

D36. You should provide, for each MAC MEQ:

- a) your 'Method Statement,' stating how you will achieve this and how your commitment meets the SVM Model Award Criteria (MAC), and
- b) a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:

- timed action plan
- use of metrics
- tools/processes used to gather data
- reporting
- feedback and improvement
- transparency

- c) how you will influence your: staff, supply chains, 3rd party suppliers, customers, and communities through the delivery of the contract to support the Policy Outcome, e.g., engagement, co-design/creation, training, and education, partnering/collaborating, volunteering.

D37. From the information that you provide, the evaluators will assess, Qualitatively, your response, based on the information that you provide within your tender response.

D38. Alongside their Commitments against the SRMs, the successful Tenderer's method statement will form the basis of Key Performance Indicators and jointly managed throughout the life of the contract.

D39. The Tenderers must ensure that they answer the SVM MACs asked. Any additional information which is not specific to the contract being procured will not be considered.

D40. The Tenderers responses are to set out the additional Social Value benefits that they will deliver against the Policy Outcomes for this procurement. It is not sufficient to only reference/use to their Corporate Social Responsibility (CSR) and or Environmental, Social and Governance (ESG) documents.

Table 6 – Theme 2, Model Award Criteria 3.4

Theme	Policy Outcome	Weighting		(As percentage of Social Value):	50% Out of 10%
2 Tackling economic inequality	Increase supply chain resilience and capacity	MAC	3.4	Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the contract.	
	Model Evaluation Question (MEQ)	<p>Using a maximum of six sides of A4 text, describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria. All sides of A4 text in excess of the sides of A4 text limit specified, will not be considered by the Authority.</p> <p>Please include:</p> <ul style="list-style-type: none"> • your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and • a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: <ul style="list-style-type: none"> ○ timed action plan ○ use of metrics ○ tools/processes used to gather data ○ reporting ○ feedback and improvement ○ transparency <p>how you will influence your: staff, suppliers, customers, and communities through the delivery of the contract to support the Policy Outcome, e.g., engagement, co-design/creation, training, and education, partnering/collaborating, volunteering.</p>			
	Sub-criteria for MAC	Collaboration throughout the supply chain			
	Model Response Guidance:	<p>Activities that demonstrate and describe the tenderer's existing or planned:</p> <ul style="list-style-type: none"> • Understanding of opportunities to drive greater collaboration in the supply chain. • Measures to ensure supply chain relationships relating to the contract will be collaborative, fair and responsible. 			
	Illustrative examples:	engagement; co-design/creation; training and education; partnering/collaborating; secondment and volunteering opportunities.			
	Standard Reporting Metrics	<ul style="list-style-type: none"> • For each of the following categories: <ul style="list-style-type: none"> ○ start-ups ○ SMEs ○ VCSEs; and ○ mutuals: <ul style="list-style-type: none"> ■ The number of contract opportunities awarded under the contract. ■ The value of contract opportunities awarded under the contract in £. ■ Total spend under the contract, as a percentage of the overall contract 			
	Tenderer's Response:	<p><i>In complying your answer, please refer to the <u>Social Value Model Quick Reference Table</u>, under Model Response Guidance for tenderers and evaluators for examples of types of evidence the tender evaluators are looking for: The written submission should be in 11pt Arial to meet the response requirement.</i></p>			

Theme	Policy Outcome	Weighting	(As percentage of Social Value):	50% Out of 10%

Table 7 – Theme 3 – Model Award Criteria 4.2

Theme	Policy Outcome	Weighting		(As percentage of Social Value):	25% Out of 10%
3 Fighting Climate Change	Effective Stewardship of the environment	MAC	4.2	Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement	
	Model Evaluation Question (MEQ)	<p>Using a maximum of six sides of A4 text, describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria. All sides of A4 text in excess of the sides of A4 text limit specified, will not be considered by the Authority.</p> <p>Please include:</p> <ul style="list-style-type: none"> • your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and • a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: <ul style="list-style-type: none"> ○ timed action plan ○ use of metrics ○ tools/processes used to gather data ○ reporting ○ feedback and improvement ○ transparency <p>how you will influence your: staff, suppliers, customers, and communities through the delivery of the contract to support the Policy Outcome, e.g., engagement, co-design/creation, training, and education, partnering/collaborating, volunteering.</p>			
	Sub-criteria for MAC	Influence environmental protection and improvement			
	Model Response Guidance:	<p>Activities that demonstrate and describe the tenderer's existing or planned:</p> <ul style="list-style-type: none"> • Understanding of how to influence staff, suppliers, customers, communities and/or any other appropriate stakeholders through the delivery of the contract to support environmental protection and improvement. • Activities to reconnect people with the environment and increase awareness of ways to protect and enhance it 			
	Illustrative examples:	<ul style="list-style-type: none"> • Engagement to raise awareness of the benefits of the environmental opportunities identified. • Co-design/creation. Working collaboratively to devise and deliver solutions to support environmental objectives. • Training and education. Influencing behaviour to reduce waste and use resources more efficiently in the performance of the contract. Partnering/collaborating in engaging with the community in relation to the performance of the contract, to support environmental objectives. <ul style="list-style-type: none"> ○ Volunteering opportunities for the contract workforce, e.g. undertaking activities that encourage direct positive impact. 			
Standard Reporting Metrics	<ul style="list-style-type: none"> • Number of people-hours spent protecting and improving the environment under the contract, by UK region. • Number of green spaces created under the contract, 				

Theme	Policy Outcome	Weighting	(As percentage of Social Value):	25% Out of 10%
		<p>by UK region.</p> <ul style="list-style-type: none"> • Annual: <ul style="list-style-type: none"> ○ Reduction in emissions of greenhouse gases arising from the performance of the contract, measured in metric tonnes carbon dioxide equivalents (MTCDE). ○ Reduction in water use arising from the performance of the contract, measured in litres. ○ Reduction in waste to landfill arising from the performance of the contract, measured in metric tonnes 		
		<p>Tenderer's Response:</p>		

Table 8 – Theme 4 – Model Award Criteria 6.3

Theme	Policy Outcome	Weighting		(As percentage of Social Value):	25% Out of 10%
4 Equal opportunity	Tackle workforce inequality	MAC	6.3	Demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract, including in the supply chain.	
	Model Evaluation Question (MEQ)	<p>Using a maximum of six sides of A4 text, describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria. All sides of A4 text in excess of the sides of A4 text limit specified, will not be considered by the Authority.</p> <p>Please include:</p> <ul style="list-style-type: none"> • your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and • a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: <ul style="list-style-type: none"> ○ timed action plan ○ use of metrics ○ tools/processes used to gather data ○ reporting ○ feedback and improvement ○ transparency <p>how you will influence your: staff, suppliers, customers, and communities through the delivery of the contract to support the Policy Outcome, e.g., engagement, co-design/creation, training, and education, partnering/collaborating, volunteering.</p>			
	Sub-criteria for MAC	Identifying and managing the risks of modern slavery			
	Model Response Guidance:	<p>Activities that demonstrate and describe the tenderer's existing or planned:</p> <ul style="list-style-type: none"> • Understanding of the modern slavery risks and issues affecting the market, industry, sector or country (of origin or of source) relevant to the contract, and the workforce in the tenderer's own organisation and those of its key sub-contractors. • Measures to identify, mitigate and manage modern slavery risks relating to the contract and how these will be implemented, including but not limited to: <ul style="list-style-type: none"> ○ Mapping the supply chain to provide assurance risks are understood and being managed effectively including in relation to vulnerable groups, type of work and location of supply chain. ○ Demonstrating that the contract workforce: <ul style="list-style-type: none"> ■ has access to an independent democratic trade union or other forms of worker representation. ■ has access to grievance mechanisms to report incidents or suspected incidences of modern slavery relating to the contract through whistleblowing and reporting, including: <ul style="list-style-type: none"> • a process of escalation routes and access to grievance systems • an action plan, with past evidence of how the organisation has/will respond including cooperating with police and victim organisations, where appropriate. ■ receive induction on workplace rights. 			

Theme	Policy Outcome	Weighting	(As percentage of Social Value):	25% Out of 10%
		<ul style="list-style-type: none"> ■ has access to modern slavery training. • Outline policies and practices to be applied to or put in place for the contract to mitigate and manage modern slavery risks including: <ul style="list-style-type: none"> ○ Pre-employment checks. ○ Recruitment practices and workplace conditions. ○ Safeguarding plans and processes in place and regular monitoring with relevant groups considered, which may include sampling. ○ How these flow down the supply chain and are monitored e.g. reporting, site visits, audits, etc. ○ How to ensure business decisions re: price/cost, short lead times, payment timescales do not create modern slavery risks in the supply chain. • How the tenderer will work with NGOs, trade unions or other businesses to address modern slavery risks. • Means of influencing staff, suppliers, customers, communities and/or any other appropriate stakeholders with respect to modern slavery risks relating to the contract. 		
	<p>Illustrative examples:</p>	<ul style="list-style-type: none"> ○ Engagement ○ Co-design/creation ○ Training and education - raising awareness and training employees and staff employed in the supply chain about modern slavery, including: <ul style="list-style-type: none"> ■ demonstrating leadership and an ongoing commitment to the agenda. ■ nominating a lead within the organisation for accountability. ■ media campaigns such as online, websites, social media, posters, training, events, through local charities and bodies. ■ activities to assess levels of awareness with key stakeholders and developing a targeted response. ○ Partnering/collaborating ○ Volunteering 		
	<p>Standard Reporting Metrics</p>	<ul style="list-style-type: none"> • Total percentage of full-time equivalent (FTE) people from groups under-represented in the workforce employed under the contract, as a proportion of the total FTE contract workforce, by UK region. • Number of full-time equivalent (FTE) people from groups under-represented in the workforce employed under the contract, by UK region. • Total percentage of people from groups under-represented in the workforce on apprenticeship schemes (Level 2, 3, and 4+) under the contract, as a proportion of the all people on apprenticeship schemes (Level 2, 3, and 4+) within the contract workforce, by UK region. • Number of people from groups under-represented in the workforce on apprenticeship schemes (Level 2, 3, and 4+) under the contract, by UK region. • Total percentage of people from groups under-represented in the workforce on other training schemes (Level 2, 3, and 4+) under the contract, as a proportion of the all people on other training schemes (Level 2, 3, and 4+) within the contract workforce, by UK region. • Number of people from groups under-represented in the workforce on other training schemes (Level 2, 3, and 4+) under the contract, by UK region. 		

Theme	Policy Outcome	Weighting	(As percentage of Social Value):	25% Out of 10%
		<ul style="list-style-type: none"> Percentage of all companies in the supply chain under the contract to have committed to the five foundational principles of good work. Number of companies in the supply chain under the contract to have committed to the five foundational principles of good work. Percentage of the supply chain for which supply chain mapping has been completed to the appropriate tier or to source in order to reduce the risks of modern slavery. Number of people-hours devoted to supporting victims of modern slavery under the contract 		
	<p>Tenderer's Response:</p>	<p><i>In complying your answer, please refer to the <u>Social Value Model Quick Reference Table</u>, under <u>Model Response Guidance for tenderers and evaluators</u> for examples of types of evidence the tender evaluators are looking for: The written submission should be in 11pt Arial to meet the response requirement.</i></p>		

Table 9 - Social Value Scoring Criteria

	Criteria for awarding score	Score
Excellent: (exceeds all of the Model Award Criteria (MACs)).	The response exceeds what is expected for the criteria. Leaves no doubt as to the capability and commitment to deliver what is required. The response therefore shows: Very good understanding of the requirements. Excellent proposals demonstrated through relevant evidence. Considerable insight into the relevant issues. The response is also likely to propose additional value in several respects above that expected. The response addresses the social value policy outcome and also shows in-depth market experience.	100
Very good: (exceeds some of the Model Award Criteria (MACs))	The response meets the required standard in all material respects. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows: Good understanding of the requirements. Sufficient competence demonstrated through relevant evidence. Some insight demonstrated into the relevant issues. The response addresses the social value policy outcome and also shows good market experience.	70
Good: (meets all of the Model Award Criteria (MACs))	The response broadly meets what is expected for the criteria. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows: Good understanding of the requirements. Sufficient competence demonstrated through relevant evidence. Some insight demonstrated into the relevant issues. The response addresses most of the social value policy outcome and also shows general market experience.	30
Poor: (meets some of the Model Award Criteria (MACs))	The response meets elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following: There is at least one significant issue needing considerable attention. Proposals do not demonstrate competence or understanding. The response is light on detail and unconvincing. The response makes no reference to the applicable sector but shows some general market experience. The response makes limited reference (naming only) to the social value policy outcome set out within the invitation.	10
Fail	The response completely fails to meet the required standard or does not provide a proposal.	0

Question Section 2.5 – Reports

- D41. This Question Section is weighted and equates to 20% of the overall non-cost (quality) score.
- D42. In order for the Tenderer's Tender to meet the requirements of this Question Section 2.5 – Reports and to progress to the MEAT Value for Money Index calculation undertaken in the Commercial Envelope, in accordance with paragraph D56 below, the Tenderer shall submit compliant Reports.

- D43. The Reports shall detail how the Tenderer will report certain aspects of technical information to the Authority in accordance with the Condition Survey Report and Technical Reporting requirements from the Statement of Technical Requirements (Schedule 2) and must meet the requirements set out in Part 3 – Technical Deliverables of Annex B to DEFFORM 47. The Tenderer's Reports shall be clear, concise, and comprehensive.
- D44. The Reports will be used as an indication of how the Tenderer will report these aspects of technical information throughout the Contract, so it is expected to contain a realistic level of detail given that the three report types will be expected to be delivered multiple times throughout the Contract. The scenarios set out in Part 3 – Technical Deliverables of Annex B to DEFFORM 47 are to provide the Tenderer with examples of situations that will occur throughout the Contract. A comprehensive response outlining how the Tenderer would record and rectify defects and issues may extend to information that is outside of the scenarios given below. The Tenderer should be aware that the Reports submitted as Technical Deliverables will be used as a performance baseline for In-Service Condition Survey and Technical Reporting submissions throughout the Contract.
- D45. Tenderers must use the Technical Reporting Templates provided as a baseline for meeting this requirement. Tenderers must not provide any documents in addition to the Technical Reporting Templates given, as they will not be evaluated.
- D46. Each Report will also be reviewed and evaluated for compliance with the Authority's Statement of Technical Requirements (Schedule 2) and Statement of Technical Requirements – Pricing (Schedule 2A to Schedule 2G). Where the Tenderers' response is not fully compliant, they shall also provide a statement on the level of compliance along with a detailed explanation of why, and where, the Tenderers' response is not fully compliant.
- D47. The Reports will be evaluated using the criteria in the scoring matrix at Table 10 (Technical Reporting Capability Assessment Scoring Scale) for all Reports in Table 11 (Technical Reporting Evaluation Plan).
- D48. Each Report has a weighting expressed as a percentage (%) allocated to it, which are disclosed on Table 11 (Technical Reporting Evaluation Plan). The Capability Assessment Score gained in the Evaluation of each section will be multiplied by the relevant marks available to give a score for each section. These scores will be totalled to give an overall score for Technical Reporting. This overall score will be multiplied by 20% to give the non-cost score for Technical Reporting.

Table 10 – Technical Reporting Capability Assessment Scoring Scale

Evaluation	Score	Criteria for awarding score
High Confidence	100	Evidence provided contains a very high level of detail and gives an excellent level of confidence in the Tenderers ability to provide constructive Technical Reporting to the Authority. It is assessed that there is minimal risk associated with the ability of the Tenderer to deliver the capability requested.
Good Confidence	70	Evidence provided contains a high level of detail and gives a good level of confidence in the Tenderers ability to provide constructive Technical Reporting to the Authority. It is assessed that there is acceptable risk associated with the ability of the Tenderer to deliver the capability requested.
Satisfactory	30	Evidence provided contains a satisfactory level of detail and gives an adequate level of confidence in the Tenderers ability to provide