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**Social Value**

**Introduction**

As a public body, North Somerset Council (NSC) has a legal obligation under the Public Services (Social Value) Act 2012 to consider the social value that can be achieved from the procurement of services. Not only this, the ideals of social value align with the Council’s own values and constitution, which inform the way we work and develop the services we provide to the population of North Somerset. North Somerset Council has adopted the TOMs model (Themes, Outcomes & Measures), working in partnership with Social Value Portal.

This document sets out the methodology that North Somerset Council will follow to evaluate social value offers from bidders as part of this procurement.

**Social Value Bid Submissions**

The social value bid submission must be made via the Supplying the Southwest Portal, with your tender submission.

Remember that filling in your social value responses will require time and preparation, including specific quantified measures with supporting qualitative submissions as required.

Any queries/clarifications regarding the social value criteria or tender requirements must be directed via the Council’s procurement portal Supplying the Southwest, through the messaging function.

**Quantitative Social Value Proposal**

Bidders are provided with a spreadsheet that includes the set of TOMs that North Somerset Council has developed for this project. Bidders are required to complete and submit a response along with their tender submission. This is the basis of the quantitative element of the social value proposal.

**TUPE:**

**Local Jobs (NT1):**

Bidders should record new and existing local jobs that are created or sustained directly as a result of this contract only. This refers to the employees on the contract rather than their job role.

**Local**

Please note that social value commitments should be appropriate to the local area. For North Somerset Council, ‘local’ is defined as being within the Council area.

**Qualitative Social Value Proposal**

Bidders are to provide evidence against each social value commitment to explain how each commitment will be delivered.

The qualitative social value proposal will consist of the following:

Description/evidence box

For all procurements, bidders must accompany input target figures for specific social value measures with a rationale for each social value proposal in the Evidence Box (column I). This will demonstrate that they have credible processes in place to deliver what is being offered. The rationale should also specify whether this value will be delivered directly by the bidder or through its supply chain.

Bidders are to note that the information submitted by bidders in the Evidence Box will be used in evaluation to verify the quantitative values submitted by bidders and to ensure they meet the parameters set out below.

**Please note that if a Bidder:**

1. makes quantitative proposals but does not provide any evidence (i.e. by completing Evidence boxes about how those proposals will be delivered) OR;
2. provides evidence (i.e. by completing Evidence boxes) about social value proposals but does not make any actual quantitative proposals OR:
3. Does not submit a social value response

The Council reserves the right to treat both the bidder’s quantitative and qualitative social value scores as non-compliant and be scored 0.

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

Bidders should note that any measures in the TOMs Calculator 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 bidder to report on progress against these measures during the contract term.

**Evaluation of Social Value Offers made by Bidders**

Social Value has been allocated a total weight of 10% as part of the overall quality/price matrix for this procurement, which will be evaluated using sub-weightings on the following basis:

|  |  |
| --- | --- |
|  | Social Value Sub-Weighting |
| Social Value Quantitative offer  | 70% |
| Social Value Qualitative offer, including Evidence of Delivery | 30% |
| Total Social Value  | 100% |

1. **Quantitative Assessment:**

The quantitative score will be calculated using the formula below.

The bidder submitting the highest social value offer will be scored 70% for this section, subject to satisfactory evidence being provided. All other bidders will be scored in relation to the highest social value offer as follows: -

$\frac{ Bidder^{'}s total Social Value offer}{Value of the highest Social Value offer from all bidders } ×7 $.

***Worked Example: Sub-criteria A: If the Quantitative sub-weighting is 7%***

*If Tenderer X’s social value quantitative offer was the highest at £100,000. They would receive the maximum 7% available.*

*Tenderer Y whose social value quantitative offer was second highest at £80,000 would score 5.6% (80K/100K x 7%)*

*Tenderer Z whose social value quantitative offer was third highest at £40,000 would score 2.8% (40/100 x 7%)*

**B Qualitative Assessment:**

The evidence provides information about how social value offers will be delivered. Qualitative evidence 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 Bidder’s capabilities to deliver social value offers made.

**Table A - Qualitative Evaluation Scoring Methodology**

|  |
| --- |
| Responses to the social value qualitative section will be evaluated using the following scoring profile: |
| **Score** | **Classification** |
| **5** | **Excellent -** Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirements and provides comprehensive and clear details of how social value offers made will be delivered. The response provides a high level of certainty that the bidder will deliver their social value commitments. |
| **4** | **Good -** Response is relevant and good. The response addresses all requirements and is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled but includes some ambiguity or minor inconsistencies as to how social value offers made will be delivered. The response provides confidence that the bidder will deliver their social value commitments. |
| **3** | **Satisfactory -** Response is relevant and fair. The response addresses all requirements and demonstrates a fair understanding of the requirements but lacks details on how certain social value offers made will be delivered or contains some inconsistencies. Alternatively, the response fails to address all of the requirements. The response provides some concerns that the bidder will deliver the social value commitment. |
| **2** | **Poor -** Response is partially relevant but generally poor.  The response addresses all requirements but contains insufficient/limited detail or explanation to demonstrate how the requirements (or any of them) will be fulfilled or contains major inconsistencies. Alternatively, the response fails to address the majority of the requirements. The response provides significant reservations that the bidder will deliver the social value commitment. |
| **1** | **Unacceptable -** No response submitted, or response fails entirely to demonstrate an ability to meet any of the requirements. |

**i) Minimum thresholds**

Bidders are to note that, where a bidder’s qualitative SV offer scores less than a 3/5 for any measure, the Council reserves the right to reject the Social Value offer and the overall bid in its entirety.

**ii) Clarification of Social Value offers**

During evaluation of bids received, if there is any apparent inconsistency between a bidder’s social value offer and the parameters stated above and in the Dos and Don’ts, or if the evaluation identifies a manifest inconsistency with the bidder’s qualitative social value proposals or the nature and scope of the proposed contract, North Somerset Council may seek clarification to enable the bidder to explain/justify the methodology used and correct their bid if necessary.

**Total Social Value Score**

Bidders will be marked on a combination of their quantitative and qualitative responses. In committing to certain targets, bidders must provide a realistic and convincing description of how these will be achieved in practice. Example - if a bidder commits to employing 10 long-term unemployed people, it should explain the partnerships in place as well as explaining how the bidder plans to identify those potential employees.

The total social value score will be derived from the following calculation: -

Total Social Value Score = (Quantitative score (70%) + Qualitative score (30%))

***Remedies***

There may be genuine, justifiable reasons for the non-delivery of a social value offer from the winning contractor. In these circumstances North Somerset Council will work with the winning contractor to determine what social value, to an equivalent social value proxy value, the contractor will deliver instead.

Social Value - Dos and Don’ts for Bidders

**Bidders: You must read these instructions before submitting your Social Value offer. Please ensure that your social value offers are made in relation to this contract only and do not take into account other social value initiatives being delivered elsewhere by your organisation.**

Useful terms

FTE: Full time equivalent

LTU: Long Term Unemployed person

MSMEs: Micro Small and Medium Enterprise;

NEETs: Not in Education, Employment or Training (applies for young people)

VCSEs: Voluntary Community and Social Enterprise;

**NB:**

Bidders are encouraged to raise a clarification question through the Council’s Tendering Portal if they are unsure of any detail in this process. This will allow North Somerset Council the opportunity to clarify the requirements to all participating suppliers and help to avoid lengthy communications after tenders have been returned.

**How to submit a good Social Value offer**

**DO** Only report activities/offer social value that will be delivered as a result of this contract

Ensure that your Social Value targets are relevant and proportional to this contract only and are not based on any other projects, initiatives, or wider Corporate Social Responsibility.

Example: If you organise a mental health and wellbeing session at your head office, you cannot claim social value for this on a contract as it has not been delivered specifically for the contract you are bidding for.

At times, you may need to consider **attribution.** Ensure you assess what proportion of the overall investment you are directly responsible for. For example, cases where:

* An investment has been made in partnership with other organisations
* Social value initiatives are spread across several projects and so can only partially be linked to this contract

Example: An organisation has invested £1,500 to organise a Careers fair in a certain geographical area. However, the contribution can only be partially linked to the project/contract for which social value is being reported, because it has 3 projects in the same geographical area. In this case, enter £500 for the relevant project.

**DO NOT** Offer anything that is already required as part of the core contract

Services or works that the bidder is required to provide as part of the core contract requirements cannot also be counted as additional social value.

Example: If the contract is about supporting people back to work, you cannot claim social value for getting people back to work as that is part of the requirement of the core contract

* *Social value is about ‘additionality’, i.e. what will you provide over and above the core contract*

**DO** Avoid ‘Double Counting’

It is important that bidders only claim Social Value once.

Examples:

* If a reduction in CO2 emissions is proposed through implementing a flexible working initiative, bidders may not claim the same reduction in emissions achieved through a different initiative (Ref. TOMs: NT32 & NT33)
* If local spend targets are entered under ‘Spend in the local supply chain’, that same value cannot also be claimed under a different outcome, even if it would have been applicable
* If hours volunteering in the local community are claimed, these same hours cannot also be claimed under a different outcome, even if it would have been applicable.

As a rule of thumb, always ensure you **must not double count the same initiative.** There are however **two exceptions** to this rule:

1. Disadvantaged people into work & local people into work

An individual can be both local (NT1) and from a disadvantaged background (NT3/NT4/NT5/NT6). As these measures capture different types of value; NT1 captures the Local Economic Value of local employment and NT3/NT4/NT5/NT6 capture the Social Value generated by employing a disadvantaged person. In these instances, you may count the same individual in both measures (e.g. local and disabled). However, the disadvantaged background measures cannot be double-counted with one-another, so if an individual corresponds to two disadvantaged categories (e.g. an individual being disabled and also an ex-offender), only count them in one of the measures.

Additionally, where local employees (NT1) can be counted for every year that they work on the contract, please note that disadvantaged people can only be counted for their first year of employment.

2. Local and MSME spend & VCSE spend

If you spend money with a local VCSE (NT14), you can input the amount in both NT14 and NT18 (Local spend). Once again, this is because they represent two different types of value, NT14 captures the additional Social Value generated by spending with a VCSEs (NT14) and NT18 capture the Local Economic Value delivered by spending locally.

**DO** Account for employment accurately – all employment measures in the TOMs use the same unit: No. People FTE

*‘FTE’ = Full Time Equivalent, per year*

Bidders should only include the actual time spent on the contract by their employees. This should be calculated as a ‘Full Time Equivalent’ (FTE). For example, a project lasting six months and employing only one person has an FTE equal to ‘0.5’. Similarly, where an employee only spends 3 months delivering an aspect of a 12-month contract, their contribution should be measured as ‘0.25 FTE’

Calculating time spent on a project in ‘FTE’:

* Full time for 1 year 1
* 6 Months 0.5
* 3 Months 0.25
* 1 Month 0.083
* 1 Week 0.0192

*Accounting for people in employment, accurately:*

|  |  |  |
| --- | --- | --- |
| Number of employees  |  Number to input into the Spreadsheet (for the total length of the contract)   | Why?  |
| NT1 - No. of local direct employees (FTE) hired or retained (for re-tendered contracts) on contract | *E.g. for 1 local person* *(FTE) employed during a* *3-year contract, please input 3* into the *Spreadsheet (Column G)* | Local people will remain local throughout the contract and the proxy value reflects the local economic benefits of employment. Hence, you should input your number of local employees for every year of the contract. Please note that your target for this measure should only include direct employees and any supply chain employees should be entered into NT1c |
| NT3 - No. of employees (FTE) taken on who are long-term unemployed   | *E.g. for 1 long-term unemployed person employed during a 3-year contract, please input 1* into the *Spreadsheet (Column G)* | Long-term unemployed people, taken on as a result of the contract who have previously been claiming Jobseeker’s Allowance (JSA) benefits for at least 12 months preceding the start of their employment contract. After 1 year they are no longer unemployed |
| NT4 - No. employees (FTE) taken on who are ‘NEETs’ (Not in Employment, Education or Training) as a result of a recruitment programme  | *E.g. for 1 NEET employed during a 3-year contract, please input 1* into the *Spreadsheet (Column G)* | Young (16-24 y.o.), long-term unemployed people, taken on as a result of the contract, had previously been Not in Employment, Education, or Training (NEET) before the start of their employment contract. They should therefore be accounted only for the year in which they move into employment.  |
| NT6 - No. of jobs (FTE) created for people with disabilities as a result of a recruitment programme | *E.g. for 1 disabled person employed during a 3-year contract, please input 1* into the *Spreadsheet (Column G)* | An employee with disabilities is defined as having a physical or mental impairment that has a ‘substantial and long-term effect on their ability to do normal daily activities’.  The proxy value reflects the opportunity for them to get into employment, they should therefore only be accounted for during the year in which they move into employment.  |

**DO** Account for employment accurately – Disadvantaged Measures

Here are a few rules to remember when making use of the disadvantaged people into work measures.

* As set out above, you may record in the same employee through both local employment measures (NT1) and disadvantaged employment measures.
* You may only count a disadvantaged person into work for the first year of employment with your organisation. This is because after being employed for 12-months, the proxy value for these measures no longer applies, as it reflects the value to the individual of entering the labour market.
* These measures are intended to be used as part of recruitment programmes with relevant VCSEs/organisations. You may only claim the value of disadvantaged employment that you have created through specific and intentional initiatives. As such, to evidence these measures, you will require evidence that a recruitment programme you have implemented which led to employment of the disadvantaged individual.

Consider the below example where an individual has been hired by a supplier, on a full-time basis, for a 3-year project.

Example: They have been employed through Bounce Back (a VCSE organisation that supports ex-offenders back into work), and also happen to be local to the project.

This should be recorded through the Social Value Calculator as follows:
NT1(Local direct employees): 3 FTE (because it is a 3-year project, and you can account for local employment every reoccurring year of the contract)
NT5 (ex-offenders): 1 FTE (because you may only count disadvantaged measures for the first year of employment)

Scenario B:
An individual has been employed through the supplier’s relationship with the local authority. They are local to the site and have been recruited via a charity that supports long-term unemployed people into work, they also happen to be disabled.

This should be recorded through the Social Value Calculator as follows:
NT1 (local direct employees): 3 FTE
NT3 (long-term unemployed): 1 FTE

NT6 (disabled people): 0 FTE (As well as constituting double-counting, the supplier has not used a recruitment programme that aims to support disabled people into work and so cannot claim the Social Value generated here)

**DO** Make sure that you deliver locally

The definition of ‘Local’ has been set up as being within a specific boundary set by the local authority.

* Any Social Value offer that does not provide benefits to the communities within this definition will be excluded in the evaluation. Equally, bidders must not include elements of spend in their proposals which are expected to occur outside of this definition (e.g. central overheads or head office costs where the bidder’s head office is outside the defined local area).
* In estimating the level of local spend, bidders must only include projections of spend that occur as a result of this contract and can be influenced by their own spending decisions. Bidders must not include estimates of local spend within their supply chain which are outside of their direct control.

**DO** Make sure that you only include committed local spend in your supply chain

In committing to spending locally, bidders must only include spend that will result from being awarded this contract and can be influenced by their own spending decisions. Remember that your social value offer will be contractualised, therefore any offer to include local companies in your supply chain must not include any local spend which is outside of your direct control.

**DO** Make sure your read and understand the units

Examples:

* NT7 and NT11 (amongst others): *no. hrs (total session duration) \*no. attendees* (not just number of hours and does not include preparation time).
* NT9, and NT10 (amongst others): *no. of weeks* (not no. of people)
* NT31: *tonnes of CO2*
* NT32: *miles saved*
* NT33: *miles driven*

**DO** Provide good descriptions and any relevant evidence of how you will deliver your social value offers

When making your social value offers you should include a description of how you intend to deliver this and any relevant evidence of your social value proposal in the Evidence Box (column I).

***Example 1***: A bidder sets a social value target to deliver some schools talks. (NT8)

Descriptions & Evidence expected: Names of schools identified in the local area, a potential contact for each school, what the school talks would be about, confirmation from the school(s) that the talks would be welcome, who within the team would deliver each talk and details of relevant experience to deliver the talks.

***Example 2*:** Example 2: A bidder sets a social value target to procure products/services through a local company (NT18)

Evidence expected: Evidence that work has been undertaken to identify local companies that can provide services required to support main delivery and that those companies have been contacted and are willing to supply to the main contractor. Evidence should include names and post codes of companies concerned together with the sums to be spent.

You will be required to provide evidence for each target you deliver against during contract management e.g. HR reports, employment records, emails detailing the organisation of an event with contributing organisation, etc.

**DO** Enter your social value offer for the length of the contract onto the spreadsheet, but do not forget to provide a breakdown per year

You should enter the total number of units delivered for the whole length of the contract and provide a breakdown in the comments box (i.e. include the total target for the length of the contract, target per year and a breakdown per activity if applicable).

Example: You are offering to deliver 28 hours of volunteering per year for a 3-year contract. Please enter ‘84’ on the portal and add the breakdown in the comments box on the right (i.e. 28 hours of volunteering per year = 84 hours for the length of the contract)