

Document Title: **NHSS Procurement Community Benefit Marketplace: Guidance for 3rd Sector Organisations**

Document Ref: **STS703-003**

Department: **Strategic Sourcing**

Approval: **Refer to Q-Pulse**



Guidance for 3rd Sector Organisations

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Guidance for 3rd Sector Organisations

1. Introduction

Please note this guidance is designed for 3rd Sector Organisations: defined as; -

Third Sector: The third sector includes community groups, voluntary organisations, charities, social enterprises, co-operatives and individual volunteers that exist wholly or mainly to provide benefits for society or the environment.

In March 2021 NHS National Procurement, a division of NHS National Services Scotland in conjunction with the NHSScotland Procurement community introduced the Community Benefits Marketplace; an online space at https://nhsnss.service-now.com/community_benefit to connect community needs with NHSScotland suppliers in order to identify true community needs and help deliver against them.

It should be noted that the marketplace itself is **not a funding platform** and should not be viewed as such that said there may be offers of funding that suppliers may make against specific needs.

2. Background

Public procurement has a responsibility to support its local communities through its contract spend and is obligated to deliver benefits through public procurement regulations. One of the main routes that we achieve this is through Community Benefits. These could be local initiatives that support the social or environmental wellbeing of a local area. We include the need for community benefits delivery in most of our contracts. However, much of the time we do not have a fixed idea of what these benefits are at the time we award these contracts, so we know there is a gap.

The Community Benefits Marketplace is our solution to get the community benefit 'needs' from those organisations who are best placed to identify them; 3rd Sector Organisations. The third sector includes community groups, voluntary organisations, charities, social enterprises, co-operatives that exist wholly or mainly to provide benefits for society or the environment. These organisations can submit a need and we will encourage our suppliers to bid against the need and support its delivery.

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3. How does it work?

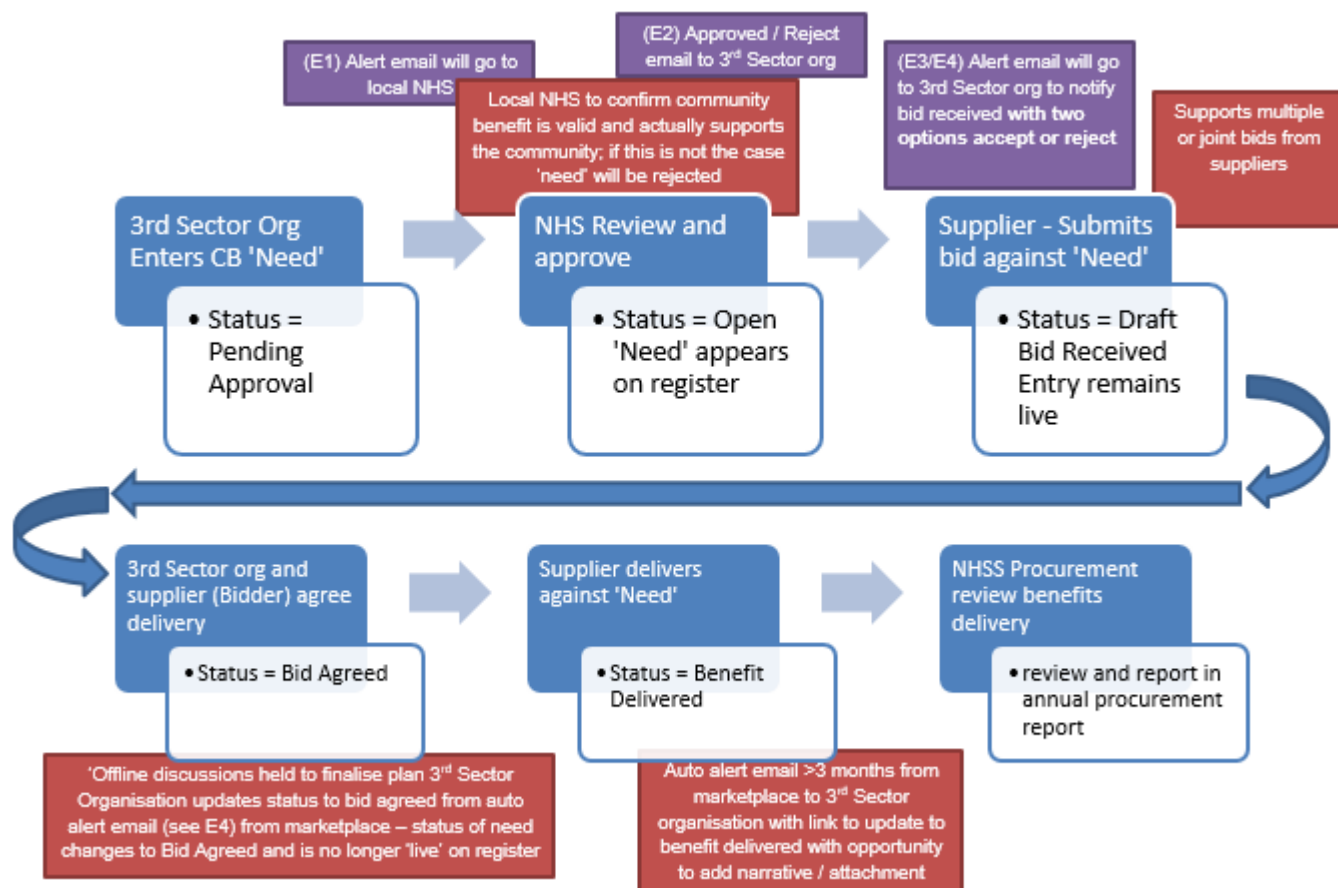


Figure 1 Marketplace Process Flow

EMAILS:

E1 – Alert to Local NHS Triage – “Please note a new community need <sys generated #> has been submitted for approval. Can you review and approve or reject the submission. If you are rejecting the submission a reason will be required to be entered into appropriate field that will be issued to the community organisation.

E2 - Approved / Reject email to 3rd Sector org – If Approved – “Congratulations! Your submission of need has been accepted on to the marketplace and is now available for viewing and possible bids from our supplier base, please look out for potential bid notification alerts from suppliers”

If rejected – “Unfortunately your submission of need has been rejected, this is due to <text from appropriate field>, please respond to this email if you need further clarification”

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E3 – Supplier confirmation – “Congratulations! Your bid has been submitted to <community org name> in support of <sys generated #>, a representative from <community org name> should be in touch soon to discuss your bid.

E4 – 3rd Sector Org Alert – “Hi, please be aware a supplier has bid against your need. Bid & contact details are as follows; <detail from supplier bid>

Please review the bid and contact the bidder to agree the next steps. Important! Your ‘need’ will remain visible on the register until you agree a bid which means other suppliers may also bid against your need.

If you agree to the bid, you will need to click the Accept button below as this will remove your need from the register and maintain the correct status of your need within the system. If you do not agree to the bid, please click the ‘Reject’ button which will keep your need visible on the register. Accept & Reject buttons.

E5 - Reminder email to 3rd Sector Org – “Hi, as it’s been 3/6 months since you agreed the supplier bid, just a reminder for you to update the outcome of your need by clicking the appropriate button below” Outcome successful or Not yet completed or Unsuccessful Outcome

4. How do I enter a need?

It’s very simple! First though your organisation will have to register – by navigating to https://nhsnss.service-now.com/community_benefit and completing the registration form.

HINT: We would suggest that a generic email address is added to ensure any alerts are not reliant on any one individual.

Once you register you will see the following;

Hi Community, how can we help?



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Figure 2 Main Screen

Click on the red bar to enter your requirement. The marketplace form will appear; the fields are as follows;

| Field | Field Type | Description |
|--|--|--|
| Name | Auto insertion from registration details | |
| Organisation | Auto insertion from registration details | |
| Location | Dropdown List (single choice) | Please select the Health Board area where the project is located |
| Project Name / Title | Free text | Self-Explanatory |
| Project Aims | Free text | Please enter a summary of what your project is aiming to achieve |
| Beneficiaries | Dropdown List (multi choice) | Specific groups whom you believe will directly benefit from your project |
| Support Category | Dropdown List (multi choice) | What benefit to the local community will the project return |
| What evidence is there to support the need for your project? | Free text | Summary of your knowledge of available evidence |
| What impact will your project have? | Free text | Summary of overarching impact |
| How will you measure the success of your project? | Free text | Can you identify any measures i.e. number of people supported? |
| Project Target Start Date | Date Field | Select date when you would like project to start |
| Project Target Delivery | Date Field | When do you hope to complete |
| Project Delivery Deadline Date (if applicable) | Date Field | Is there an absolute end date when the project must be completed |
| Project Location (Postcode) | Postcode Field | Delivery location for reporting purposes mandatory field. |

Table 1 Entry form Fields

At the bottom of the form there is the option to add attachments, where you can add more detail about your organisation and the project, the free text fields in the table relating to the project can reference the attachment if required.

Click submit and that is it!

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5. Review stage

After you submit your need your local public health or procurement team will review the need to ensure it aligns with local or national health improvement priorities. We aim to have your need reviewed within a few days of submission. See appendix A for further detail on community benefits.

If approved, you will receive a notification similar to the following;

“Congratulations! Your submission of need has been accepted on to the marketplace and is now available for viewing and possible bids from our supplier base, please look out for potential bid notification alerts from suppliers”

You will be able to see your need on the register by returning to the landing page in Figure 2 and clicking the blue bar.

If rejected, you will receive a notification similar to the following;

“Unfortunately your submission of need has been rejected, this is due to <reason from reviewer>, please respond to this email if you need further clarification”

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6. Receiving a bid

Once your need has been approved it will appear on the marketplace register and will be available for NHSS suppliers to review and, possibly submit a bid to meet your need.

If a supplier decides to bid against your need as detailed in Figure 1 you will receive a notification by email to the email address registered in the system. Which will be similar to the following;

“Hi, please be aware a supplier has bid against your need. Bid & contact details are as follows; <detail from supplier bid>

Please review the bid and contact the bidder to agree the next steps. Important! Your ‘need’ will remain visible on the register until you agree a bid which means other suppliers may also bid against your need.

If you agree to the bid, you will need to click the ‘Accept’ button below as this will remove your need from the register and maintain the correct status of your need within the system. If you do not agree to the bid, please click the ‘Reject’ button which will keep your need visible on the register.

The email itself will have two links or buttons to either accept or reject the bid. It is important that you engage with the supplier who has bid to understand their offer fully and to decide whether you wish to accept. If you accept you must click the accept button or link in the email to remove your requirement from the register and to move the project into ‘Bid Accepted’ status. If you do not accept please click the reject button to keep your need on the register for other potential bids. If it is a partial bid, you may defer clicking the buttons and await additional bids to completely fulfil your need.

After agreement, you and the supplier can move into delivery phase.

7. Delivery phase and closure

Our expectation is that you and your chosen supplier will work together to deliver against the need and to hopefully meet your timescales. However, in order to maintain integrity of the marketplace we must ensure that projects are finalised. To this end an automated email will be sent to you after 3 months and 6 months to allow you to enter a completion note. The email will look something like this;

“Hi, as it’s been 3/6 months since you agreed the supplier bid, just a reminder for you to update the outcome of your need by clicking the appropriate button below

Outcome successful or Not yet completed or Unsuccessful Outcome.”

Clicking the button or link will take you to a form where you can enter some additional detail to inform NHSS of the outcome of your project. This is very important that you complete this as it allows us to understand what has been achieved and where benefits have been delivered.

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8. Appendix A – Community Benefit definition

What do we mean when we talk about community benefits?

Specifically, we are talking about improving the economic, social, and environmental **wellbeing** of our local area.

What is wellbeing?

- economic factors such as the availability of suitable and high quality jobs, measures to encourage local small businesses, efficient and effective transport links, lifelong learning, training and skills development, the provision of infrastructure and new information and communication technologies, etc.;
- social factors such as the promotion of good quality and affordable housing, safe communities, the encouragement of the voluntary sector, looking after the needs of children and young people (particularly the most vulnerable), access to the arts or leisure opportunities, access to education, etc.;
- health-related factors such as the promotion of good physical, social and mental health and developing and promoting policies which have a positive impact on health outcomes, especially on health inequalities;
- environmental factors such as the availability of clean air, clean water, clean streets, the quality of the built environment, the removal of objects considered hazardous to health, removal of disfiguring or offensive graffiti from buildings, protecting communities against the threat of climate change, freedom from a high risk of flooding, improving and promoting biodiversity and accessibility to nature.

In addition to the established benefits listed above other benefits include:

- supply chain development;
- community engagement events; and
- professional advice to communities

Specifically, for NHS Scotland there is a general duty to improve the health of the population of Scotland, it is likely that measures that are seen to improve public health will be highly regarded in any assessment. These may include for instance seeking to improve employment opportunities for the population at risk of ill health (including: young people; those with a disability; and long-term unemployed).

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9. Definitions

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| NHSS | NHSSScotland |
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10. Associated Documented Information

Document Ref

Document Title

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11. Document Revision History

For activation dates, refer to Q-Pulse.

| Version | Description of Amendments |
|---------|---|
| 1 | Created to provide guidance and uploaded onto Q-Pulse |
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