**Invitation to become a Help at Home delivery partner within the Digital Mission Consortium Bid**

The Digital Mission Project is a partnership between Tinder Foundation, Digital Outreach Ltd, Abilitynet, SCVO, Supporting Communities Northern Ireland and NIACE Dysgu Cymru. We have submitted an expression of interest to the Big Lottery Fund’s Basic Online Skills Programme and have been successful in reaching Stage 2. We are now preparing our full application where we must include the partners we will be working with to deliver the bid from 1 October 2014 - 30 September 2017.

Large numbers of people who lack basic online skills find it hard to travel due to disability or immobility associated with ageing or severe health conditions. This document sets out the requirements for an organisation to tender to deliver Help at Home, basic online skills training at home to housebound individuals as part of the Digital Mission Bid across England, Wales, Scotland and Northern Ireland. This project runs for a period of three years.

We are looking for organisations who currently deliver basic online computer skills training to individuals in their homes either via a tutor or a volunteer network in areas within the UK and are set up to do this at a significant scale. Our definition of ‘home’ extends to sheltered accommodation and care homes so may include some group training as well as training for individuals.

Please note that success in this tender will mean that you will be part of the Digital Mission bid but the contract will be subject to the bid being successful. The Big Lottery Fund will make this decision in August 2014.

**The role of your organisation**

You will be an organisation or a consortium of organisations with a proven track record in offering basic online skills training to individuals and groups in their own homes. You will be able to provide training to a minimum of 1,000 learners and a maximum of 5,000 learners across the 3 year project period, 40 per cent of whom will complete either an assessment or a Learn My Way basic online skills course (both of which to be developed by project partner Tinder Foundation). If you are applying for delivery in Northern Ireland or Scotland only you must be able to provide training to a minimum of 500 learners. Larger proposals will be expected to cover multiple regions. As part of the Digital Mission project, you will:

* Be responsible for finding and engaging learners in your region/s. There will be some general marketing and engagement activity as part of the Digital Mission project but you should not be reliant on this to reach your target learners.
* Deliver basic online skills training at home to i) people with a disability ii) older people iii) those with a limiting health condition that means they are unable to leave their home. Only individuals who meet these eligibility criteria are able to claim free support through the project.
* Register your learners on the ‘Learn My Way’ platform and deliver an average of four sessions per learner using your organisation’s own training materials or ‘Learn My Way’
* Support 40% of learners you support to complete a basic online skills course on Learn My Way or an assessment (to be developed by Tinder Foundation)
* Provide IT equipment and connectivity for the training sessions if the learner doesn’t have this in their home
* Follow statutory or best practice guidance on appropriate ratios of staff or volunteers to vulnerable adults
* Ensure that all tutors or volunteers have Disclosure or Barring Service (DBS) Checks and references as they will be working with vulnerable adults
* Be responsible for organising payment and expenses to tutors/volunteers
* Produce and provide monthly reports to AbilityNet on activities

**Criteria for Organisations**

* Provide details of your experience in providing basic skills training
* Provide details of your experience in supporting people with disabilities, including what accessible IT you’re aware of and have access to
* Specify the region or regions where you would provide training
* Specify how many tutors or volunteers you have in each region and how you will assure the quality of the training they provide
* State procedures you have in place for safeguarding the welfare of vulnerable adults you will be working with
* Specify how many individuals you will support with training and the profile of these over the three years. Please state your estimated split of individual sessions versus group sessions
* Please outline your delivery model, including training for tutors and volunteers and how you intend to engage learners
* Specify the costs you will require to deliver the training and a breakdown of these costs. Please note that we are unable to support capital costs. This is a contract for services and as such subject to VAT if your organisation is VAT registered. Please specify the net amount of the contract and any VAT you will be charging on that amount
* Specify how you intend to manage learner delivery to ensure an average of four sessions, including the length of these sessions
* Specify the training materials you will use to provide basic online skills training
* Specify how you will ensure that at least 40% of learners complete a course or assessment
* Specify how you will help ensure that learners progress to further learning
* Provide evidence of how, if at all, you would seek to sustain these services beyond the limitation of the 3 year funding available through this project.
* Detail how you will manage and report on the project and describe the systems you already have in place for monitoring and reporting
* If you are applying on behalf of a consortium, please list the other consortium partners and describe the arrangements for managing this consortium

**Selection Criteria**

The following criteria will be used as a basis for evaluating the bids

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| A minimum of two years organisational experience of providing basic skills training, including to disabled learners, backed up with a sound plan of delivery  | Essential |
| Experience of supporting learners with a disability | Essential |
| Experience of supporting learners with assistive technologies | Desirable |
| Demonstrable quality of training provision  | Essential |
| Policies and procedures for safe guarding vulnerable adults | Essential |
| Value for Money  | Essential  |
| Existing Communication Channels within the proposed area of provision  | Essential  |
| A proven ability of measuring outcomes and providing reports on the outcomes achieved  | Essential |

**Tender Process**

* Tenders must be returned by 25th April at 5.00pm
* You will be notified of any decision by 9th May
* Your response must be returned by email to dianne.cockburn@abilitynet.org.uk