats of information such as hard copies by post, free text documents emailed to the team or BSL translations.
- Weighting of responses where a response represents the views of more than one organisation or individual.



- Analysing the quantitative data in closed responses.
- Organising and analysing the qualitative data to ensure robust and accurate interpretation and summation, ensuring consistency across the team of analysts involved.
- Developing understanding of the themes and issues raised, and testing this with ABS team.
- Producing succinct and well written interim and final reports.
- Providing Department for Education with a database of analysed responses evidencing the findings in the reports.
- Project management and oversight, including quality assurance and data protection.

York Consulting LLP may set out potential uses of natural language processing to support the analysis, but only using NLP is unlikely to be an acceptable option.

York Consulting LLP will demonstrate their resource capability for delivering this type of analysis to short timescales, including contingency plans.

Special Licences, Consents, Conditions Required as part of the Deliverables?	N/A		
Specialist Professional Services Category (Primary)	Education, Learning and Curriculum		
Specialist Professional Services Category (Secondary)	Training Needs Analysis		
Commencement Date	19/01/2024		
Completion Date	10/05/2024		
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: £99,947.00		
Purchase Order No	CORE-PO-018190		
Details of Agreed Expenses	N/A		
Agreed Payment Schedule (Milestone schedules to be detailed below)	Payment (Milestones)		Detail: Varied payments – Milestones 1&2 – Payment upon completion of milestone. Milestone 3 – Consumption Based – Monthly Payments
	Payment in full option		
	Other	X	
Insurance Cover Required (To be amended in accordance with project requirements or if Enhanced or C&E SDA provisions applicable)	Amount (£) Public Liability £5,000,000.00		



	<div>Employers Liability£5,000,000.00</div> <div>Professional Indemnity£2,000,000.00</div>
Any Further Specific Requirements	<div>Data Protection</div> <div>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</div> <div>The attached Data Protection Schedule Annex 1 and where appropriate Annex 2 shall be completed in respect of this project.</div> <div>Delivery Partner Responsibilities</div> <div>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.</div>



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')

Description		Deliverables	Invoice Frequency	Total Price
1.1	Payment Schedule 1 – Project_5975 – PO: CORE-PO-018190 – Advanced British Standard consultation analysis – Milestone 1	Initial themes shared back with ABS based on a sample of responses (MS 2).	08/03/2024	£11,745.00
	Payment Schedule 1 – Project_5975 – PO: CORE-PO-018190 – Advanced British Standard consultation analysis – Milestone 2	Report of full quantitative data (MS 3).	27/04/2024	£11,745.00
	Payment Schedule 3 – Project_5975 – PO: CORE-PO-018190 – Advanced British Standard consultation analysis – Milestone 3 - Consumption Based	Final report on all questions (MS 4).	Monthly payments to be made from 10/03/2024 – 10/05/2024. The submitted Monthly Invoice will be in agreement by the Contracting Authority.	£76,457.00
Total:				£99,947.00

Total Price	Commencement Date	Currency
£99,947.00	19/01/2024	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
1	Subject matter of the processing	The processing of personal data in any way in relation to the obligations of the SPS Provider as the supplier under the contract for Specialist Professional Services. This includes collecting, recording, organising, analysing, sharing, storing, and destroying it.
2	Duration of the processing	19/01/2024 – 10/05/2024. The data will be provided for the duration of the Contract term. This will include up to the end of the optional extension periods, should the contract be extended. for the provision of specialist professional services The contract expires on the contract end date at which time the information will be reviewed.
3	Nature and purposes of the processing	The nature of the processing includes the recording, organization, analysing, storage, retrieval, use, disclosure by transmission, dissemination or otherwise making available, erasure or destruction of data (whether by automated means). 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.
4	Type of Personal Data	For the purposes of the contract, the Authority will disclose the following information directly to the SPS Provider: Contact details for individuals concerned with the management of the Work Order Contact details for individuals concerned with specific projects under the Work Order Names of consultation respondents where necessary to differentiate responses and no workable alternative can be found, no contact information for respondents will be shared with the contractors.
5	Categories of Data Subject	Personal data relating to the Authorities staff (including temporary or agency staff) concerned with the Work Order



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 in line with HMG standards on the destruction of data and on the instruction of the Contracting Authority.
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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 Sub-processor:
N/A	N/A	N/A

Signature Area

Signature Area

Organisation Name:
Bloom

Role/Title:
Head of Quality & Compliance

Name:
[Redacted]
[Redacted]

Organisation Name:
York Consulting LLP

Role/Title:
Supplier

Name:
[Redacted]
[Redacted]