

# WEBINAR

## The National TOMs COVID-19 Plug-in

14:00 Monday April 27<sup>th</sup>



Welcome

Introductions to the Speakers

Format and Webinar Protocols

About SVP and the National TOMs

Why is a Covid-19 response needed

What are the Covid-19 TOMs ?

How should councils respond?

Q&A



## Your Hosts for today

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**Guy Battle**  
CEO



**Agnese Mizia**  
Head of Research &  
Innovation



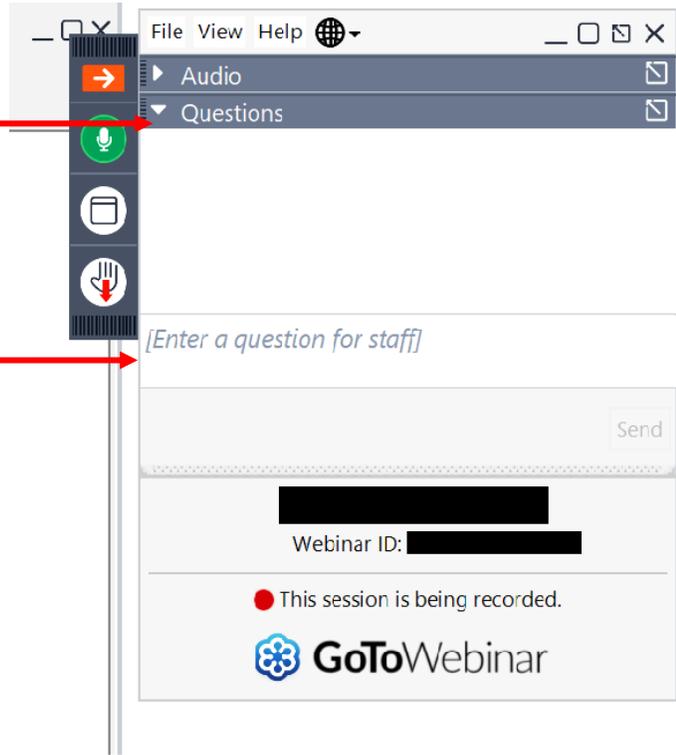
**Terry Brewer**  
Public Sector Lead



**Nathan Goode**  
Head of Strategy

Drop down menu  
to access  
questions

Enter your  
question here



Webinar control panel

*Also....*

*POLLS!*

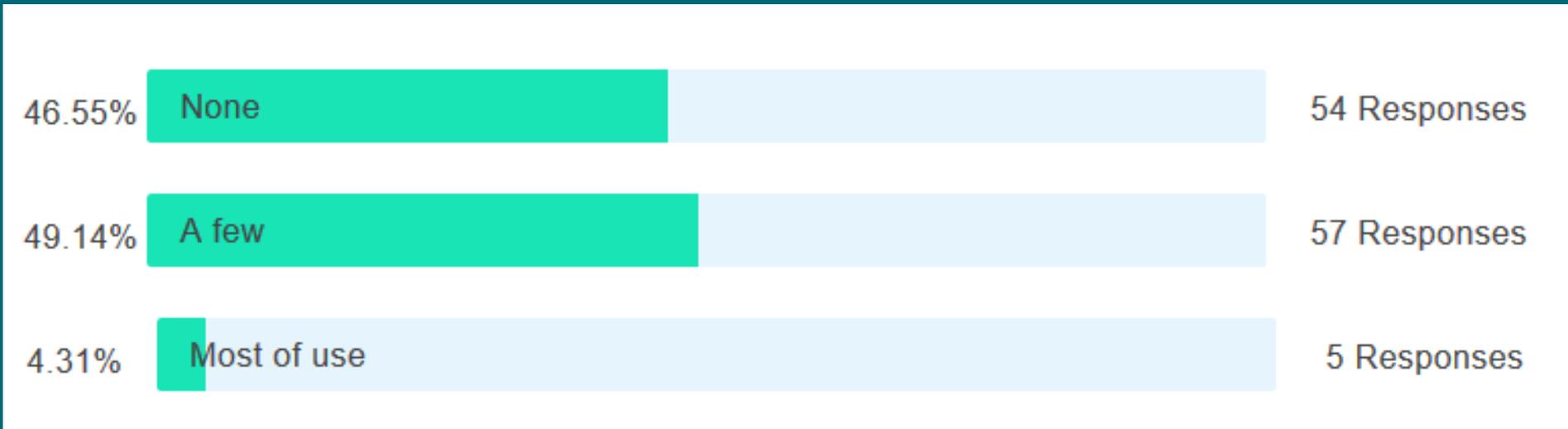
# POLL

**1. What sector are you from?**

**2. Has your organisation furloughed any colleagues?**

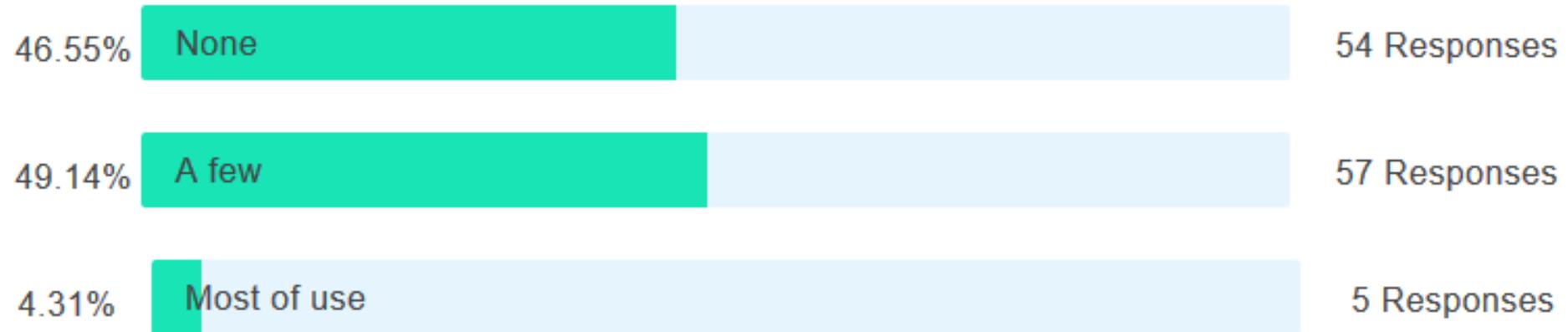
**3. Do you use the TOMs?**

# 1. What Sector are you from?



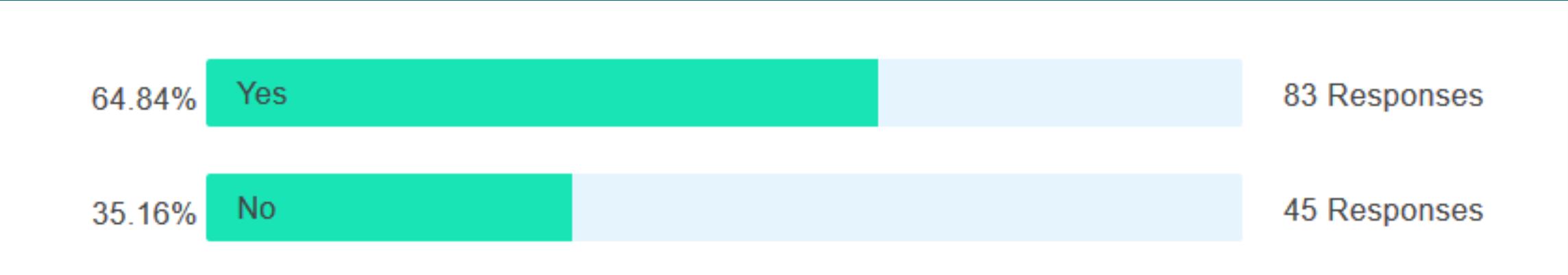
**101 responses**

## 2. Has your organisation furloughed some staff?



**116 responses**

### 3. Do you presently use the TOMs?



128 responses

# Social Value Portal

The Social Value Portal is the market leader in social value measurement and reporting.

Our management tool helps organisations calculate their social value in terms of environmental, social and economic contributions.

We want to help you to measure, manage and maximise your broader contribution to society.

## MEASUREMENT

A nationally approved accounting methodology for measuring social value in terms of economic, environmental and social impact

## PROCUREMENT

A procurement platform for social value to help organisations manage the tender process and to unlock social value in the supply chain

## CONTRACT MANAGEMENT

An interactive solution designed to help organisations set targets and manage performance and store evidence

## REPORTING

Live reporting with interactive dashboards and displays including geospatial mapping of value by area



The TOMs are mapped against the Global Goals



**THE GLOBAL GOALS**  
For Sustainable Development

# What have we delivered to date?

The additional value created for communities through the social, economic and environmental initiatives an organisation takes or delivers through its projects

**£13.8bn**

Total value of contracts through portal to date

**£2.1bn**

Total local spend

**705,000**

Total no. volunteering hours unlocked

**+25%**

Average % social value delivered across public sector procurements

**1,480**

Total no. jobs registered for disadvantaged people

**1,597**

Total number of projects under management



# NATIONAL TOMs 2020



5 THEMES • 20 OUTCOMES • 48 MEASURES

ONE MEASUREMENT &  
REPORTING STANDARD

- Provide a consistent measurement solution
- Create a level playing field for business
- Open source so available to all
- Allows benchmarking and comparability

# COVID-19 Plug-in(s)

## 3 Stage Response

### Stage 1 *React* (Quickly)

Immediate response to mobilise resources to tackle the emergency and mitigate negative impacts

### Stage 2 *Recover* (Gradually)

Mobilise resources to help communities rebuild and come back to a new and improved normal

### Stage 3 *Renew* (Sustainably)

Leverage what has been learned (mobilisation, connectedness, mutual support) to build resilience to ensure that value *to society* remains in focus

# The Covid-19 TOMs

7<sup>th</sup> April 2020 Agnese Mizia

Anna McChesney  
Sol Tannir  
Development & Innovation  
Head of Research,  
Development & Innovation



# COVID-19 Plug-in (React)

Has been designed with specific ‘application principles’ in mind:

- Ensuring a **focus on social value** is retained – while **recognizing the unusual and challenging situation** in which both suppliers and commissioners find themselves.
- **Not imposing further obligations** on organisations that will already be seriously affected by this crisis - but **providing a transparent process** to help procuring and reporting organisations monitor how bidders and suppliers can contribute to mitigating the effects of COVID-19 and responding to the emergency.
- We recommend that all TOMs Measures are applied **with flexibility and with due consideration to the specific context for the contract, the ability of suppliers to deliver and the timescale over which this can take place.**

# Resources within the COVID-19 Plug-in

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This immediate response aims to help...

1. Manage the delivery of the TOMs for contracts that have been awarded before the crisis



## COVID-19 PROVISIONS FOR EXISTING CONTRACTS

*Guidance on contract management for targets set against National TOMs 2020 Core Measures*

2. Unlock and mobilise additional resources for initiative specifically tackling the COVID-19 crisis for new tenders



## Specific Outcomes and 18 new COVID-19 Measures -'C19'

*They span 4 Themes to mobilise resources and mitigate immediate negative impacts - open non-exhaustive list*

3. Offer guidance on how to prioritise existing TOMs and new C19 measures to award new tenders



## Guidance on 'Relevance to COVID-19 Crisis Response'

*It covers both NT 2020 Core and C-19 Measures and can be applied as prioritization.*

# COVID-19 Provisions for existing contracts

Provided for NT 2020 Core Measures (and Real Estate Plug-in equivalent): National TOMs 2020 v1.3 COVID > [Definitions & Guidance](#) > Column F

We recommend this guidance is taken as a starting point, with *the Contract Manager always taking into account the specific context for the contract, the ability of suppliers to deliver and the timescale over which this can take place.*

NT ref	RE ref	Measure	COVID-19 Provisions for existing contracts
NT15	RE18	Provision of e... and MSMEs (e... advice / HR ac...	Please provide information on the expert b... SMEs or MSMEs you delivered against... and those... be... s...
NT7	RE8	No. of hours c... to unemploye... mentoring, in... advice, and ca...	Note... e... ted to

- Creating transparency around any gap between targets set and units delivered
- Linking these gaps to specific limitations created by the crisis
- Considering specific alternative ways of delivering or further steps reporting organisations might have taken to overcome obstacles

# COVID-19 Plug-in: new Outcomes and Measures

Application principle: Not imposing further obligations - but providing a transparent reporting process

THEME	OUTCOME
JOBS: PROMOTING LOCAL SKILLS & EMPLOYMENT	Retaining jobs and skills during the COVID-19 crisis
GROWTH: SUPPORTING GROWTH OF RESPONSIBLE REGIONAL BUSINESS	Supporting workers, SMEs and VCSEs to face the COVID-19 crisis
SOCIAL: HEALTHIER, SAFER & MORE RESILIENT COMMUNITIES	Supporting communities to deal with the COVID-19 crisis
ENVIRONMENT: DECARBONISING & SAFEGUARDING OUR WORLD	COVID-19 environmental response
INNOVATION: PROMOTING SOCIAL INNOVATION	<i>(Whole Theme prioritised)</i>

## COVID-19 Measures:

- The list of Measure in not exhaustive: innovation is encouraged
- [Guidance on suggested application is provided \(Definitions & Guidance > Column E\)](#)
- They all come with Definition, Unit Guidance, Target Guidance and Evidence requirements - that aim to provide relevant examples and build robust evidence

OUTCOME	REF	MEASURES	UNITS
Supporting communities to deal with the COVID-19 crisis	C19-14	Do you have in place a <b>strategy to provide guidance on best practice social behaviour in COVID-19 times to own and supply chain staff</b> and <b>where possible the community?</b>	Y/N (Provide documents)
	C19-15	Enable and encourage staff on the contract to <b>safely volunteer within their community or participate in local support networks</b> - particularly to help people in most vulnerable groups (at risk categories), people self-isolating and local essential workers.	No. staff volunteering hours
	C19-16	<b>Direct support from your organisation to local authorities or VCSEs in the local area</b> for the contract to deliver the services to support people in most vulnerable groups (at risk categories), people self-isolating and local essential work force (food delivery, mental health support, etc.)	£ invested - including staff time
	C19-17	<b>Funding of campaigns</b> to increase the understanding of the importance of following behavioural norms as specified by the government and public health institutions, recognition and appreciation of the social value provided by essential services (NHS, food retail, transportation, etc.) - targeted towards staff and the general public	£ invested (input value of resources)

OUTCOME	REF	MEASURES	UNITS
Supporting workers, SMEs and VCSEs to face the COVID-19 crisis	C19-5	Provide support for SMEs and VCSEs to respond to the COVID-19 crisis and maintain business operations - hours of expert support provided by staff	No. staff expert hours
	C19-6	Percentage of invoices on the contract paid to SMEs and VCSEs within 30 days	Record Only
	C19-7	Do you have a policy or a strategy to provide support to staff working remotely or on furlough around mental health and wellbeing?	Y/N (Provide documents)
	C19-8	Initiatives to provide support to staff working remotely or on furlough around mental health and wellbeing	£ (input value of resources)
	C19-9	Do you have a policy or a strategy to provide safe virtual spaces to staff, including guidance around cyber security and around remote and virtual working best practice.	Y/N (Provide documents)
	C19-10	Initiatives to provide safe virtual spaces to staff, including guidance around cyber security and around remote and virtual working best practice. (Provide initiatives' description)	£ (input value of resources)
	C19-11	Initiatives to further support staff delivering essential work as defined by the UK government, both within the company and the supply chain (e.g. providing food delivery and mental health support services, etc.)	£ (input value of resources)
	C19-12	Initiatives to further support own and supply chain staff from vulnerable groups to reduce economic impact of the crisis (e.g. offering financial support measures, advise on how to access support from the government, pro bono food deliveries and mental health support services, etc)	£ (input value of resources)
C19-13	Percentage of contractors engaged with to implement COVID-19 response measures as outlined in the TOMs 2020 COVID-19 Plug In and contract management notes.	% of contractors within the contract's supply chain	

OUTCOME	REF	MEASURES - <i>FOR MEASUREMENT AND MANAGEMENT ONLY (NOT FOR BIDS)</i>	UNITS
Retaining jobs and skills during the COVID-19 crisis	C19-1	<b>Safeguarding jobs on contract</b> - Percentage of own staff on contract retained with pre-crisis level pay and hours (to be used at Management/Measurement only - not Procurement)	% of own staff on contract retained
	C19-2	<p>➤ Please note that when applying this Measure due consideration should be given to the circumstances of the contract and the type of business in question, with particular regard to the fact that e.g. SMEs and VCSEs may face more challenging cashflow limitations and may be less able to hold out for financial support to be provided. (...)</p> <p>➤ Evidence requirements about giving due consideration to realistic alternatives should be applied and considered with proportionality to the scale, scope and impact of the crisis on the contract.</p>	of own staff on contract retained - with reduced hours
	C19-3		of own staff on contract furloughed
	C19-4		of supply chain staff on contract retained

OUTCOME	REF	MEASURES	UNITS
COVID-19 environmental response	C19-18	Initiatives to provide or support appropriate collection for discarded gloves and masks	£ spent - including staff time (please describe the initiatives)

# Guidance on 'Relevance to COVID-19 Crisis Response'

Setup > Column M: It covers both NT 2020 Core and C-19 Measures

Growth: Supporting Growth of Responsible Regional Business	Supporting workers, SMEs	C19-5	Provide support for SMEs and VCSEs to respond to the COVID-19 crisis and maintain business operations - hours of expert support provided by staff	high	
		C19-6	Percentage of invoices on the contract paid to SMEs and VCSEs within 30 days	high	
		C19-7	Do you have a policy or a strategy to provide support to staff working remotely or on furlough around mental health and wellbeing?	high	
		C19-8	Initiatives to provide support to staff working remotely or on furlough around mental health and wellbeing	high	
		C19-9	Do you have a policy or a strategy to provide safe virtual spaces to staff, including guidance around cyber security and around remote and virtual working best practice. (Provide strategy as online document)	high	
	More				high
					high
	Imp				high
					high
					high
	Reducing inequalities	NT21	Equality, diversity and inclusion training provided both for staff and supply chain staff		
		NT40	Number and type of initiatives to be put in place to reduce the gender pay gap for staff employed in relation to the contract (describe and document initiatives)		
NT41		Percentage of staff on contract that is paid at least the relevant Real Living wage as specified by Living Wage foundation			
NT42		Percentage of contractors in the supply chain required (or supported if they are micro and small business) to pay at least Real Living wage			
NT22		Percentage of procurement contracts that includes commitments to ethical procurement, including to verify modern slavery and other relevant requirements.			
Ethical Procurement is promoted	NT43	Number and type of initiatives throughout the supply chain to identify and manage the risks of modern slavery occurring (i.e. supply chain mapping, staff training, contract management) in relation to the contract (describe and document initiatives)			
	NT23	Percentage of contracts with the supply chain on which Social Value commitments, measurement and monitoring are required			
Social Value embedded in the supply chain					

➤ Suggested selection to be applied with flexibility

➤ *It can be applied as prioritization*

➤ *It can be applied as a selection for separate scoring*

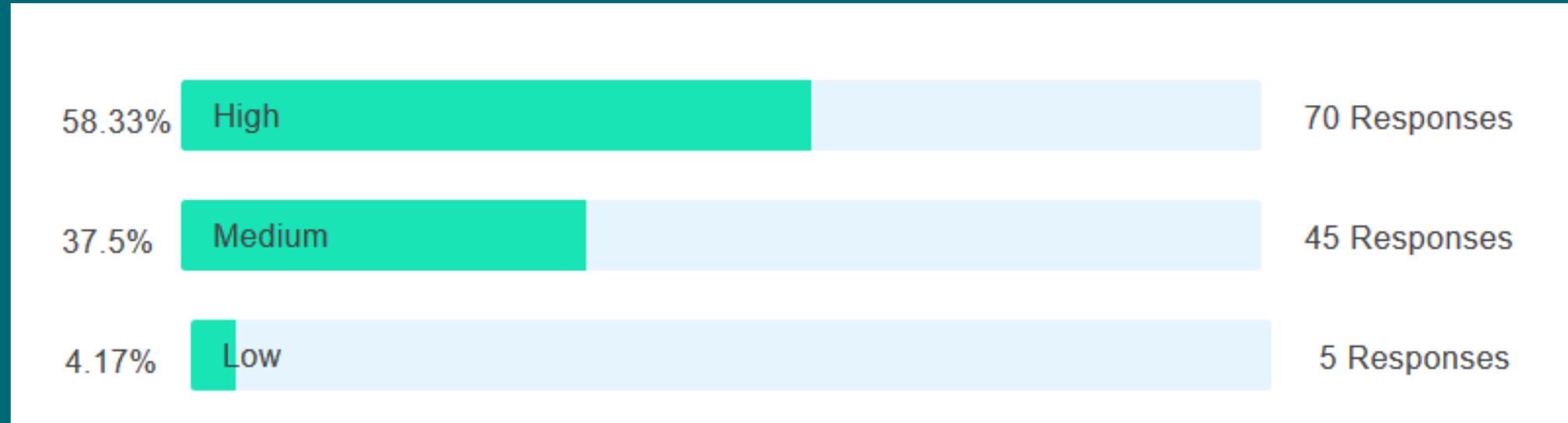
# POLL

**4. How has C-19 impacted your organisation?**

**5. If you are a business are you seeing COVID-19 requirements being asked in new tenders?**

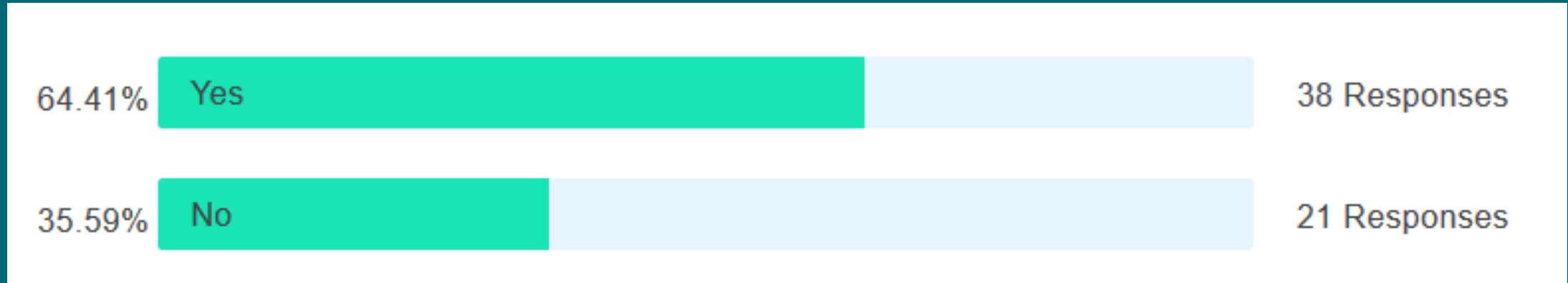
**6. How are you managing suppliers who cannot meet SV obligations?**

# 4. How is COVID-19 impacting your organisation? (on a scale of high, med, low)



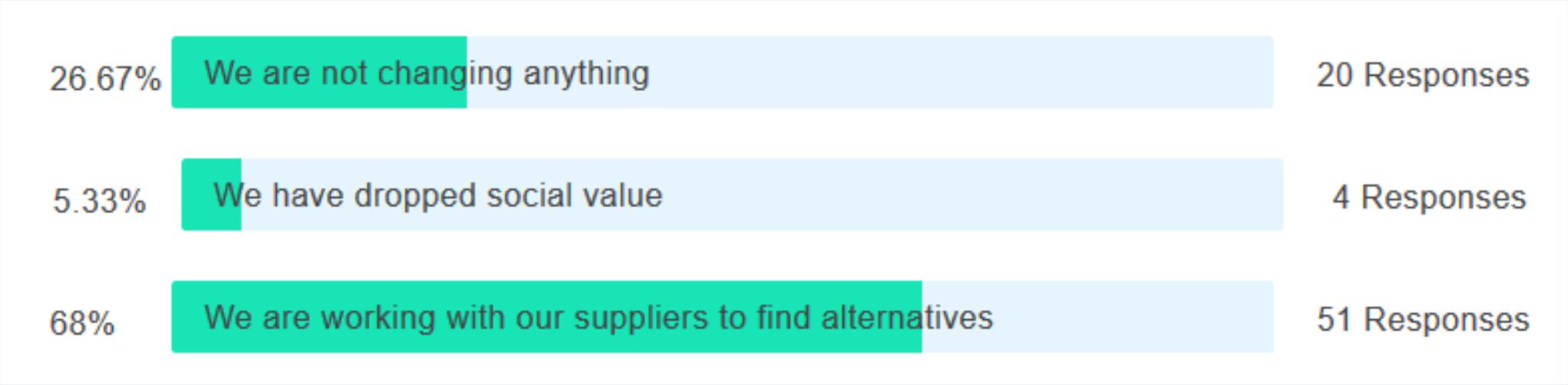
**120 responses**

## 5. If you are a business are you seeing COVID-19 requirements being asked in new tenders?



**59 responses**

# 6. How are you managing suppliers who have committed to SV but plainly cannot deliver?



75 responses

# Managing Tenders

7<sup>th</sup> April 2020

Terry Brewer

Anna McClure  
Sol Tannir  
Cindy Nadesan

Head of Public Sector



## Existing Tenders

**COVID-19 contract management provisions for managing existing contracts where the National TOMs have been already applied**

## New Tenders

**A set of new COVID-19 measures for new tenders which can be added to or substituted for National TOMs measures**

## 1. Existing contracts

### COVID-19 contract management wording for managing existing contracts where the National TOMs have been already applied

- Aim: To support suppliers to manage and adapt their commitments during the current context and report transparently
- A new column has been added to the TOMs tool called “COVID-19 Provisions for existing contracts”
- It applies to contracts that have already been awarded and include commitments made against the National TOMs framework which are now in the delivery phase and have been affected by regulations imposed to tackle the COVID-19 crisis or by the wider social and economic effects of the crisis.

# Using the Plug-in

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## 1. Existing Contracts

### Suggested wording to send to contractors

**NAME Council/Authority** wishes to hold early discussions with contractors to discuss whether measures they have committed to that are due to be delivered within the next 3-6 month period can, within Government restrictions on the movement of people, social distancing advice, etc,

- i. Still be delivered as planned
- ii. Will need to/can be deferred for delivery to a later (agreed) time
- iii. Cannot be delivered or deferred but could be substituted for an alternative Social Value offer.

**NAME Council/Authority** has identified a list of social value measures that it considers are capable of delivery during the current crisis (please see attached) which will form the basis of the above discussions with contractors. Contractors may also offer measures as to how they assist our communities during the current crisis as an alternative to those they have contractually committed to. These can be submitted using the Innovation section of the attached version of the TOM's.

## 2. New Tenders

A set of new COVID-19 measures for new tenders which can be added to or substituted for National TOMs measures

- New measures can be included in newly tendered contracts
- Provide a more transparent way of mobilising resources through the procurement process
- Wording has been drafted to be added to SVP ITT docs
- Prioritisation of the COVID-19 measures during tenders

## 2. New Tenders

### **Suggested wording to include in ITTs**

As part of their Social Value offers Bidders should give special consideration to those measures that they might be able to deliver during the next 3 - 6-month timeframe to assist in addressing local community needs during the COVID 19 crisis. The additional resources and support secured through the social value aspect of contracts will have a crucial role to play in helping our communities be resilient through the crisis.

To assist bidders with their considerations, the Authority has highlighted/identified a list of social value measures (attached) that it considers are capable of being delivered during the current crisis.

In cases where the bidder considers that it will be unable to deliver social value within the next 3 – 6 month period due to operational reasons the following should be considered:

- If the contract is short term and will be completed within the next 3 – 6 months period - would your organisation be willing/able to make a goodwill commitment to our communities and deliver social value post-contract to contribute to community recovery?
- Contracts that have a term longer than 3-6 months: please consider how your organisation might actively contribute to the recovery of our local communities using the list of measures attached but also how your company can assist to recover to normality in the longer term using the full TOMs list of measures

## 3. Tender Evaluation

### Suggested approach

Authorities that choose to do so can use the prioritisation tool included in the framework and evaluate responses by applying two principal approaches

1. A component of the quantitative score can be set aside specifically to evaluate bidders' COVID-19 responses through their answers on the COVID-19 TOMs measures in the Social Value calculator
2. A component of the social value score can be separately designated as being specifically in regard to COVID-19 measures, both in terms of the quantitative and qualitative assessment
3. Use Multiplier to highlight Covid-19 opportunities

# Q&A and Panel Discussion

7<sup>th</sup> April 2020

Anna McChesney-Gordon

Sol Tannir

Cindy Nadesan



## Panel Discussion

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CEO



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Head of Research &  
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Public Sector Lead



**Nathan Goode**  
Head of Strategy

With Thanks  
For more information contact

7<sup>th</sup> April 2020

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