

Work Order

This document is a Work Order according to the definitions contained within the provisions of the Services Delivery Agreement (SDA) dated 7th NOVEMBER 2023, between BLOOM PROCUREMENT SERVICES LTD and CIPD ENTERPRISES 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_5754 Contract_12726
Project Name:	NEPRO3 - HR Career Framework
SPS Provider:	CIPD Enterprises 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:	151 The Broadway LONDON UNITED KINGDOM SW19 1JQ

Description of Specialist Professional Services / deliverables required:
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CIPD Enterprises Ltd (CIPD) have been appointed by Bloom Procurement Services Ltd on behalf of the Cabinet Office to design, develop and refresh the next iteration of the HR Career Framework. Detailed Requirements CIPD will:

- Design and development of the next iteration of the HR Career Framework. The final product must be in PDF form and also be able to be adapted for accessibility reasons. The draft product must be either on a Google or Microsoft based software to allow GPG to see the ongoing document as it progresses.
- Iterate / refresh the framework minimally twice annually.
- Provide a framework which aligns with the CIPD profession map, standards and has the ability to gain endorsement of the framework from CIPD.

- Work closely with the Functional Strategy, Performance and Capability (FCPS) team to complete the framework.
- Provide a framework which aligns with existing and planned development products such as Success Profiles, Capability Frameworks and Skills taxonomy.
- Commit to ensuring knowledge transfer and the upskilling of Cabinet Office staff throughout the life of the project.

CIPD shall have the capacity within its business and processes to fully meet the requirements at the anticipated iterations of the framework. CIPD shall have extensive knowledge and expertise of the HR Function and will have undertaken similar work for other similar, large, and complex organisations previously.

CIPD must consult with GPG and Civil Service colleagues regarding the content of the framework.

CIPD should be willing to meet with focus and working groups made up of colleagues from Civil Service departments to better understand the requirements needed.

CIPD shall have the flexibility and scalability to be able to work with the Cabinet Office, even during periods of peak demand and regardless of size and value; whilst maintaining a high level of service delivery.

CIPD shall provide weekly updates on progress of the framework.

CIPD must attend weekly meetings with the HR Functional Standards, Capability, Performance and Strategy team to discuss the progress, barriers and plan the next stages of the refresh.

CIPD must attend monthly meetings with a working group made up of Civil Service colleagues who will provide insight into Civil Service, job families, job roles and grades.

During the design and upon completing the project, the Intellectual property of the document will be held by the Government People Group (GPG).

Contract Management (measuring success and review)

- Contract Management arrangements will be carried out in line with the Services Supply Agreement (SSA) by submitting a Service Delivery Plan (SDP).
- The Cabinet Office Professional Services Team are overseeing the tendering exercise and administering the Sourcing Event, but GPG is the sponsor of the Contract and will appoint a contract manager who will be responsible for the day-to-day management of the contract and for reviewing the performance of the SPS Provider.

CIPD will be required to:

- Nominate an account manager (and a deputy who will act in his or her absence) who will act as a single point of contact for the Cabinet Office.
- Develop a good working relationship with the Cabinet Office and attend ad hoc and scheduled (monthly at a minimum) Operational Review meetings to discuss the performance of the Contract and progress on the work on the framework.
- Demonstrate at all times a commitment to high quality service provision and continuous improvement, consistently adhering to and providing guidance to the Cabinet Office on best practice.
- Have a clearly defined complaints system.

- Attendance at Contract Review meetings shall be at the CIPD's own expense.

Service Levels and Key Performance Indicators (KPIs)

	Service Description	Service Level	Measurement of Service Level	Consequence of Failed Service Level
A	Service delivery - Non conformance	CIPD will resolve all service issues raised by the Authority within a maximum of 48 working hours, unless agreed otherwise with the Authority.	98% (Service Level Performance Measure) - x% (actual Service Level performance).	1% of the fees payable to the supplier withheld until the work is complete.
B	Service Delivery - Programme	CIPD is expected to deliver against the indicative timetable outlined in section 4.	98% (Service Level Performance Measure) - x% (actual Service Level performance).	1% of the fees payable to the supplier withheld until the work is complete.
C	Knowledge Transfer	CIPD will provide regular knowledge transfer to the Authority through reporting, sharing document produced and holding knowledge sharing session.	Reporting at least once a week. - Document produced and knowledge transfer session by end of contract.	1% of the fees payable to the supplier withheld until the work is complete.
D	Reporting	CIPD shall meet reporting deadline. When reports are delivered will be measured against planned reporting timeline on a monthly basis.	>95% (Service Level Performance Measure) - x% (actual Service Level performance).	1% of the fees payable to the supplier withheld until the work is complete.
	Quality of service	The level of rework/missed target will be measured on a monthly basis.	<5% (Service Level Performance Measure) - x% (actual Service Level performance). Milestone stage review.	Additional days to complete to be provided at the cost of the Supplier.
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)	Skills Training		
Commencement Date	22/11/2023		
Completion Date	22/08/2024		
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: £90,000		
Purchase Order No	37070034872		
Details of Agreed Expenses	N/A		
Agreed Payment Schedule (Milestone schedules to be detailed below)	Payment (Milestones)	<input checked="" type="checkbox"/>	Detail: Milestones – In accordance with Payment Schedule
	Payment in full option	<input type="checkbox"/>	
	Other	<input type="checkbox"/>	
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	
	Employers Liability	£5,000,000	
	Professional Indemnity	£2,000,000	

Any Further Specific Requirements	<p><u>Data Protection</u></p> <p>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> <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</p>
	<p>Supplier Terms and no other implied role, duty or responsibility, shall be applied to the Delivery Partner.</p>

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	Planned SDP Submission Date	Total Price

1.1	Payment Schedule 1 – Project_5754 – PO_37070034872 – NEPRO3 HR Career Framework – Milestone 1	CIPD must meet with the FCPS team.	15/12/2023	£3,000
1.2	Payment Schedule 2 – Project_5754 – PO_37070034872 – NEPRO3 HR Career Framework – Milestone 2	CIPD to create a project plan and consult with FCPS.	20/12/2023	£5,000
1.3	Payment Schedule 3 – Project_5754 – PO_37070034872 – NEPRO3 HR Career Framework – Milestone 3	CIPD will submit the first draft of the refreshed framework to FCPS.	22/03/2024	£8,000
1.4	Payment Schedule 4 – Project_5754 – PO_37070034872 – NEPRO3 HR Career Framework – Milestone 4	CIPD must have completed the updated framework including changes after the first draft within the agreed time frame.	22/08/2024	£74,000
Total:				£90,000

Total Price	Commencement Date	Currency
£90,000	22/11/2023	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	Personal data is being processed for the purposes of gathering information to better understand and refresh/improve the HR career framework. This will include feedback, working groups, case studies.
2	Duration of the Processing	Personal data will be processed by the Supplier for the term of the contract.

3	Nature and Purposes of the Processing	<p>The processing includes the collection, use, storage, and transmission between the Authority and the Supplier of personal data. Case studies may be collected and included in the HR career framework. The completed document including case studies will be published on gov.uk.</p> <p>The purpose of the processing is to obtain feedback and associated information to periodically improve and refresh the HR career framework. This will include obtaining feedback, running working groups, and developing case studies.</p>
4	Type of Personal Data	<p>The personal data to be processed will include:</p> <p>Names; career history; job roles and responsibilities; job families and responsibilities; grade; email addresses; feedback; case studies.</p>
5	Categories of Data Subject	HR professionals within the Civil Service
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 Supplier will only retain personal data so long as necessary and no longer than the term of the contract. At the end of the contract all personal data will be returned to the Authority in an agreed upon format. Any additional copies of personal data will be destroyed and entirely removed from the Supplier's systems at the end of the contract.</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:

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:

CIPD Enterprises Ltd

Role/Title:

Supplier

Name:

REDACTED TEXT under FOIA
Section 40, Personal Information

Signature: REDACTED TEXT under
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Information