

**COMMUNITY WELL-BEING BENEFITS / SOCIAL VALUE REQUIREMENTS**

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| Area of Community Well-being Benefits / social value delivery for **ALL measures**: | Vale of Glamorgan Council |

**Western Vale Community Day Care Service**

**Reference Number: VG DS 127**

**Tender Deadline: 12:00:00 (noon) 28th October 2025**

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**Community Well-being Benefits Requirement – Information for Bidders**

# Introduction

This section sets out the methodology that the Council will follow to evaluate Community Well-being Benefits / Social Value submissions from Bidders as part of this procurement.

# Community Well-being Benefits Reponses - Overview

The Council is committed to a performance and evidence-based approach to Community Well-being Benefits based on the National TOMs for Wales (Themes, Outcomes and Measures) Framework developed by the Welsh Social Value Taskforce. Bidders are required to propose credible targets against which performance (for the successful Bidder) will be monitored. The TOMs Community Well-Being Benefits measures used for this tender have been selected based on their relevance to the value, nature and / or duration of the contract. Please note that the Council is not being prescriptive as to which TOMs Community Well-Being Benefits measures bidders select to set targets as part of their Community Well-being Benefits proposals. Bidders are free to choose those measures that they consider appropriate. However, a key success factor for Bidders will be to demonstrate their ability to deliver against the targets selected, which should be proportional and relevant to their business and this specific contract. Bidders should note that targets will be treated as contractual commitments if the bidder is successful.

For selected contracts the Council may include additional information relating to specific initiatives aligned to the TOMs Community Well-Being Benefits measures included within a tender Completing your Community Well-being Benefits (CWB) Submission.

All Bidders must complete the Community Well-being Benefits (CWB) Calculator as part of their submission. Column G must be completed for each of the measures that you wish to deliver. The Calculator will automatically calculate your community well-being benefits offering by multiplying your offer in Column G by the proxy value within column F.

The total of your community well-being benefits offering (cell H3) will then be utilised and scored in line with paragraph 4.1 of this ITT.

The community well-being benefits bid must be submitted in excel format via Sell2Wales in accordance with the submission guidance provided within this ITT.

1. Completing your Community Well-being Benefits Submission

Remember that completing your Community Well-being Benefits submission will require time and preparation, including specific quantified measures with supporting qualitative submissions as required.

## Important notes

1. Bidders’ community well-being benefits proposals should relate to what will be delivered directly as a result of this contract only. Community Well-being or corporate social responsibility initiatives being delivered as business as usual and/or outside of this contract must not be included in a Bidder’s Community Well-being Benefits proposal.
2. The core requirements of the contract cannot be included within Community Well-being Benefits targets – Community Well-being Benefits targets must go above and beyond what a supplier is contracted and paid to deliver.
3. The Community Well-being Benefits Offer should represent added value and therefore should not result in an increase in your overall price.
4. Care must be taken by Bidders to ensure the target levels they set align with the duration of the contract. Please check the guidance against each measure detailed in the Community Well-being Benefits Calculator for further details.
5. Targets must be provided for the initial term of the contract only – i.e., not including any potential extension periods (if an advertised extension period is confirmed, discussions will need to take place between client/Council and the successful Bidder to agree Community Well-being Benefits commitments for the extension period). For example, if the contract you are bidding for has an initial term of 2-years with a potential extension of period of a further year (2+1), you should set your targets against the initial 2-year duration.
6. It is important that bidders are genuine and confident in their ability to deliver Community Well-being Benefits proposals made, as the Council will contractualise these commitments with the winning Bidder which will then be monitored and reported on periodically.
7. The Bidder’s ability to deliver its Community Well-being Benefits targets will be evaluated as part of the submission, based on the supporting evidence provided by the Bidders. Where evidence provided is deemed to be inadequate, targets set by bidders may be discounted.

Bidders are required to complete the following as part of their tender:

Response to TOMS

* A quantified Community Well-being Benefits Proposal (see ‘[**Quantitative Community Well-being Benefits Proposal**](#_Quantitative_Assessment:)**’** below); and
* Evidence describing the Bidder’s overall approach to Community Well-being Benefits delivery for the contract and an explanation of how the Community Well-being Benefits being offered will be delivered against each of the measures offered (see ‘[**Qualitative Community Well-being Benefits Proposal**](#_Qualitative_Assessment:)**’** below).

## Quantitative Community Well-being Benefits (CWB) Proposal

The Community Well-being Benefits (CWB) Calculator workbook contains the TOMs Community Well-being Benefits measures that the Council is using for this project. Bidders are required to complete column G and submit a response through Sell2Wales before the deadline set for tender submissions. The completed Calculator will form the basis of the quantitative element of the Community Well-being Benefits submission.

### Proportionality

None of the measures are mandatory and bidders should ensure that their proposals are relevant and proportional to this contract.

The proposal must be proportional to the overall contract value (for example, Community Well-being Benefits bids that are in excess of 100% of the contract price are unlikely to be deliverable). However, the Council typically receives Community Well-being Benefits proposals which represent 2% to 3% of the contract value dependent on the value, nature, and duration of the contract.

### How ‘local’ is defined for the tender

All targets set by Bidders in the Community Well-being Benefits (CWB) Calculator must be deliverable in the local area as defined by this procuring Council. For the Vale of Glamorgan Council, ‘local’ is defined as being within the Vale of Glamorgan boundary area.

For Apprenticeships targets please follow the definition of local provided below.

## Qualitative Community Well-being Benefits (CWB) Proposal

Bidders must provide evidence against each Community Well-being Benefits commitment to explain how each commitment will be delivered.

The bidders’ Qualitative Community Well-being Benefits Proposal will consist of the following:

* + 1. **Target description box**

Bidders must accompany input target figures for specific Community Well-being Benefits measures with a rationale for each Community Well-being Benefits proposal in the Target description Box (column I) in the Calculator which demonstrates that they have credible processes in place to deliver what is being offered. The rationale should also specify whether this value will be delivered directly by the Bidder or through its supply chain.

**Please note the description field has a limit of 1,500 characters. If you need to provide extra Community Well-being Benefits** **Value Target Descriptions for all submitted targets. Please ensure the Description is clearly cross-referenced to the specific measure. Max file size: 100GB. Supported file types: jpg, jpeg, pdf, png, pptx, xls, xlsx, csv, doc, docx, odt, ods.**

Bidders must:

* Provide descriptions for every target commitment made. Any target commitment that does not include a clear description or supporting document may be discounted at evaluation stage.
* Check the Guidance, Additional Details or Target Guidance for each measure to ensure that you they are meeting all relevant requirements.
* Ensure any Community Well-being Benefits target commitment relates directly to the contract in question and should be proportional to the overall contract value.

Bidders are to note that the Community Well-being Benefits Target Description will also be used to verify the quantitative values submitted in response to 5.1 (above). Where necessary the Council reserves the right to clarify Community Well-being Benefits offerings submitted.

### Delivery Plan

The aim of the Delivery Plan is to enable evaluators to determine whether Bidders are capable of resourcing, managing, and delivering their Community Well-being Benefits submission. The delivery plan should be submitted as one document which explains your overall approach to delivery of the Community Well-being Benefits offer on this contract. The Delivery Plan should elaborate on the following:

* The job title/role that will be responsible for delivery of the Community Well-being Benefits submission made by your company, details of how Community Well-being Benefits delivery will be managed in the organisation and resources that will be deployed.
* Bidders should include the timeline for delivering the Community Well-being Benefits submission.
* What are your internal processes in the event that something goes wrong i.e., how will any non-delivery of offers made, or poor quality be escalated internally and addressed.
* Details of processes for engagement and collaboration with relevant local stakeholders, including Voluntary Community and Social Enterprises (VCSEs) in the delivery of Community Well-being Benefits, identifying key stakeholders needed to support the plan and setting out detailed plans for the early phases on engagement.

Please note that a word limit of 1000 words applies to Delivery Plan, and the Council reserves the right to only include up to and including that word limit for the purposes of the evaluation of Community Well-being Benefits. (excluding pictures and diagrams)

### Inaccurate and incomplete proposals

Please note that if a Bidder either:

1. Makes quantitative proposals (by setting targets in the Community Well-being Benefits) but fails to provide any supporting evidence in the relevant Target description boxes on the Community Well-being Benefits Calculator (or through relevant descriptions in a completed Delivery Plan) about how these proposals will be delivered,

OR

1. Makes a qualitative submission (i.e., by entering information in the Target description boxes on the Community Well-being Benefits Calculator (or through completion of a Delivery Plan) but does not make any actual quantitative proposals by setting targets in the Community Well-being Benefits Calculator

The Council reserves the right to treat both the bidder's quantitative and qualitative scores as unacceptable and will be scored 0 (zero) in line with the scoring matrix below**.** Scoring 0 (zero) however will not result in tender being rejected.

# Evaluation of Community Well-being Benefits Offers made by Bidders

The Community Well-being Benefits (CWB) score has been allocated a maximum of 10% of the overall quality/price matrix for this tender, which will be evaluated using sub-weightings on the following basis:

|  |  |  |
| --- | --- | --- |
|  | **CWB Sub-Weighting** | **Share of overall quality / price matrix** |
| Community Well-being Benefits Quantitative submission | 40% | 4% |
| Community Well-being Benefits Qualitative submission (Evidence of Delivery) | 40% | 4% |
| Delivery Plan | 20% | 2% |
| **Total Community Well-being Benefits score** | **100%** | **10%** |

## Quantitative Assessment:

The quantitative score will be calculated using the formula below.

The bidder submitting the highest aggregate target value (after any discounting made as a result of the evaluation) in their Community Well-being Benefits proposal will be scored the maximum available score for the quantitative element of the Community Well-being Benefits scoring, subject to satisfactory evidence being provided to support the proposal.

All other bidders will be scored in relation to the highest Community Well-being Benefits submission as follows: -

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**Worked Example:**

If the Quantitative sub-weighting is 4%:

Where Bidder X’s quantitative Community Well-being Benefits submission was the highest at £100,000, they receive the maximum 4% available.

Where Bidder Y’s quantitative Community Well-being Benefits submission was second highest at £80,000, they score 3.2% (£80k/£100k x 4%)

Where Bidder Z’s quantitative Community Well-being Benefits submission was third highest at £40,000, they score 1.6% (£40k/£100k x 4%)

Bidders must note that the information that they submit in the Target description Box on the Community Well-being Benefits (CWB) Calculator and Delivery Plan will be used in evaluation to verify the quantitative targets submitted and to ensure they meet the parameters set out below.

## Qualitative Assessment:

The Qualitative Community Well-being Benefits Proposal and Delivery Plan will be evaluated using the scoring methodology set out in Table A below. The evaluation will be based on an overall assessment of the quality of the proposal, including the Bidder’s capacity to deliver the Community Well-being Benefits offers made, based on the evidence provided by the Bidder.

### Table A - Evaluation Scoring Methodology

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| --- | --- |
| Responses to the Community Wellbeing Benefits qualitative section will be evaluated using the following scoring profile, to give a combined qualitative score: | |
| Score | Criteria |
| 10 | Excellent – Excellent demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the services. Full evidence provided where required to support the response. |
| 8 | Good – Good demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the services. Majority evidence provided to support the response. |
| 6 | Acceptable – Acceptable demonstration of the relevant ability, understanding, experience, skills, resource and / or quality measures required to provide the services, with adequate evidence to support the response. |
| 4 | Minor Reservations – Minor reservations of the relevant ability, understanding, experience, skills, resource and / or quality measures required to provide the services, with some evidence to support the response. |
| 2 | Serious Reservations – Serious reservations of the relevant ability, understanding, experience, skills, resource and / or quality measures required to provide the services, with little evidence to support the response. |
| 0 | Unacceptable - Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and / or quality measures required to provide the services, with no evidence to support the response. |

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All Bidders will be scored as follows for each element of the qualitative score for the tender:

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**Worked Example (same methodology for Delivery Plan (where included)):**

If the Community Well-being Benefits Qualitative submission (Evidence of Delivery) sub-weighting is 4%:

Where Bidder X’s qualitative submission was the highest score of 4, they receive the maximum 4% available.

Where Bidder Y’s qualitative submission was second highest at 3, they score 3% (3/4 x 4%)

Where Bidder Z’s qualitative submission was third highest at 2, they score 1.6% (2/4 x 4%)

### Total Community Well-being Benefits Score

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

The total Community Well-being Benefits score will be derived from the following calculation:

Total Community Well-being Benefits Score = (Quantitative score (%) + Qualitative score (%) + Delivery Plan (%)

### Clarification of Community Well-being Benefits offers

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

You are strongly advised to ask any questions as soon as possible and well in advance of the clarification question period deadline. This should include any questions about the Community Well-being Benefits component.

In keeping with good practice, the Council will endeavour to evaluate Community Well-being Benefits offers based on the information provided. Bidders should not expect evaluators to seek missing information as a matter of course before determining the score.

During evaluation, the Council may, at its absolute discretion, require bidders to clarify certain aspects of their bids in writing. This can include asking bidders to clarify that the targets submitted are over and above the contractual requirements; Community Well-being Benefits targets considered to be a part of contractual requirement delivery can be discarded.

Clarification may be sought if there is a material and manifest inconsistency in the quantitative or qualitative elements of a Bidder’s Community Well-being Benefits offer. This does not apply to circumstances where bidders have not correctly followed the guidance provided; in this case the Council reserves the right to correct or discount the relevant qualitative or quantitative element without further clarification.

It is therefore essential that bidders use the guidance provided and seek additional guidance from the Council ahead of the clarification deadline.

The Council reserves the right to discount and award a score of zero if a bidder fails to respond within the time required, or to provide an adequate response to support the Community Well-being Benefits claim for a measure.

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

### CWB Reporting

Bidders should note that Community Well-being Benefits targets set by bidders will be treated by the Council as contractual commitments if the Bidder is successful. Bidders will be expected to report regularly on delivery against these targets as part of contract management. The Council uses the online portal Thrive for managing and monitoring Community Well-being Benefits delivery, bidders will be expected to upload their evidence to this portal on a regular basis.

\*\*FTE measures are now recorded in days (1 FTE in 2025 = 253 working days). The FTE calculator should be used by successful bidders for recording / evidence on Thrive\*\*.

### Remedies

There may be genuine and justifiable reasons for the non-delivery of a Community Well-being Benefits offer from the winning contractor. In these circumstances the Council will initially seek to engage with the winning contractor to determine what issues are impeding Community Well-being Benefits delivery. It will expect the winning Bidder to have a coherent rectification strategy. This could include other Community Well-being Benefits proposals to an equivalent £ Community Well-being Benefits figure if these also meet the Contracting Council’s criteria.

Where the contractor is not able to resolve any non-delivery issues relevant contract clauses for will apply.