

# Briefing for the creation of a Handbook, Methodology and support package for Social Impact Measurement (SIM) implementation Request for Quotation

For further information contact:

**Ana Fajardo**  
**Economic Development Manager**  
**West Sussex County Council**  
**01243 777 606**

Proposals should be submitted by 14<sup>th</sup> May 2010 to  
[ana.fajardo@westsussex.gov.uk](mailto:ana.fajardo@westsussex.gov.uk)

## BACKGROUND

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West Sussex County Council wishes to commission the creation of a handbook, a methodology and a support package for Social Impact Measurement as part of the Interreg IVC People project [www.peopleproject.eu](http://www.peopleproject.eu).

West Sussex County Council is the accountable body in the United Kingdom for the project CIBUS 05, which is being delivered under sub-objective 5- Social entrepreneurship. The aims of this sub-objective are:

- To increase social cohesion.
- To increase social awareness and sensibility for social exclusion problem.
- To increase local and regional authorities capability in efficient support of social entrepreneurship in local development, including work to prevent a raise in social exclusion.
- To increase knowledge and practical skills of social and economical personnel working for social entrepreneurship.
- To increase social enterprises' ability to contribute to co-operation for local and regional development.

This project is being delivered in partnership with FADAIS (A Spanish Trust based in Seville whose aim is to promote equal opportunities for all, especially around training and labour market access) and Arbetsförmedlingen (the Public Employment Agency in Stockholm).

The main objectives of the CIBUS 05 project in the UK are:

- to set up a Local Expert Group;
- to map Social Enterprise sector;
- to influence procurement and commissioning regulations so there is a level playing field to access contracts for social enterprises;
- to create a Social Impact Measurement handbook and tool;
- to provide business support for social enterprises which focuses on embedding SIM in their organisations;
- to map Corporate Social Responsibility approaches and products and to write case studies in order to encourage wider practice;
- to create a pro bono network.

We would like to invite quotes for the work described below in the specification.

**Quotes must have a clear account of the following:**

- How the detail in the specification will be met.
- Breakdown of costs.
- Who will be involved in doing what.
- How WSCC staff and clients will be involved in the process.
- How this process will link with adjacent current activity taking place with a view to build on past experience whenever possible.
- How the deadlines set out in this document will be met.
- Examples of your previous work and references from previous clients.

## **THE SPECIFICATION**

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### **Element 1**

#### **A Handbook and Methodology for Social Impact Measurement (SIM)**

Output required:

- A handbook that provides:
  - A background to SIM
  - Definition of SIM
  - How does SIM help you improve your organisation
  - Best practice examples from the UK and overseas as appropriate
  - How to use SIM methods
- Methodology for SIM, which must be appropriate to use by a range of small to medium size organisations. The methodology must provide:
  - A simple way to measure social impact in an organisation
  - The information collated using the handbook and methodology must be useful for WSCC when it comes to commission and procure future services and products.

#### **Outcomes and expectations**



- A useful handbook and an easy to use methodology that encourages social enterprises measuring social impact for the long term.
- One event to promote the handbook and methodology and to explain how it works.
- Attendance to the CIBUS 05 second transnational Steering Committee on 7<sup>th</sup> October 2010 at County Hall in Chichester to do a presentation on the handbook and tool and to respond to any questions from the audience.
- Deliver all specific activity on time and within budget.
- Skills and expertise to ensure issues are overcome and solutions provided.

Please answer the questions below as part of your response to this request for quotation

Requirement	Question
<b>Content</b>	<ul style="list-style-type: none"> <li>• <b>What would your minimum content be for the handbook and the methodology?</b></li> <li>• <b>What experience do you have that demonstrates you can produce the handbook and methodology?</b></li> <li>• <b>How will you ensure the handbook and methodology are easy to use and will be used by organisations in the short, medium and long term?</b></li> <li>• <b>How will you measure whether you have been successful and achieved what is required?</b></li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>• <b>How do you ensure that your written documentation is customer-focussed?</b></li> <li>• <b>What quality controls do you have in place?</b></li> <li>• <b>How will you ensure the use of plain English throughout the materials to be produced as part of this project?</b></li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• <b>How will you review content?</b></li> <li>• <b>How will you involve customers in the development of the documentation?</b></li> <li>• <b>How do you propose to resolve issues?</b></li> <li>• <b>Business continuity – if a key team member leaves or is ill,</b></li> </ul>

	<b>what will they do to keep your project on time and budget?</b>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• <b>What communications channels would you use and why?</b></li> </ul>
<b>Resources</b> <ul style="list-style-type: none"> <li>• <b>Staff</b></li> <li>• <b>Equipment</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Who would work on the project?</b></li> </ul> <b>Please provide reference and a list of relevant skills.</b>
<b>Cost breakdown</b>	<b>Please provide an itemisation of costs to include rate per day and number of days per member of the team to be included in the project.</b>

## Element 2

### The provision of business support package to social enterprises

The purpose of the support is not only to encourage and facilitate SIM amongst social enterprises but also to help them to use this information to attract investors and to grow their business. A Social Enterprise Adviser that has demonstrable knowledge of social impact measurement must deliver Sessions.

Output required:

- Five sessions with organisations (minimum of five organisations in each session) to help them understand issues around Social Impact Measurement
- Supporting materials for the sessions

### Outcomes and expectations

- Sessions and materials that assist the organisations attending practically in order to improve the way they record their Social Impact Measurement and that enables them to use this information to grow and develop their organisation in a sustainable way. Sessions and materials must link with and support Element 1 in this specification.
- Attendance to the CIBUS 05 second transnational Steering Committee on 7<sup>th</sup> October 2010 at County Hall in Chichester to do a presentation on the support packages and to respond to any questions from the audience.
- Deliver all specific activity on time and within budget.
- Skills and expertise to ensure issues are overcome and solutions provided.

Please respond to the questions below as part of your response to this request for quotation

<b>Requirement</b>	<b>Question</b>
<b>Content</b>	<ul style="list-style-type: none"> <li>• <b>What would your minimum content be for the materials</b></li> </ul>

	<p>for the sessions and what will be the minimum you cover at the sessions?</p> <ul style="list-style-type: none"> <li>• What experience do you have that demonstrates you can produce the materials and deliver the sessions?</li> <li>• How will you ensure there is take up for the sessions?</li> <li>• How will you measure whether you have been successful and achieved what is required?</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>• How do you ensure that your written documentation is customer-focussed?</li> <li>• What quality controls do you have in place?</li> <li>• How will you ensure the use of plain English throughout the materials to be produced as part of this project?</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• How will you review content?</li> <li>• How will you involve customers in the development of the documentation?</li> <li>• How do you propose to resolve issues?</li> <li>• Business continuity – if a key team member leaves or is ill, what will they do to keep your project on time and budget?</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• What communications channels would you use and why?</li> </ul>
<b>Resources</b> <ul style="list-style-type: none"> <li>• Staff</li> <li>• Equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Who would work on the project?</li> </ul> <p>Please provide reference and a list of relevant skills</p>
<b>Cost breakdown</b>	<p>Please provide an itemisation of costs to include rate per day and number of days per member of the team to be included in the project.</p>

# TIMESCALE

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- Quotes back by 14<sup>th</sup> May 2010
- Interviews with shortlisted candidates on 21<sup>st</sup> May 2010
- Work for handbook and methodology starts on 1<sup>st</sup> June 2010
- SIM handbook and methodology first draft by 15<sup>th</sup> September 2010
- SIM handbook and methodology final draft by 15<sup>th</sup> December 2010
- Work for the provision of business support packages starts on 1<sup>st</sup> July 2010
- Final version for supporting materials 1<sup>st</sup> November 2010
- Business support and sessions on going until end of project in June 2011