Invitation to Tender for NELFT - Non-Medical Prescribing Course

## Authority's Reference Number: C330786

## Framework Reference Number: OPEN TENDER

## Social Value Portal (SVP) Project Reference Code: Sl0-0000-16tIz

## Deadline for Tenders to be Received: 19/02/2025 1:00PM

**Section 2 : OVERVIEW OF INVITATION TO TENDER – Social Value Schedule**

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1. **Introduction** 
   1. In line with the [Government Procurement Policy Note (PPN 06/20](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/921437/PPN-06_20-Taking-Account-of-Social-Value-in-the-Award-of-Central-Government-Contracts.pdf)), procuring bodies recognise the need to support key socio-economic and environmental outcomes; maximising social value effectively and comprehensively through its procurement activity. Social value can be defined as the measurement of all positive value businesses create for the economy, communities and society.
   2. Social value is more than just a ‘tick-box exercise’ and considers the sum total of all the positive effects deriving from an activity, project or intervention of any kind. This includes:

**Indirect economic benefits** – e.g. money recirculating through local supply chains, the re-skilling of new recruits entering the workforce, job creation

**Environmental benefits** – e.g. reductions in carbon emissions, restoration of natural environments, preservation of biodiversity

**Wellbeing benefits** – e.g. supporting physical and mental health of workforces and communities, investing in campaigns to raise awareness of preventable health conditions

**Social benefits** – e.g. provision of communal amenities such as playgrounds and community spaces, support for/involvement with community groups

* 1. When using the [Social Value Model](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940826/Social-Value-Model-Edn-1.1-3-Dec-20.pdf) to award contracts, NELFT will therefore align with the NHS London Themes, Outcomes and Measures (TOMs) framework, developed by the Social Value Portal (SVP) and NHS London Procurement Partnership (LPP). The NHS London TOMs have been adopted in order to address key issues and priorities for NELFT and local communities. Bidders can access the TOMs via SVP once registering through the link in Section 7.
  2. **NHS London TOMs / NHS London Lite TOMs**
     1. The NHS London TOMs consist of 4 key Themes, 7 Outcomes and 55 Measures for bidders to choose from. The NHS London Lite TOMs have the same number of Themes and Outcomes but consist of 28 Measures. Bidders will have access to either the NHS London TOMs or the NHS London Lite TOMs, depending on which list have deemed appropriate for this procurement. The Themes are aligned with the Social Value Model Themes and reflect NHS and local priorities. Each Theme sets out Policy Outcomes that the NHS are aiming to achieve – and that bidders must show how they will contribute towards achieving – as a result of carrying out Measures of their choosing.
     2. Bidders are not required to submit an offer against each Measure within the NHS London TOMs however should provide TOMs against 1.8.
     3. The NHS London Themes and Policy Outcomes are:

|  |  |
| --- | --- |
| **Theme** | **Policy Outcome** |
| **Tackling Economic Inequality** | 1. Create new businesses, new jobs and new skills |
| 1. Increase supply chain resilience and capacity |
| **Equal Opportunity** | 1. Reduce the disability employment gap |
| 1. Tackle workforce inequality |
| **Wellbeing** | 1. Improve health and wellbeing |
| 1. Improve community integration |
| **Fighting Climate Change** | 1. Effective stewardship of the environment |

* 1. As per [NHS England’s guidance](https://www.england.nhs.uk/greenernhs/wp-content/uploads/sites/51/2022/03/B1030-applying-net-zero-and-social-value-in-the-procurement-of-NHS-goods-and-services-march-2022.pdf), to support the delivery of net zero carbon across the NHS, the Social Value Model theme of ‘Fighting Climate Change’ should be included in all NHS procurement.
  2. NELFT are committed to a quantitative and qualitative-based approach to assessing social value submissions. As part of this, bidders are required to propose credible targets against the TOMs, as well as provide a supporting delivery plan elaborating on how these will be achieved, for which performance (for the successful bidder) will be monitored on a quarterly basis throughout the life of the contract.
  3. NELFT have identified a number of measures which reflect specific inequalities they are trying to address through this procurement. Bidders are free to make a commitment against any measure described within the TOMs matrix but are encouraged to make commitments in the areas highlighted where appropriate to maximise the impact that can be made against trust priorities.
  4. The procurement team have identified the following Measures which will maximise the impact against trust priorities, allowing bidders to more effectively align their proposals with the Trust's vision for community and societal benefit. The Measures include the following:

|  |  |  |
| --- | --- | --- |
| **Reference** | **Measure** | **Unit of Measurement** |
| NT1 | No. of full time equivalent direct local employees (FTE) hired or retained for the duration of the contract | No. people FTE |
| NT2 | Percentage of full time equivalent local employees (FTE) on contract - employed directly or through supply chain | % |
| NT76 | No. of full time equivalent employees (FTE) hired on the contract who are registered as unemployed | No. people FTE |
| NT11 | No. of hours of 'support into work' assistance provided to unemployed people through career mentoring, including mock interviews, CV advice, and careers guidance | No. hours x attendees |
| NT13a | Meaningful work placements that pay Real Living wage according to eligibility - 6 weeks or more (internships) | No. weeks |
| NT9 | No. of weeks of training opportunities (BTEC, City & Guilds, NVQ, HNC - Level 2,3, or 4+) on the contract that have either been completed during the year, or that will be supported by the organisation until completion in the following years | No. weeks |
| NT10 | No. of weeks of apprenticeships or T-Levels (Level 2,3, or 4) provided on the contract (completed or supported by the organisation) | No. weeks |
| NT79 | Percentage of leadership positions (manager or above - (Level4)) on the contract held by people from Ethnic Minority Groups | % |
| NT29a | No. of hours volunteering time provided to support health-care related charity and community projects | No. staff volunteering hours |
| NT26 | Initiatives taken or supported to engage people in health interventions (e.g. stop smoking, obesity, alcoholism, drugs, etc.) or wellbeing initiatives in the community, including physical activities for adults and children | £ invested including staff time |
| NT39 | Mental Health campaigns for staff on the contract to create community of acceptance, remove stigma around mental health | £ invested including staff time |
| NT32 | Car miles saved on the project as a result of a green transport programme or equivalent (e.g. cycle to work programmes, public transport or car pooling programmes, etc.) | miles saved |
| NT33 | Car miles driven using low or no emission staff vehicles included on project as a result of a green transport programme | miles driven |
| NT88 | Reduce waste through reuse of products and materials | tonnes |
| NT53 | Innovative measures to safeguard the environment and respond to the climate emergency to be delivered on the contract - these could be e.g. co-designed with stakeholders or communities, or aiming at delivering benefits while minimising carbon footprint from initiatives. | £ invested including staff time |
| RE43 | m3 water saved against relevant benchmark (e.g. REEB) | m3 |
| FM86 | Reduction of food waste through donation of leftover food to local charities | £ value |

* 1. NELFT recognise 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 contracting partner to work openly and transparently with the Contracting Authority whilst bearing in mind that the overall value of social value commitments made must be delivered by the winning supplier.

1. **Social Value Support for Bidders**

Bidders **must** watch the NHS LPP Social Value Bidder Engagement session before submitting an offer. This includes an introduction to social value and the social value tool (SVP), the NHS London TOMs, an overview of this Schedule, a demonstration of SVP, key ‘Dos and Don’ts’, examples of ‘good’ and ‘poor’ responses and further guidance. To watch the session, bidders must click on the link below:

[NHS LPP Social Value Bidder Engagement session](https://www.youtube.com/watch?v=YjuTTnrMmSU)

For a refresher on the social value ‘Dos and Don’ts’, to watch an additional demonstration or to ask technical questions relating to SVP, sign up to and attend SVP’s Social Value Bidder Engagement session. Sessions are held twice per month. Bidders can use the self-serve link below to book onto a session:

[SVP ‘Social Value Bidder Engagement’ session](https://outlook.office365.com/owa/calendar/SupplierEngagementCalendar@socialvalueportal.com/bookings/s/Cgn2wGzP4EuEEpNVyf3VTQ2)

To access additional guidance on how to use SVP for the purposes of responding to this tender, including step-by-step instructions with screenshots, follow the link below:

[Bidding for social value – Help Centre (socialvalueportal.com)](https://support.socialvalueportal.com/hc/en-gb/sections/360005464797-Bidding-for-social-value)

1. **Key Considerations**
   1. **Relevance – bidders’ social value offers should relate to and be delivered through this contract only**.

Existing social value being delivered elsewhere or activities unrelated to the contract in question must not be included within your social value offer – i.e. if you are already volunteering with a local charity, this cannot be included within your social value offer, as it is not an initiative delivered *as a result of this contract.* You can include any additional volunteering that you will deliver if it is relevant to this contract.

* 1. **Additionality – core contract requirements cannot count as social value**.

Social value offers must represent additionality – i.e. if the contract requires you to increase digitalisation of services, you cannot claim the carbon reductions as a result of these digitalisation initiatives within your social value offer, as this would be a contractual requirement of the contract and therefore does not represent additionality. Activities carried out *in addition to* core contract requirements can be included within your offer.

* 1. **Proportionality – targets must be set in relation to the value and duration of the full contract, excluding potential extension periods.**

Social value offers must be made for the duration of the initial term of the contract only – i.e. if it is a 3-year contract with a potential 2-year extension, your social value commitments should be set in relation to the 2-year duration and value only. The provision of social value for extension periods will be agreed at the time of the extension being granted. Social value offers must be proportional to the overall contract value for the initial term – i.e. social value bids in excess of 100% of the contract price are unlikely to be deliverable.

* 1. **Feasibility – bidders should be confident of their ability to deliver Social Value proposals**.

NELFT will contractualise these commitments with the winning bidder which will then be monitored and reported on a quarterly basis throughout the initial term of the contract.

1. **Social Value Bid Requirements**
   1. 10% of the award criteria has been allocated to social value. Bidders are required to complete the following two sections outlined in Table A as part of their tender, which combine to total 100% of the allocation for social value. These are:

**Table A**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Proportion of score allocated to sub-weightings(%)** | **Equates to (for this contract) (%)** |  |  |
| **Quantitative submission** | **50** | **5.00** | Social value targets made against the TOMs and supporting descriptions – *i.e.* the *what?* | See section 5 |
| **Qualitative submission (%)** | **50** | **5.00** | Social value delivery plan – *i.e.* the *how?* | See section 6 |
| **Total social value weighing (%)** | **100** | **10** |  |  |

* 1. The quantitative submission must be made via the SVP. The qualitative submission must be uploaded to the SVP as either a Word document or PDF file. Both submissions must be on the SVP by the tender submission deadline date.

1. **Quantitative Social Value Submission**
   1. Quantitative submissions require bidders to submit feasible, realistic and proportionate targets, as well as supporting descriptions for each, against the NHS London TOMs. Bidders can access and submit targets against the TOMs via the SVP, where the full list is available. Bidders are free to make a commitment against any Measure described within the TOMs list. Bidders are not required to set a commitment against each Measure, only those that bidders consider their organisation is best placed to offer given the nature, value and duration of the contract.
   2. **Supporting Descriptions**

Against each target made by a Bidder, a supporting description must be provided to demonstrate compliance with the target guidance for that Measure, as well as to demonstrate correct application of the Measure.

Further information about Measures can be found in this document: [NHS London TOMs 2022 Guidance](https://www.lpp.nhs.uk/media/494914/NHS-London-TOMs-2022-definitions-evidence-reqs-guidance.pdf).

Your description should include:

* + 1. **Explanation of the commitment/initiative** – to demonstrate your understanding of the Measure
    2. **Who will benefit from the commitment/initiative** – to ensure it is targeted at the Measure’s intended audience
    3. **Confirmation of no double counting** – to ensure there is no accidental overclaiming and you have not counted one social value initiative across multiple Measures
    4. **Confirmation the offer is above any core service requirements** – to determine additionality
    5. **Breakdown of the target number** per annum and per person/activity where applicable – to demonstrate proportionality and understanding of the unit of measurement

* 1. Descriptions are not scored but will be used to verify the quantitative targets submitted. **Please note the description field on the Portal has a limit of 1,000 characters** however bidders can attach additional supporting information if required.
  2. The completed Social Value Calculator page, including your social value targets and supporting descriptions for each, forms the basis of your quantitative social value submission.
  3. **Proxy values**
     1. Some Measures will have a corresponding proxy value – this is the approximate value, expressed in monetary terms, that is created for society, the local economy or local community as a result of a supplier carrying out a defined unit of activity in a Measure.
     2. Proxy values are calculated by SVP using various sources and data sets including the Office for National Statistics (ONS), Gross Value Added (GVA) multiplier and Local Multiplier 3 (LM3), while also considering the fiscal, economic and socio-economic costs and savings to government and taxpayers.
     3. Proxy values are applied on a national scale and are fixed values across all social value quantitative bid submissions.
     4. Proxy values allow Contracting Authorities to gauge the fiscal value of benefits and outcomes being offered across quantitative social value submissions.
     5. Some Measures do not have a proxy value meaning their effects cannot be quantified, however bidders are encouraged to engage with these Measures, if applicable, as they are still aligned with NHS and local priorities.
  4. **Units of Measurement**
     1. Against each Measure is a corresponding unit of measurement, i.e. the reporting metric that should be used to input your target number.
     2. These are intended to be used to develop tangible social value targets – comprising i) a deliverable and ii) a numeric element, by which performance of that deliverable is to be measured.
     3. Examples include but are not limited to: i) No. of people (FTE), ii) no. of weeks, iii) no. of staff volunteering hours, iv) tonnes of CO2e and v) percentages.
  5. Bidders’ quantitative social value offers are calculated by multiplying the target number by the respective proxy value for that Measure. This gives an overall SLEV £ commitment (Social and Local Economic Value).
  6. **Local Employment (NT1): Contract does not entail TUPE contract** 
     1. Bidders should record new and existing local jobs that are created or sustained directly as a result of this contract only.
  7. **Local Definition**
     1. Please note that social value commitments should be appropriate to the local area. For NELFT, ‘local’ is defined as being within the following Borough boundaries:

Boroughs of Barking & Dagenham, Havering, Redbridge, Waltham Forest, Basildon, Brentwood,Thurrock, Kent and Medway.

* 1. **Contract Value: Bidders to input estimated contract value**

* + 1. Bidders are required to input an estimate of the contract value for the full contract period (excluding extensions), on the Portal. This will not be evaluated as part of the social value element of the tender but provides a useful sense check for bidders and Evaluators as to whether social value proposals are proportionate to the contract. The figure entered must be consistent with the bidder’s priced proposal.

1. **Prioritisation of Measures**
   1. Please note that a commitment made against the measures listed in the table below will be valued at x1 or x2 or x3 the regular proxy value to recognise commitments contributing to key priorities for Trusts and the service area).
   2. The prioritisation factor for these measures will not be visible to bidders via the Portal. Bidders must ensure they review the list below to understand which measures are a priority for . Please be advised that these prioritisation factors will only be taken into account at the evaluation stage.

|  |  |  |
| --- | --- | --- |
| **TOMs reference** | **Measure** | **Prioritisation (x1 or x2 or x3)** |
| NT1 | No. of full time equivalent direct local employees (FTE) hired or retained for the duration of the contract | 2 |
| NT2 | Percentage of full time equivalent local employees (FTE) on contract - employed directly or through supply chain | 2 |
| NT76 | No. of full time equivalent employees (FTE) hired on the contract who are registered as unemployed | 1 |
| NT11 | No. of hours of 'support into work' assistance provided to unemployed people through career mentoring, including mock interviews, CV advice, and careers guidance | 1 |
| NT13a | Meaningful work placements that pay Real Living wage according to eligibility - 6 weeks or more (internships) | 1 |
| NT9 | No. of weeks of training opportunities (BTEC, City & Guilds, NVQ, HNC - Level 2,3, or 4+) on the contract that have either been completed during the year, or that will be supported by the organisation until completion in the following years | 2 |
| NT10 | No. of weeks of apprenticeships or T-Levels (Level 2,3, or 4) provided on the contract (completed or supported by the organisation) | 3 |
| NT79 | Percentage of leadership positions (manager or above - (Level4)) on the contract held by people from Ethnic Minority Groups | 3 |
| NT29a | No. of hours volunteering time provided to support health-care related charity and community projects | 1 |
| NT26 | Initiatives taken or supported to engage people in health interventions (e.g. stop smoking, obesity, alcoholism, drugs, etc.) or wellbeing initiatives in the community, including physical activities for adults and children | 2 |
| NT39 | Mental Health campaigns for staff on the contract to create community of acceptance, remove stigma around mental health | 2 |
| NT32 | Car miles saved on the project as a result of a green transport programme or equivalent (e.g. cycle to work programmes, public transport or car pooling programmes, etc.) | 1 |
| NT33 | Car miles driven using low or no emission staff vehicles included on project as a result of a green transport programme | 1 |
| NT88 | Reduce waste through reuse of products and materials | 1 |
| NT53 | Innovative measures to safeguard the environment and respond to the climate emergency to be delivered on the contract - these could be e.g. co-designed with stakeholders or communities, or aiming at delivering benefits while minimising carbon footprint from initiatives. | 2 |
| RE43 | m3 water saved against relevant benchmark (e.g. REEB) | 2 |
| FM86 | Reduction of food waste through donation of leftover food to local charities | 2 |

1. **Qualitative Social Value Submission** 
   1. The qualitative social value submission consists of a Social Value Delivery Plan.

The aim of the Delivery Plan is to enable Evaluators to determine whether bidders are properly capable of resourcing, monitoring, reporting and delivering their social value offer. Delivery Plans must set out:

* + 1. **Point of responsibility for managing social value offer and additional resources that will be deployed**

The name of the person who will be responsible for delivery of the Social Value offer made by your company, specifying who will be responsible for the overall management as well as who will be responsible for each commitment. Provide details of how social value delivery will be managed in the organisation and details of additional resources that will be deployed to support the delivery of the offer.

* + 1. **Processes for reporting, monitoring and evidencing outcomes**

For each commitment bidders should provide a clear process for collecting, monitoring and reporting data. Specify how the data will be collected, how outcomes will be evidenced and the reporting frequency.

* + 1. **Delivery timeline**

Bidders should include an explicit timeline for delivering the social value offer, including quarterly or annual breakdowns and stating when key milestones for social value outcomes will be achieved during the contract.

* + 1. **Risk mitigation and internal processes to address non or poor delivery**

Bidders should outline internal processes in the event that something goes wrong, i.e. risk of non-delivery. Specify the remedies you will implement if there is a risk of non-delivery as well as an escalation plan detailing how this will be addressed and rectified.

* + 1. **Continuous improvement plan**

For projects that extend beyond 18 months, bidders should include an explanation of how they will seek to improve their social value offer, identifying areas of potential additional value. Specify which areas you will improve in and how.

* + 1. **Plans for engaging and collaborating with relevant stakeholders**

Bidders should identify the relevant stakeholders that will be engaged with and the role they will play in delivery of the social value offer. Explain how you will build partnerships with relevant stakeholders, specifying how you will approach them in the early stages and collaborate throughout the delivery of the offer.

* + 1. **Plans for engaging and collaborating with local VCSEs**

Bidders should identify relevant Voluntary, Community, Social Enterprises that will be engaged with and the role they will play in delivery of the social value offer. Explain how you will build partnerships with relevant VCSEs, specifying how you will approach them in the early stages and collaborate throughout the delivery of the offer.

* + 1. **Broad approach for each commitment, an explanation of how this will positively impact health, social, economic and environmental inequalities in the local community and relevant examples**

Explain what impact your offer will have on inequalities which exist in the local community. Bidders should set out their broad approach for each commitment. You should reference the context and needs of the local community, explaining how the social value offer will address these. Where possible, provide relevant examples to demonstrate your ability to deliver social value.

* 1. **Please note:**
     1. A word limit of 2,000 words applies to the Delivery Plan
     2. The Delivery Plan must be uploaded as a single document via SVP
     3. Bidders are only required to submit one encompassing Delivery Plan rather than separate plans per commitment
     4. Your Social Value Delivery Plan must expand on how you will deliver, manage and report on each of the targets set in your quantitative submission and be relevant to how you will deliver the quantitative offer in relation to the contract in question.
     5. Once you have:

Set your quantitative targets against the TOMs via the SVP

Inputted supporting descriptions against each commitment made

Uploaded your qualitative Social Value Delivery Plan

Then your social value submission is complete.

* 1. **Please note that if a Bidder either:** 
     1. Sets quantitative targets but does not provide supporting descriptions or a Social Value Delivery Plan OR;
     2. Provides qualitative information (i.e. by completing Descriptions or through uploading a Social Value Delivery Plan) but does not make any actual quantitative commitments
     3. Both the bidder’s quantitative and qualitative social value scores may be treated as non-compliant and be scored 0.

1. **Accessing the Social Value Portal**
   1. The social value bid submission must be made via SVP. Bidders should use the link below to register on the Portal:

***Supplier Registration Link: https://app.socialvalueportal.com/s/supplierregistration?svpprojectid=Sl0-0000-16tIz***

***Project Reference Code: Sl0-0000-16tIz***

* 1. Once you have submitted your registration, you will receive an email to confirm that you have successfully registered for the tender or that there was an error with your registration. Should there be an error with your registration, SVP’s Support team will review your registration and resolve any errors or contact you within 1 working day.
  2. Once your details are checked and approved, an account will be set up for you within 1 working day. Login details will be sent via the email address you provide.
  3. **Please note:**
     1. Your username will be in the format: [firstname.lastname@socialvalueportal.com](mailto:firstname.lastname@socialvalueportal.com)
     2. The password setup link will expire within 48 hours of being sent; if you need a new password setup link, please click here: [Forgot Your Password](https://socialvalueportal.force.com/secur/forgotpassword.jsp?orgId=00D28000000L57N) and use your existing username to reset your login credentials
     3. If you do not receive a password setup email, please check your spam / junk mail folder
  4. Your SVP submission must be done online via the SVP. You can save your work and repeatedly return to progress your submission, but it is not possible to download the content to work on offline and then upload your commitments.
  5. Any queries/clarifications regarding the social value criteria or tender requirements must be directed via Atamis (the e-tendering portal) through the tender message function. However, if you need technical support with the SVP itself please email the SVP directly at [support@socialvalueportal.com](mailto:support@socialvalueportal.com). The SVP support team are available between 09:00 and 17:00, Monday to Friday. Please allow **1 working day** for responses from the SVP.

1. **Evaluation of Social Value Submissions**
   1. Social Value has been allocated a total weight of Select from below and press TAB% 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** |
| Quantitative social value offer | 5**.00**% |
| Qualitative social value offer | 5**.00**% |
| **Total Social Value Weighting** | **10%** |

**Quantitative Assessment:**

* 1. The quantitative score will be calculated using the formula below. The bidder submitting the highest quantitative social value offer will be scored the maximum Select from below and press TAB% for this section, subject to satisfactory supporting descriptions being provided. All other bidders will be scored in relation to the highest quantitative offer as follows:

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Worked Example: Sub-criteria A: If the Quantitative sub-weighting is 4%

* + 1. If Tenderer X’s social value quantitative offer was the highest at £100,000. They would receive the maximum 4% available
    2. Tenderer Y whose social value quantitative offer was second highest at £80,000 would score 3% (80K/100K x 4%)
    3. Tenderer Z whose social value quantitative offer was third highest at £40,000 would score 1% (40/100 x 4%)
  1. **Clarification Questions (CQs) for Quantitative Submissions**
     1. As part of carrying out the quantitative evaluation and ensuring due diligence checks are performed, Evaluators will review each commitment set, including supporting descriptions, against the “[Target Guidance](https://www.lpp.nhs.uk/media/494914/NHS-London-TOMs-2022-definitions-evidence-reqs-guidance.pdf)” for the respective Measure(s), as well as the parameters set out within this Schedule.
     2. During this assessment, if there is any apparent inconsistency between a bidder’s quantitative target and the parameters stated above or in the “[Target Guidance](https://www.lpp.nhs.uk/media/494914/NHS-London-TOMs-2022-definitions-evidence-reqs-guidance.pdf)”, or if the evaluation identifies a manifest inconsistency with the bidder’s qualitative social value submission or the nature and scope of the proposed contract, Evaluators may seek clarification to enable the bidder to explain/justify the methodology used and correct their bid if necessary.

Targets may be adjusted/corrected if necessary through the CQs process, including being reduced to 0 if deemed as non-compliant with the requirements set out in this Schedule or in the Target Guidance found here: [NHS London TOMs 2022 Guidance](https://www.lpp.nhs.uk/media/494914/NHS-London-TOMs-2022-definitions-evidence-reqs-guidance.pdf).

* + 1. The CQs process is used to ensure that submissions are compliant with the methodology in this Schedule and is not an opportunity for bidders to increase their social value offers.

1. **Qualitative Assessment:** 
   1. The Delivery Plan information provided about how the social value quantitative offer will be delivered will be evaluated using the scoring mechanism set out in Table B below.
   2. Delivery Plans will receive one overall score between 0 – 5 based on how

comprehensively the qualitative requirements in Section 6 are addressed within the plan. Delivery Plans should provide an overall assurance as to the Bidder’s capabilities to deliver social value offers made.

**Table B: 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, providing 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 and that the bidder has an excellent understanding on the application of social value in the contract. The response addresses all requirements to a high degree. |
| 4 | **Good -** Response is relevant and good. The response addresses most or all requirements, is sufficiently detailed to demonstrate a good understanding of social value, and provides details on how the requirements will be fulfilled. The response includes some ambiguity or minor inconsistencies but overall provides confidence in the bidder’s ability to deliver their social value commitments. |
| 3 | **Satisfactory -** Response is relevant and fair. The response addresses some or all requirements to a fair degree, demonstrates a fair understanding of the requirements, but lacks details on how certain social value offers made will be delivered or contains some inconsistencies and ambiguity. The response provides some concerns around the bidder’s understanding of social value and ability to deliver the social value commitment but overall addresses the requirement to a satisfactory degree. |
| 2 | **Doubtful -** Response is partially relevant but generally poor.  The response addresses some requirements, to a limited degree, 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 commitments. |
| 1 | **Poor -** Response is not relevant and generally poor.  The response does not address the requirements and lacks detail or explanation to demonstrate how the requirements (or any of them) will be fulfilled and contains major inconsistencies. The response provides no assurance that the bidder will deliver the social value commitments. |
| 0 | **Unacceptable -** No response submitted, or response fails entirely to demonstrate an ability to meet any of the requirements and therefore deemed non-compliant. |

1. **Total Social Value Score**

Bidders will be marked on a combination of their quantitative and qualitative submissions.

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

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

1. **Remedies** 
   1. The Contractor shall provide the social value Measures in accordance with the proposals set out in its tender response for social value as set out in this Schedule. The Contractor shall report on the measures provided via the Contracting Authorities Social Value reporting tool (SVP).
   2. At the end of each quarter of the Contract, or part thereof in the final year, the social

value Measures delivered by the Contractor will be assessed alongside the proposals set out by the Contractor in their social value tender response. In the event of failure to provide the social value Measures in line with the tender response and to the proxy value of the social value Measures proposed then:

* + 1. The Contracting Authority will notify the Contractor of such failure; and
    2. The Contractor shall rectify the failure within 8 weeks (rectification period); and;
    3. If the Contractor does not rectify the failure then the Contractor shall within 14 days of the end of the rectification period pay a sum equivalent to the proxy value of the failed Social Value Measures to the Contracting Authority.

1. **Social Value Management Fee** 
   1. There is no charge for Suppliers to access SVP for the purpose of responding to this tender. Bidders will see a section asking for invoicing details and this is a standard part of SVP’s registration process – details should be provided **but there will be no charges to bidders.**