

Part 6 Framework Social Value Requirement Information for Applicants

Contract Reference

TCS4623

Contract Title

**Torbay Council Framework Agreements for:
Lot 1 – Approved Temporary Agency Staff
Providers
and
Lot 2 – Social Worker Agency Staff
Providers**

Contents

- A Introduction..... 3
- B Social Value Evaluation Overview 3
 - B1 Overall Approach..... 3
 - B2 Social Value Bid Requirements at Framework Establishment..... 3
 - B3 General Considerations 5
 - B4 Incomplete Submissions..... 5
- C Evaluation of Social Value Offers made by Applicants at Framework Establishment .. 6
 - C1 Weightings..... 6
 - C2 Quantitative Assessment 6
 - C3 Qualitative Assessment: 6
 - C4 Clarification of Social Value Offers..... 8
 - C5 Measures with no Proxy Value i.e. (£0.00)..... 8
 - C6 Total Social Value Score 8
- D Social Value Delivery..... 9
- E Social Value Management Fee..... 10

A Introduction

This document sets out the methodology the Council will follow to evaluate Social Value submissions from Applicants as part of this procurement.

Please Note: Applicant's MUST read the "Do's and Don'ts" for Social Value Bids set out at Appendix G before submitting their Social Value Offer.

B Social Value Evaluation Overview

The Council is committed to a performance and evidence-based approach to Social Value. Based on a local version of the National TOMs (Themes, Outcomes and Measures) Framework developed by the Social Value Portal, Applicants are required to propose credible targets against which performance (for the successful Applicant) will be monitored. The TOMs within this tender process have been developed to reflect the specific needs of Torbay Council and Applicants will be given access to them as part of the tender pack documentation.

Please Note: The Council is not prescriptive as to which TOMs measures applicants can select to set targets as part of their Social Value proposals. Applicants are free to choose those measures that they consider appropriate. However, a key success factor for Applicants will be to demonstrate their ability to deliver against the targets selected, which should be proportional and relevant to their business and this specific Contract. Applicants should note that targets will be treated as contractual commitments if the Applicant is successful.

B1 Overall Approach

- B1.1 As part of the establishment of the Framework Agreement, Applicants will be required to identify a **Social Value Pledge** and submit a **Social Value Proposal** to demonstrate their approach to delivering Social Value under the Themes of the localised National TOMs.
- B1.2 Applicants who are awarded a place on the Framework will have their spend monitored over the life of the Framework, and will be expected to apply their Social Value Pledge on a pro-rata basis once the spend under the Framework with the Applicant exceeds £50,000.

B2 Social Value Bid Requirements at Framework Establishment

- B2.1 Applicants are required to complete the following as part of their tender:
- a) A quantified Social Value Pledge (see section B2.2); and
 - b) Evidence describing the Applicant's overall approach to Social Value delivery and an explanation of how the social value being offered may be delivered (see section B2.4 Qualitative Social Value Proposal).
- B2.2 Quantitative Social Value Pledge
-

- a) Applicants will be provided with access to the set of TOMs that Torbay Council has developed for this project in the tender documentation.
- b) Applicants are required to complete and submit their responses through Part 8c Framework Social Value Response in line with the guidance provided and the deadline for tender submissions.
- c) An estimated call-off contract value over a 12-month period has been provided in Part 8c Framework Social Value Response (the '**Nominal Value**'). Applicants are required to submit a Quantitative Social Value Pledge based on this Nominal Value of £50,000.
- d) The amount of Social Value offered by a bidder will be converted into a **Social Value Additionality Percentage** by dividing the Quantified Social Value Pledge by the Nominal Value.
- e) An example of how the Social Value Additionality Percentage will be calculated is as follows (this example is based on the Nominal Value of £50,000 over a 12-month period).

The Applicant pledges that for every £50,000, they will provide £10,000 worth of Social Value. This means that Applicant's Quantified Social Value Pledge is £10,000. Therefore, the Applicant's Social Value Additionality Percentage is $(£10,000/£50,000) \times 100\% = 20\%$

B2.3 Please Note: Applicants should be aware of the following:

- a) Care must be taken by Applicants to ensure that the Social Value Pledge they set is for a 12-month period only, not the duration of the Framework Agreement.
- b) It is important that Applicants are genuine and confident in their ability to commit to their Social Value Pledge, as this will become a minimum requirement to fulfil.
- c) The Applicant's ability to deliver its social value targets will be evaluated as part of the submission, based on the supporting evidence provided by the Applicant.

B2.4 Qualitative Social Value Proposal

Applicants are required to provide a response through Part 8c Framework Social Value Response. Within their response, Applicants must demonstrate their approach to delivering social value under each Theme of Torbay Council's social value measurement framework (TOMs). and explain how you will make best use of the opportunities created through this framework to contribute to the delivery of social value for the local community. Where possible, your response should reference needs and opportunities in the local area, your strategy for building partnerships with local organisations, and your approach to ongoing management of social value outcomes.

B3 General Considerations

- B3.1 The Council recognises that measuring and delivering Social Value requires flexibility and a collaborative approach. Agreed Social Value commitments may require a certain amount of refinement as a result. A key requirement is the willingness of the successful Applicant to work openly and transparently with the Council whilst bearing in mind that the overall value of Social Value commitments made must be delivered by the successful Applicant.
- B3.2 Applicants are to make sure that they follow the guidance set out in Appendix G which sets out a number of Dos and Don'ts that will apply to Social Value offers made by Applicants. It is essential that you read this guidance before submitting a Social Value offer.
- B3.3 None of the measures are mandatory and Applicants should ensure that their proposals are relevant and proportional to this Framework.

B3.4 Local

Applicants must ensure that their proposals meet the Council's definition of 'Local'. All targets set by applicants in Part 8c Framework Social Value Response should be deliverable in the local area as defined by the Council. 'Local' is defined as being within the Torbay Council area. Please see below list of applicable postcode areas:

TQ1 1	TQ1 2	TQ1 3	TQ1 4	TQ1 9	TQ12 4	TQ2 5
TQ2 6	TQ2 7	TQ2 8	TQ3 1	TQ3 2	TQ3 3	TQ4 5
TQ4 6	TQ4 7	TQ4 9	TQ5 0	TQ5 5	TQ5 8	TQ5 9

Sub-Localities (NT1b)

Please note that there are certain measures, such as NT1b that make reference to 'sub-localities' and refer to ListNT1b. This means that all targets included against these measures must be delivered within the postcode areas ('sub-localities') outlined in Tab 4 of Part 8c Framework Social Value Response.

B4 Incomplete Submissions

Please Note: that if an Applicant either:

- a) Makes a Quantitative Social Value Pledge but fails to provide a Qualitative Social Value Proposal;
- OR
- b) Makes a Qualitative Social Value Proposal but does not make a Quantitative Social Value Pledge

The Council reserves the right to treat both the Applicant's quantitative and qualitative scores as non-compliant and will be scored 0 (zero).

C Evaluation of Social Value Offers made by Applicants at Framework Establishment

C1 Weightings

Social Value has been allocated a total weight of 10% as part of the overall quality/price matrix for this procurement.

This will be evaluated using sub-weightings on the following basis:

Description	Social Value Sub-Weighting
Social Value Quantitative offer	3%
Social Value Qualitative offer	7%
Total Social Value	10%

C2 Quantitative Assessment

The quantitative score will be calculated using the formula below.

The Applicant submitting the highest Social Value offer will be scored 3% for this section, subject to satisfactory evidence being provided. All other Applicants will be scored in relation to the highest Social Value offer as follows:

$$\frac{\text{Applicant's Social Value Quantitative Offer}}{\text{Value of the Highest Social Value Quantitative Offer from All Applicants}} \times 3\%$$

Worked Example: Sub-criteria A: If the Quantitative sub-weighting is 3%

If Tenderer X's social value quantitative offer was the highest at £10,000. They would receive the maximum 3% available.

Tenderer Y whose social value quantitative offer was second highest at £8,000 would score 2.4% (£8K/£10K x 3%).

Tenderer Z whose social value quantitative offer was third highest at £4,000 would score 1.2% (£4K/£10K x 3).

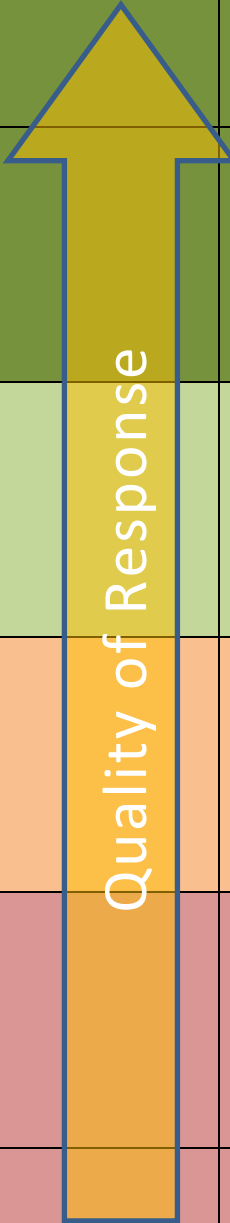
C3 Qualitative Assessment:

Applicant's responses on how to deliver Social Value and how Applicants will make the best use of the opportunities created through the framework, will be evaluated using the scoring mechanism set out in Table A below. The assessment will be based on an overall assurance of all the evidence provided as to the Applicant's capabilities to deliver social value. Please note any information provided through clarifications that was not part of the original submission will not impact the qualitative scoring.

Table A: Qualitative Evaluation Scoring Methodology (example)

Responses to the Social Value qualitative section will be evaluated using the following scoring profile:

<p>Score 5 - Excellent</p>	<p>Excellent demonstration by the Applicant of how they will deliver Social Value, the achievability of delivery, the community benefits realised and the ability to measure success. Response identifies factors that will offer significant added value and/or innovation, with evidence to support the response</p>
<p>Score 4</p>	<p>Good demonstration by the Applicant of how they will deliver Social Value, the achievability of delivery, the community benefits realised and the ability to measure success. Response identifies factors that will offer potential added value, with evidence to support the response.</p>
<p>Score 3</p>	<p>Satisfactory demonstration by the Applicant of how they will deliver Social Value, the achievability of delivery, the community benefits realised and the ability to measure success</p>
<p>Score 2</p>	<p>Satisfactory demonstration by the Applicant of how they will deliver Social Value with limited evidence regarding the achievability of delivery, the community benefits realised and the ability to measure success.</p>
<p>Score 1</p>	<p>Poor demonstration by the Applicant of how they will deliver Social Value with limited evidence regarding the achievability of delivery, the community benefits realised or the ability to measure success</p>
<p>Score 0 - Unacceptable</p>	<p>Does not comply and/or unacceptable demonstration by the Applicant of how they will deliver Social Value. No evidence regarding the achievability of delivery, the community benefits realised and the ability to measure success.</p>



C4 Clarification of Social Value Offers

The Council has defined the period when Applicants can ask clarification questions which ends **before** the tender submission deadline. Applicants should refer to the procurement timetable information in the ITT pack.

You are strongly advised to ask any questions as soon as possible and well in advance of the clarification question period deadline. This should include any questions about the Social Value component.

In keeping with good practice, the Council will endeavour to evaluate social value offers based on the information provided. Applicants should not expect evaluators to seek missing information as a matter of course before determining the score.

During evaluation, the Council may, at its absolute discretion, require applicants to clarify certain aspects of their bids in writing.

Clarification may be sought if there is a material and manifest inconsistency in the quantitative or qualitative elements of an Applicant's Social Value offer. This does not apply to circumstances where Applicants have not correctly followed the guidance provided; in this case the Council reserves the right to correct or discount the relevant qualitative or quantitative element without further clarification.

It is therefore essential that Applicants seek additional guidance from Appendix G (Do's and Don'ts for Applicants) ahead of the clarification deadline.

The Council reserves the right to discount and award a score of zero if an applicant fails to respond within the time required, or to provide an adequate response to support the social value claim for a measure.

Please note that if it is required, the clarification process will be used to ensure that proposals are compliant with the TOMs methodology and is not an opportunity for applicants to increase their social value proposals and on no account should any attempt be made to negotiate.

C5 Measures with no Proxy Value i.e. (£0.00)

Applicants should note that any measures in Part 8c Framework Social Value Response that do not have a proxy value are for recording purposes only and will **not** contribute to the quantitative or qualitative evaluation of this tender. These measures are included in the tender as the Council may request the successful Applicant to report on progress against these measures during the Framework term.

C6 Total Social Value Score

Applicants will be marked on a combination of their quantitative and qualitative responses. In committing to certain targets, Applicants must provide a realistic and convincing description of how these will be achieved in practice.

The total Social Value score will be derived from the following calculation: -

Total Social Value Score = (Quantitative score (%) + Qualitative score (%))

D Social Value Delivery

Applicants who are awarded a place on the Framework will have their spend monitored over the life of the Framework, and will be expected to deliver Social Value once the spend under the Framework with the Applicant exceeds £50,000.

Where the spend under the Framework with the Applicant is below £50,000, social value will not be required to be delivered.

The Social Value that an Applicant will be required to deliver will be based on the value of the call-offs multiplied by the Social Value Additionality Percentage identified at Framework Establishment Stage.

The Authority expects that where the actual spend under the Framework is higher than £50,000, that the social value commitments delivered will increase in proportion.

An example of how this will work in practice has been provided below and will be based on the previous example of 20% being the 'additionality' percentage.

Framework Spend Example

Spend under the Framework is £950,000; therefore, the total social value monetary commitment will be £190,000.

$$(\pounds950,000 * 20\%)$$

When the spend under the Framework with the Applicant exceeds £50,000, Applicants are to provide:

- a detailed proposal of how they will deliver their social value requirements against their calculated social value commitment; and
- when the Applicant anticipates being able to deliver on the Social Value commitments being made, i.e., within the first two months of the contract

This will then be reviewed as part of the Framework management process.

E Social Value Management Fee

- E1.1 When the spend under the Framework with an Applicant exceeds £350,000, Torbay Council Reserves the right to upload and manage an Applicant's Social Value commitment to the Social Value Portal or any other system / portal.
- E1.2 If an Applicant's Social Value commitment is uploaded to the Social Value Portal, there is a charge of 0.15% of the spend under the Framework, with a minimum fee of £500 per annum and capped at a maximum possible fee of £5,000 per annum.
- E1.3 The successful Applicant will be required to contract directly with the SVP who will provide the following services to the supplier:
- online account with SVP to allow contract management and project reporting account
 - technical support with data entry (e.g. access and functionality issues)
 - confirmation of evidence required to satisfy requirements
 - quarterly reports showing progress against targets
 - end of project summary report and case study
- E1.4 The successful supplier will be invoiced directly by The Social Value Portal and will be responsible under the terms of the Contract for payment directly to Social Value Portal.
- E1.5 Worked examples: Based on 0.15%

Example A:

The spend with an Applicant under the Framework is £800,000 over 2 years:

The successful contractor would be required to pay the SVP £2,400

$$£800,000 \times 0.15\% = £1,200 \text{ per annum,}$$

$$£1,200 \times 2 \text{ years} = £2,400$$

Example B:

The spend with an Applicant under the Framework is £5,000,000 over 4 years:

The successful contractor would be required to pay the SVP £20,000:

$$£5,000,000 \times 0.15\% = £7,500 \text{ but the fee is capped at } £5,000 \text{ per annum,}$$

$$£5,000 \times 4 \text{ years} = £20,000$$