

**Scoring Social Value
Guidance
for
Public Bodies

Services and IT Contracts**

Contents

Introduction.....	3
Scoring Social Value – Procurement Legislation	4
Scoring Social Value - Best Value for Money	4
Thinking Social: the pre-procurement stage	5
Pre-procurement engagement.....	6
Community Engagement	6
Business case	7
Buying Social: Social Value Themes and Indicators	8
Increasing secure employment and skills	8
Building ethical and resilient supply chains	9
Delivering Zero Carbon	10
Promoting Wellbeing	11
Selecting Social Value Themes and Indicators	12
Social Value Model	14
Social Value Points	14
How do Social Value Points work?.....	14
Tailoring Indicators to reflect Priority Groups	16
Benefits of Social Value Points.....	17
Alternative to using Social Value Points	19
Scoring Social Value - Communications	20
Tender Stage	20
Conditions of Contract.....	20
Invitation to Tender	20
Social Value Delivery Plan.....	20
Example Scoring Matrix	21
Scoring Social Value on Framework Agreements	22
Evaluating social value award criteria	23
Tips for tender evaluation panel members	23
Monitoring social value	24
Contract Management	25
Key Performance Indicators	25
Managing Poor Performance.....	25

Introduction

This is a practical guide on how to score social value in public tender competitions in accordance with [Procurement Policy Note \(PPN\) 01/21 \(Scoring Social Value Policy\)](#). The guidance should be used by all bodies covered by NI Public Procurement Policy.

PPN 01/21 mandates that from 1 June 2022 tenders must allocate a minimum of 10% of the total award criteria to social value.¹

PPN 01/21 covers social, environmental and economic objectives and requires public bodies to score social value using an outcomes-based framework which has four broad themes:

- increasing secure employment and skills;
- building ethical and resilient supply chains;
- delivering zero carbon; and
- promoting well-being.

Before following this guidance you should have read PPN 01/21.

Whilst there are additional ways of maximising the social value delivered through public procurement, this guidance focuses on including social value in the award criteria of a tender competition.

Guidance related to the other opportunities Commissioners and Procurement Advisors have throughout the various stages of the procurement process to maximise social value is available on SIB's Social Value website.

Whilst every effort has been made to ensure that the information contained herein is accurate, this toolkit is not provided as 'legal advice.' Users may seek such advice before using this material in any formal contracting process.

¹ A review of the Scoring Social Value Policy will take place in advance of June 2023 with the intention of increasing the minimum weighting to 20% subject to the approval of the Executive. This guidance will be updated to reflect any changes to the Scoring Social Value policy following the review in 2023.

Scoring Social Value – Procurement Legislation

The procurement regulations specifically mention ways of incorporating social value into specifications, contract performance clauses, selection criteria and award criteria.

This means that the social, environmental and economic considerations can be included when a Contracting Authority is evaluating which tender response represents best value for money and, consequently, to which tenderer the contract should be awarded.

Scoring Social Value - Best Value for Money

Considering social value in the evaluation of tenders is also supported by the definition of 'best value for money' approved by the NI Executive in 2011.² The definition states that best value for money is *'the most advantageous combination of cost, quality and sustainability to meet customer requirements'*. In this case, sustainability is defined as *'economic, social and environmental benefits, considered in the business case, in support of the Programme for Government'*.

² <https://www.finance-ni.gov.uk/articles/definition-best-value-money>

Thinking Social: the pre-procurement stage

There are opportunities to maximise social value across the procurement/contract lifecycle, but the greatest opportunity exists early in the process. PPN 01/21 states:

How social value will be included in contracts should be considered at the earliest possible stage. Considering the social value element of the contract at pre-procurement (i.e. business case) stage will ensure that the procurement strategy maximises the social benefits delivered by contracts.³

Thinking about social value early in the procurement process gives you time to consider the social value **impacts** of what is being procured and to plan how to address the risks or opportunities identified. All of the following elements can contribute to the social value delivered through a contract:

- the design of the procurement, e.g. use of Lots/frameworks; sufficient timeline for responses, simplified process (no duplication), concise tender documentation, proportionate contract conditions;
- the specification, e.g. the ethical and environmental impact of what is being procured, the fair work practices required in the delivery of the services;
- the supplier selection, e.g. minimum standards are proportionate to the contract and do not inadvertently disadvantage a micro/small business enterprise or VCSE;
- the evaluation (scoring social value); and,
- the contract management to ensure social value outcomes are monitored and reported on.

By taking time to examine the opportunities to maximise social value throughout the procurement process, you can ensure that the Public Sector is achieving Best Value for Money.

³ PPN 01/21, p.6.

Pre-procurement engagement

Key activities to consider at the pre-procurement stage:

- Engage with external stakeholders;
- Develop your business case to include this feedback; and
- Use the feedback to refine your procurement documents.

Pre-procurement engagement can help identify opportunities to maximise social outcomes for each procurement competition and will allow you to:

- understand the market capacity and capabilities, particularly in relation to Voluntary, Community and Social Enterprise (VCSE) sector organisations;
- identify different delivery models to meet your objectives;
- test your high level evaluation strategies;
- highlight any potential barriers to delivery; and,
- identify how the market could enhance and maximise opportunities to add social value.

This engagement is a good opportunity to raise social value with potential suppliers and the VCSE sector. Giving them the opportunity to provide feedback on how social value can be maximised can lead to:

- more innovative social value initiatives; and
- better social value outcomes.

Pre-procurement engagement is also a good way to communicate your commitment to social value.

A model pre-procurement engagement question is available [here](#).

Community Engagement

PPN 01/21 states:

“It is recommended that Departments consult with communities affected by the procurement and with potential suppliers to identify the most feasible and beneficial way to promote social value. Expert procurement and legal advice may also be sought as part of these deliberations.”⁴

Engaging with stakeholders whilst the business case and procurement documents are being developed will help you to understand which Social Value Theme(s) are

⁴ PPN 01/21, p. 6

most relevant to the contract and the Social Value Indicators which will deliver the greatest impact for those communities impacted by the procurement.

Community engagement can be significant in shaping the social value that is delivered through a project. It is important to engage particularly where services are being delivered within the communities, to ascertain what their needs are and how they can best benefit from the project being delivered in their area. You should engage with stakeholders in the community when designing the services and the social value requirements of a contract. (Similarly, it is important that the successful Supplier also engages with the community who are impacted by the project to ensure that the Supplier is tailoring the social value delivered to the issues that matter most to the community.)

This type of engagement ensures that communities where projects are being delivered are part of shaping the social value derived – it is not done ‘to’ them, but with them. It helps to foster a sense of ownership of the project and to communicate the benefits delivered to communities.

Early engagement on contracts where jobs are likely to be an outcome also allows time for community groups to identify and support people who may wish to avail of the opportunities and to register their organisation on the [‘Find a Broker’](#) database on the Social Value Unit’s website.

Business case

PPN 01/21 sets out the need to include social value at Business Case stage of the procurement:

social value outcomes can be included in the procurement process provided that they are considered at business case stage and relate to the subject matter of the contract or the performance of the contract.⁵

Better Business Cases NI is the primary guidance for NI Departments on the development and review of business cases. The guidance provides a clear framework for appraising, developing and planning projects and programmes using the Five Case Model to deliver best social value for money.

[Supplementary Guidance](#) specifically related to incorporating social value into business cases is available on the Department of Finance’s website. The supplementary guidance sets out the relevance of social value to each section of the Five Case Model, followed by guidance on how to quantify social costs and benefits when appraising options. This should be read in conjunction with other guidance on the [Better Business Cases NI website](#).

⁵ PPN 01/21, p.4.

Buying Social: Social Value Themes and Indicators

PPN 01/21 provides a framework of themes and indicators which are linked to the Programme for Government outcomes. A common framework enables suppliers to develop a shared understanding of the social value requirements which will be taken into account and how they will be scored.

Contracting Authorities may select indicators from one or multiple themes for inclusion in the social value requirements of the contract, in order to reflect the subject matter of the contract and the Authority's strategic priorities.

Increasing secure employment and skills

This theme aims to create employment and training opportunities, contribute to in-work progression and skills development, create opportunities for entrepreneurs and support economic growth.

THEME 1: Increasing secure employment and skills		
PFG OUTCOMES	SOCIAL VALUE INDICATOR	SOCIAL VALUE INITIATIVES
<ul style="list-style-type: none"> • Our economy is globally competitive, regionally balanced and carbon-neutral • We have an equal and inclusive society where everyone is valued and treated with respect • Everyone can reach their potential • People want to live, work and visit here 	1.1 Create employment, retraining and other return to work opportunities for those furthest from the labour market	Paid employment
		Work placements
		Skills development and educational attainment
		Digital skills development, cyber security awareness training and educational attainment
	1.2 Create employment opportunities particularly for those who face barriers to employment and/or who are located in deprived areas	Paid employment
	1.3 Create employment and training opportunities in industries with known skills shortages or in high growth sectors	Paid employment
		Work placements
		Skills development and educational attainment
		Digital skills development, cyber security awareness training and educational attainment

	1.4 Support in-work progression and educational attainment in the workforce, including training schemes that address skill gaps and result in recognised qualifications, to help people to move into higher paid work by developing new skills	In-work progression and skills development
	1.5 Increase the representation of disabled people in the contract workforce	Paid employment
	1.6 Support disabled people to develop new skills and recognised qualifications	Skills development and educational attainment
		Digital skills development, cyber security awareness training and educational attainment
	1.7 Create opportunities for entrepreneurship and help new, small organisations to grow, supporting economic growth and business creation.	Inclusion of Social and Micro Enterprises in the contract's supply chain
		Business development and knowledge sharing

Building ethical and resilient supply chains

This theme aims to tackle employment inequality, reduce the risk of modern slavery and human rights abuses within the supply chain, and promote diverse and secure supply chains.

THEME 2: Building ethical and resilient supply chains		
PFG OUTCOMES	SOCIAL VALUE INDICATOR	SOCIAL VALUE INITIATIVES
<ul style="list-style-type: none"> Our economy is globally competitive, regionally balanced and carbon neutral 	2.1 Demonstrate action to promote collaboration and a fair and responsible approach to working throughout the supply chain	Fair Work strategy for the contract
		In-work progression and skills development

<ul style="list-style-type: none"> • Everyone can reach their potential • People want to live, work and visit here • Everyone feels safe - we all respect the law and each other 	2.2 Demonstrate action to promote ethical supply chains and practices; and, identify and manage risks of modern slavery and human rights abuses in the delivery of the contract, including in the supply chain.	Human Rights strategy for the contract Ethical Supply Chain strategy for the contract
	2.3 Maximise security of supply, for example by minimising proximity of supply chains to point of delivery	Supply Chain Resilience and Capacity strategy for the contract
	2.4 Create a diverse supply chain to deliver the contract including new businesses and entrepreneurs, start-ups, SMEs and VCSEs.	Inclusion of MEs, which are in their first 48 months of trading, in the contract's supply chain
		Inclusion of VCSE sector organisations in the contract's supply chain Business development and knowledge sharing

Delivering Zero Carbon

This theme aims to promote environmental benefits, influence environmental protection and improvement and work towards net zero greenhouse gas emissions.

THEME 3: Delivering Zero Carbon		
PFG OUTCOMES	SOCIAL VALUE INDICATOR	SOCIAL VALUE INITIATIVES
<ul style="list-style-type: none"> • We live and work sustainably – protecting the environment • Our children and young people have the best start in life 	3.1 Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions.	Environmental Strategy for the contract
		Waste and Resource Efficiencies in the delivery of the contract
		Environmental Awareness Initiatives
	3.2 Contract specifications that support environmental protection and improvement.	Conducting pre-contract engagement activities with supply chain organisations to develop the most relevant requirements to support environmental protection

		Developing specifications designed to support environmental protection and improvement throughout delivery of the contract
	3.3 Supply chains that minimise carbon footprint and emissions.	Supply Chain Strategy for Reducing Carbon Footprint and Emissions
	3.4 Companies employ low or zero-carbon practices and/or materials.	Carbon Reduction Strategy for the contract
	3.5 Assessing and minimising embodied carbon.	Strategy for Assessing and Minimising Embodied Carbon

Promoting Wellbeing

This theme aims to improve the health and wellbeing of the contract workforce, tackle employment inequality, contribute to in-work progression and skills development, and improve community integration.

THEME 4: Promoting Wellbeing		
PFG OUTCOMES	SOCIAL VALUE INDICATOR	SOCIAL VALUE INITIATIVES
<ul style="list-style-type: none"> • We all enjoy long, healthy, active lives • Everyone can reach their potential • We have a caring society that supports people throughout their lives • We have an equal and inclusive society where everyone is valued 	4.1 Support the health and wellbeing, including physical and mental health, in the contract workforce	Health and Wellbeing strategy for the staff employed on the contract
	4.2 Influence staff, suppliers, customers and communities through the delivery of the contract to support health and wellbeing, including physical and mental health	Health and Wellbeing initiative
	4.3 Promote equality, diversity and inclusion in the contract's workforce	Equality, Diversity and Inclusion Strategy
		In-work progression and skills development

and treated with respect	4.4 Allocate a percentage of the budget to artwork or cultural activities	Allocating a percentage of the budget to artwork or cultural activities
		Community engagement activities to determine the most relevant artwork or cultural activities
		Activities to promote the artwork or cultural activities to community groups
		Activities to promote supply chain opportunities related to the artwork or cultural activities to micro businesses, social enterprises or organisations within the arts, cultural and heritage sectors

Selecting Social Value Themes and Indicators

What do I need to do to select the right Social Value Themes and Indicators?

You need to identify the risks and opportunities of what is being procured and plan how the social value requirements selected for inclusion in the contract can help to address these risks and opportunities. The stakeholder feedback collected through your pre-procurement engagement (see Thinking Social: the pre-procurement stage) can help you identify the most appropriate Social Value Theme(s) and Indicators.

You should examine the subject matter of the contract, considering amongst other things:

1. People - the labour profile of a typical supplier's workforce
2. Production – the type of manufacturing/construction processes and labour involved in the delivery of the contract
3. Sectors – the type of organisations that are represented (SME/micro/entrepreneurs/VCSE/large suppliers)
4. Supply Chain – are there opportunities for SEs/SMEs in the supply chain, are there human rights or modern slavery risks?)
5. Policies – your organisation's strategic priorities

The table below sets out an example of the risks and opportunities that exist across the subject matter of a contract and suggests the social value themes and indicators that may be included in a contract in response to such risks and opportunities.

	Risk	Relevant Social Value Theme(s)	Relevant Indicators	Opportunity	Relevant Social Value Theme(s)	Relevant Indicators
People	Workers tend to be unskilled and earn low wages.	Increasing secure employment and skills	In-work progression and skills development	Workers are in high demand due to skill shortages in the industry.	Increasing secure employment and skills	Work experience
Production	The labour involved in the contract requires lone working and /or shift work.	Promoting Wellbeing	Health and Wellbeing Strategy / Fair Work Strategy	The labour involved in the contract is highly skilled.	Increasing secure employment and skills	Skills development and educational attainment
Sector	There are a limited number of suppliers in the market. This is a VCSE market, which may impact on the funding model (e.g. a full cost recovery model may be required)	Building ethical and resilient supply chains	Business development and knowledge sharing	The market includes new businesses, micro enterprises, VCSEs and/or mutuals.	Building ethical and resilient supply chains	Inclusion of new businesses, micro enterprises, VCSEs and/or mutual in the supply chain
Supply Chain	The supply chain is multi-tiered and includes countries that have a high risk of human rights abuses	Building ethical and resilient supply chains	Ethical Supply Chain Strategy	There are a high number of suppliers based in Northern Ireland	Increasing secure employment and skills	Employment / Work experience
Policies	The Contracting Authority has a strategic responsibility to protect the environment	Delivering Zero Carbon	Climate change adaption / Waste and Efficient Resource Consumption	The Contracting Authority has a strategic responsibility to promote equality of opportunity.	Increasing secure employment and skills Promoting Wellbeing	Employment for people with disabilities Equality, Diversity and Inclusion Strategy

More detailed guidance related to each individual indicator and the circumstances in which it may be suitable to include can be found in the [Selecting Social Value Indicators](#) guidance.

Social Value Model

In order to deliver the social value themes and indicators in a consistent and transparent manner, the social value model has been developed. The model includes standard wording to be included at each stage of the procurement journey, making it straightforward to implement. The social value model sets out two options for scoring social value depending on the size and nature of the contract:

- social value points; and,
- an alternative to using social value points.

Social Value Points

Using social value points ensures social value outcomes are delivered through public sector contracts in a measureable, proportionate and flexible manner.

Each Social Value indicator from PPN 01/21 is broken down into subsequent initiatives. Each initiative has been allocated a number of social value points. (When the Contracting Authority has a clear rationale for doing so, they can amend the points values to reflect their priorities.)

A database of the Social Value Themes, Indicators and social value points is available to download [here](#).

The Contracting Authority decides which of the Social Value Themes and Indicators are relevant to include in their contract, in light of the subject matter of the contract and the Authority's strategic priorities. When using social value points, it is recommended that multiple Social Value Indicators are selected for inclusion in all contracts. **Contracting Authorities should ensure that sufficient Themes and Indicators have been selected to ensure flexibility and that Suppliers have options as to how they choose to deliver the Social Value** (See 'Selecting Social Value Themes and Indicators' above.) The Contracting Authority has the ability to tailor the initiatives to meet their Departmental policy aims by identifying priority groups they may wish to incentivise the Supplier to work with. (See 'Tailoring Indicators to reflect priority groups' below.)

How do Social Value Points work?

The Supplier is required to deliver a minimum of 100 social value points per £1m of contract value (and pro-rata). The default position is that the points will be capped at an averaged contract value of £3 million per annum (for services and IT contracts) though this may be increased on a contract by contract basis.

The Supplier will have flexibility to choose which indicators they deliver against from the Contracting Authority's selected list, giving them the benefit of aligning the

requirements of the Contracting Authority with their own business models or solutions and with feedback gathered through community engagement.

The Contracting Authority will set out an indicative minimum number of points that the Supplier is required to deliver based on the estimated contract value at the time of procurement. The Contracting Authority may set minimum mandatory targets for specific social value indicators within the Social Value Points Matrix and Delivery Plan, which the Supplier must deliver as part of the overall social value requirements on the Contract.

Tenderers will be required to submit a Social Value Delivery Plan setting out how they will deliver the specified minimum number of points with the tender and asked to complete a methodology detailing how they will ensure the required social value points are delivered. The methodology will evaluate a number of areas including:

- Timescales for delivery of the social considerations requirements;
- the resources, both internal and external, that the tenderer will use to plan and deliver the social considerations;
- the activities the tenderer will undertake to deliver the social considerations selected within the completed Social Value Delivery Plan including how they will engage with key stakeholders (e.g. social value beneficiaries, organisations within the voluntary, community and social enterprise sector); and
- confirmation that the planned activities are additional to activities the tenderer already undertakes.

These are the steps you should follow:

- Include social value questions at the pre-procurement stage to test that your themes and indicators are appropriate and explore what other opportunities for social value exist.
- Ensure social value has been incorporated into your business case;
- Review the Social Value Database and select the relevant themes/indicators to insert into your procurement documents
- Set an indicative minimum number of social value points to be delivered based on 100 points per million pound of contract value.
- Select your evaluation question and insert this into the (quality/cost) evaluation model
- Prepare the Social Value Delivery Plan based on the themes and indicator(s) selected. Ensure you have entered the indicative minimum number of social value points and removed any initiatives that are not relevant.
- Ensure contract performance clauses are included in the conditions of contract and the social value question and model award criteria are included in the procurement documentation.
- Evaluate the responses against the model award criteria.

A minimum weighting of 10% of the overall award criteria should be applied (this will be subject to review from June 2023). Model wording for each of the stages set out above is available [here](#).

Tailoring Indicators to reflect Priority Groups

Some indicators within the Social Value Model can be tailored to target the indicator's outcomes specifically to disadvantaged groups which the Contracting Authority is particularly invested in. For example, the Department of Justice has a strategic responsibility for justice and, as a result, may want to target employment, skills and training opportunities to people with a conviction.

- Using social value points gives Contracting Authorities the ability to incentivise Suppliers to deliver social value outcomes to your priority groups by increasing the social value points the social value indicator is allocated.

- If you are using the Alternative Approach, you can also ring-fence opportunities for priority groups by following steps 1 and 2 in the table below.

What is the process for including priority groups in the Social Value requirements of a contract?

You should follow the steps set out in the table below. The Department of Justice example mentioned above is worked through in the table to show how these steps apply in practice

1. Define the priority group(s)	People with a conviction		
2. Update the Priority Group clause in the Social Value Schedule included in the Conditions of Contract	<p>X.X Contracting Authority's Priority Groups</p> <p><i>For a person to qualify as a member of the Contracting Authority's Priority Groups, the Supplier must ensure that they satisfy one of the following categories:</i></p> <ul style="list-style-type: none"> • a person with a conviction 		
3. Include a line to reflect the inclusion of a priority group and increased Social Value Points under each appropriate Social Value Indicator in the: a. Social Value Points Matrix b. Social Value Delivery Plan	Social Value Initiative	Amount	Social Value points (pro-rata)
	Paid Employment		
	– for people who face barriers to employment	52 person weeks of FTE	75
	– for a person who fits a Contracting Authority priority group as detailed at Click here to enter text.		90
	Work Placements		
	– for people who face barriers to employment	4 weeks FTE	10
– for a person who fits a Contracting Authority priority group as detailed at Click here to enter text.		15	

Benefits of Social Value Points

- Using social value points sets quantifiable social value outcomes which supports effective contract management as contracting authorities have a clear understanding of exactly what is required to be delivered and can quickly assess Supplier performance via the monitoring reports.
- Tenders are evaluated on a qualitative assessment basis thereby not disadvantaging VCSEs and microbusinesses.
- All Suppliers are required to report on progress against the outcomes using the Social Value monitoring system.

- With some procurements it is difficult to fully assess if certain social considerations are feasible as each tenderer's solution may be different (e.g. labour requirements may be unknown, TUPE may apply etc.) therefore, having a system that provides the Supplier with choice represents a low risk approach.
- The social value requirements are linked to the subject matter of the contract.
- Targets are based on the invoiced value which ensures proportionality.

Alternative to using Social Value Points

Social Value Points may not be suitable when the contract value is below £250k per annum per supplier or where it can be justified by the characteristics of the specific contract or framework.

Where it is not suitable to use social value points, the following approach should be used.

- You should ensure the social value required is proportionate based on contract value.
- You should have a clear rationale for not using social value points.
- You should select an appropriate Social Value Theme and Indicator(s) from the tables set out in section 'Buying Social: Social Value Themes and Indicators'.
- You should include a question focussed on achieving the indicator(s) under the selected theme.

A minimum weighting of 10% of the overall award criteria should be applied.

Here are the steps you are required to follow if you choose the Alternative Approach:

- Include social value question at the pre-procurement stage to get feedback on the most appropriate themes and indicators;
- Ensure social value has been incorporated into the business case
- Review the tables set out in section 'Buying Social: Social Value Themes and Indicators' and select the relevant indicator(s).
- Select the social value award criteria based on the selected indicator(s) to include in the procurement documents. Model award criteria and model supplier guidance for inclusion in the Invitation to Tender are available to download [here](#).
- If more than one indicator is selected, agree the percentage score for each indicator.
- Ensure relevant contract performance clauses are included in the procurement documentation.
- Evaluate the responses against the model evaluation criteria.

Model wording for each of the stages set out above is available [here](#).

Scoring Social Value - Communications

When evaluating social value as part of the award criteria of a tender competition, you should make reference to social value at the following procurement stages:

- Pre-procurement (see Thinking Social section above)
- Business Case (see Thinking Social section above)
- Tender Stage

Tender Stage

It is important to notify tenderers that a contract includes social value. For example, this could be done in the 'description of the procurement' section on the online tendering portal. **You can use the following text:**

Under this procurement the Supplier will be required to support the Client's social value objectives. Accordingly, contract performance conditions and/or award criteria may relate, in particular, to social value.

Conditions of Contract

The social value requirements are included as a Schedule to the Conditions of Contract. **You need to include the following within the Social Value Schedule:**

- Measurable social value indicators
- Monitoring and reporting arrangements
- Contract management (key performance indicators and sanctions for non-delivery)
- Data Protection requirements (if appropriate)

Model wording for inclusion in the Commercial Conditions of Contract is available to download [here](#).

Invitation to Tender

You need to include the following in the Invitation to Tender:

- An award question focussed on achieving the indicators under the selected theme and setting out the award criteria.
- Supplier guidance setting out what their response should address.
- The scoring matrix.

Social Value Delivery Plan

You will request a Social Value Delivery Plan in response to the social value award criteria when using social value points and you know the estimated contract value at the time of procurement.

Tenderers will be required to submit the Social Value Delivery Plan, setting out how they will deliver the specified minimum number of points, as part of their response to the Social Value award criteria. **A standard Social Value Delivery Plan is available [here](#).**

You will need to edit this Social Value Delivery Plan to ensure it includes only the social value initiatives relevant to your contract. You will also need to include the minimum indicative number of social value points.

Model award criteria and supplier guidance for inclusion in the Invitation to Tender are available to download [here](#).

If appropriate, you can make adjustments to the model evaluation questions and supplier guidance to:

- ensure relevance to the subject matter of the contract;
- respond to feedback gained through pre-procurement engagement;
- ensure compliance with the principles of equal treatment, non-discrimination and proportionality; and/or to
- satisfy/achieve specific strategic priorities.

The selected social value award criteria and supplier guidance must be clearly incorporated into the tender documents.

Example Scoring Matrix

Social Value should be scored in the same way as any other evaluation criteria designed to assess quality. You should develop a scoring matrix to suit the procurement, ensure transparency and allow objective assessment of tenderers' responses against the Social Value criteria.

An example Scoring Matrix is provided below for **reference only**.

You are encouraged to set a minimum threshold for the social value criteria (e.g. a tenderer's response will be rejected if they score 2 or below for the social value criteria).

Criteria for awarding score	Score
Excellent: Excellent response that has addressed all of the requirements of the criteria. Leaves no doubt as to the capability and commitment to deliver what is required. The response comprehensively addresses how the tenderer will deliver the social value requirements.	5
Good: Good response that refers to all of the requirements of the criteria. The response addresses all aspects of how the tenderer will deliver the social value requirements, although further details are required to be fully comprehensive.	4

Adequate: Adequate response that refers to the majority of the requirements of the criteria. There are no significant areas of concern. The response addresses most aspects of how the tenderer will deliver the social value requirements.	3
Limited: Limited response that only refers to a minority of the requirements of the criteria. The response is limited because of one or all of the following: <ul style="list-style-type: none"> - There is at least one significant issue needing considerable attention. - The response is not directly relevant to the question. - The response makes limited reference to how the tenderer will deliver the social value requirements. 	2
Poor: Poor response that makes negligible reference to the requirements of the criteria. The response is poor because of one or all of the following: <ul style="list-style-type: none"> - There are multiple significant issues needing considerable attention - The response is not directly relevant to the question - The response makes scarce reference to how the tenderer will deliver the social value requirements. 	1
Fail: The response fails to address any of the requirements of the criteria or no response has been provided.	0

Scoring Social Value on Framework Agreements

You can include social value as criteria at the call-off stage of framework agreements provided that social value is explicitly provided for in the framework agreement

If social value was not included as part of the criteria for the framework agreement it cannot be included as part of the award criteria at Call-Off stage.

If you are using the Social Value points approach, you need to:

- include an indicative contract value per Contractor and the equivalent number of Social Value Points required in the Social Value Delivery Plan
- include the following highlighted wording in clause 3.0 of the Model text for inclusion in the Specification and/or Invitation to Tender:

3.0 Social Value

When the cumulative value per Supplier is in excess of [insert Public Contract Regulations threshold], the Supplier must deliver a minimum of 100 Social Value points for every £1 million (and pro-rata) in invoiced value, capped at an averaged contract value of £3 million per annum.

For advice on including social value in frameworks please contact SIB's Social Value Unit via info@buysocialni.org.

Evaluating social value award criteria

Evaluation panel members should be trained in social value. Panel members assess and score the quality of the social value response at evaluation stage, in the same way as they would do for any other evaluation criteria designed to assess quality.

Panel members will consult the scoring matrix that was included in the contract's Invitation to Tender. Panel members must award marks against the objective, non-discriminatory scoring criteria set out for each scoring band on a tender by tender basis (i.e. quality responses must not be compared against each other for the purpose of scoring).

Tips for tender evaluation panel members

- Familiarise yourself with the award criteria, scoring matrix, the relevant schedule in the Conditions of Contract, the clarification responses on social value issued to tenderers and make sure the tenderer's response is in the format set out in the procurement documentation.
- The response should be evaluated based on *how* the tenderer will achieve the indicators, not based on how much the tenderer has promised to deliver. The tenderer cannot receive extra credit for promising to deliver greater quantities of social value than what was asked for.
- If mandatory social value requirements have been set, check that the tenderer has confirmed that they will meet these mandatory requirements.
- Only evaluate against the requirements set out in the procurement documentation.
- The tenderers social value offering should relate specifically to this contract. The tenderer should not receive credit for general Corporate Social Responsibility policies.
- Ensure you have provided full justification for each score.

Monitoring social value

Where Social Value requirements are included in the contract they must be enforced. To facilitate this, the Supplier must provide you with progress reports as set out in the contract.

There is a robust Social Value monitoring system in place so that, at intervals as stated in each contract, the Supplier must provide a report on their Social Value requirements, e.g. details of the number of weeks work experience opportunities delivered or the number of hours of health and wellbeing initiatives delivered as a result of the contract.

The monitoring reports generated by the system will allow the Contracting Authority to understand who the beneficiaries of each social value outcome has been, including a breakdown to include priority groups. In this way, the Social Value monitoring system reports can be used to achieve and report delivery against Contracting Authority strategic priorities and Programme for Government responsibilities.

The Social Value monitoring system is a web-based system that works in the following way:

- Once a contract with Social Value Points has been awarded, **you must inform the Social Value Unit at SIB**. You will also need to inform the Unit if the contract is delayed and when the contract has completed. You can contact the Social Value Unit at info@buysocialni.org;
- The Unit will set up the contract in the Social Value Monitoring Portal, prepopulating the Social Value Points targets included on the contract, and issue the Supplier with login details and guidance on how to add information relating to the delivery of their targets;
- The Supplier will receive a reminder to update the report; however, Suppliers can log in to the monitoring portal at any time;
- Suppliers record their progress to date against each indicator. (There is also a notes section which Suppliers should be encouraged to use to record any efforts that they have made to fulfil their targets); and,
- A report will be sent from the system at regular intervals to both the Supplier and Client Project Managers. This report should be regularly reviewed during progress meetings to determine if the Supplier is on track to deliver their targets.

Data Protection

Where Targeted Recruitment & Training is being delivered Data Protection Legislation, including GDPR should be complied with and a data protection consent form should be signed by all beneficiaries. The Contractor, at contract award, shall enter into a Data Processing Agreement with the Strategic Investment Board.

Contract Management

Social Value is part of the contract and should be adequately managed to ensure that it is delivered in line with contract commitments and that value for money, which is a main driver behind the inclusion of Social Value, is achieved.

The reputation of a Department and Supplier can be damaged by a poorly managed contract that does not deliver the expected outcomes.

The Social Value requirements which have been included in the Invitation to Tender and supporting contract papers should be reviewed by the Supplier and Contract Manager at the Contract Initiation Meeting.

It is the responsibility of the Client Project Manager to regularly monitor and review the contract including:

- Assessing reports on how the Social Value obligations are being delivered, and;
- Addressing any under-achievement.

TIP: If the KPIs put as much emphasis on the Social Value requirements as on other performance measurements you are more likely to achieve the outcomes you specified.

TIP: Including Social Value as a standard agenda item at Contract Review meetings ensures that Social Value remains a priority for both the Contracting Authority and Contractor throughout the

'Find a Broker'

The 'Find a Broker' section on the Social Value Unit website lists organisations that can help Contractors meet their Social Value requirements. These organisations tend to be Voluntary, Community or Social Enterprise organisations, and employability providers.

The brokers can be searched by sector, geographical area, job role and employee characteristics to help Contractors find a suitable organisation to help them meet their particular Social Value requirements.

There is a downloadable guide to the 'Find a Broker' section of the website available [here](#).

Key Performance Indicators

Social Value can be included in KPIs which should be clearly drafted, achievable and reflect the importance of the Social Value to the project as a whole. You will need to conduct frequent reviews to ensure data is being collated and reported.

Managing Poor Performance

Continued poor performance cannot be ignored and Departments should work with the Supplier in order to ensure they meet contract requirements.

Summary on Contract Management

- Contracts with Social Value Points must be notified to the Social Value Unit at info@buysocialni.org
- The Social Value Unit will set up the contract in the Social Value Monitoring Portal which will be used to generate the progress reports
- Progress reports will be sent out monthly and should be reviewed regularly at progress meetings
- It is the Contract Project Manager's responsibility to ensure the Contractor's performance is monitored and poor performance is addressed