

**One Digital
Invitation to Tender
Basic Digital Skills Training – Lot 1 and Lot 2
Feb 2016 – May 2016**

1. Background

One Digital is a Big Lottery funded programme focused on enhancing the [basic digital skills](#) of charities and people in need. It is designed to test different approaches to making a significant and sustainable impact on the skills of these groups, and to learn what works.

A consortium of organisations including SCVO, Digital Unite, Age UK and Citizens Online are working closely to deliver a range of interventions that will support a wide range of people to develop their Basic Digital Skills. These interventions share a common approach: equipping trusted intermediaries to act as digital champions for their organisations and in their communities.

The One Digital consortium will benefit people with disabilities and accessibility needs, young adults seeking work, over 65s, charities, and the people they support. This will help enable them to access essential online services, search and apply for jobs and stay in touch with friends and family. The digital champions may, for example, demonstrate the use of Skype to an older person to help them stay in touch with grandchildren and family, or provide a young person with the skills to search for work and complete an online CV.

SCVO is responsible for delivering the Scottish element of the programme, and has been awarded £500,000. The trusted intermediaries in the SCVO model will be staff and volunteers from third sector organisations across Scotland. The project will test three key areas:

1. How important is it for charities and voluntary organisations themselves to embrace Basic Digital Skills, to improve their overall effectiveness?
2. How important is it for charities and voluntary organisations to embed the passing on of basic digital skills in their day to day interactions with clients?
3. How important is it for charities and voluntary organisations to have leaders who are passionate ambassadors for digital inclusion and Basic Digital Skills?

One Digital – Scotland will be delivered via three Streams of supported learning to better understand these questions.

Stream One: Training organisations to achieve organisational [Basic Digital Skills](#)

Stream Two: Training organisations so staff and volunteers can pass on [Basic Digital Skills](#) by embedding it into their natural interactions with clients

Stream Three: Action Learning Set for new third sector Digital Leaders.

This tender process is designed to identify trainers to develop and deliver a training curriculum to meet the needs of Stream One and Stream Two. A separate exercise will identify facilitators for Stream Three.

SCVO will work with an anchor organisation in each of the 32 Local Authority areas - it is likely that these will be the Third Sector Interfaces (TSIs). The anchor will identify 10 organisations from that area to participate in Stream One, and 10 organisations to participate in Stream Two.

Each cohort of ten will send representatives to a one-day face-to-face training session. There may be up to 20 participants attending each session, as each organisation will be invited to send two individuals.

As individuals pass through the training they will become 'digital champions' and will work to embed their learning within their organisation.

- For Stream One this will be to bring their organisations nearer to achieving organisational Basic Digital Skills.
- For Stream Two this will be for organisations to embed passing on Basic Digital Skills through their day-to-day interactions with clients.

This network of digital champions will be supported by development officers, employed by SCVO. They will have access to a series of online training modules, made available by Digital Unite, a consortium partner.

An evaluation will be carried out to understand which approach has had the most impact on the Basic Digital Skills of the organisations, and their end users.

This project fits into the wider programme of work undertaken by SCVO as part of Digital Scotland. For full detail see digital.scvo.org.uk

2. Stream One and Stream Two

SCVO wants to commission experienced trainers to help develop and deliver the face to face training sessions for Stream One and Stream Two. For the period of the training delivery the successful candidates will function as part of the 'One Digital' programme team, and will represent SCVO and the wider partnership.

Applications are welcomed from all organisations and individuals that meet the criteria set out in section six.

2.1 Aims of the training

The delivery of training is designed to provide a standard input to all organisations participating in the programme. The content of the course will be guided by the One Digital co-production group and should build on existing materials and complement online modules available from Digital Unite (currently in development).

Specifically the main aims of Stream One are:

1. Increase in participant's knowledge and understanding of the five Basic Digital Skills
2. Increase in participant's knowledge and understanding of importance of these attributes for the organisations they work with
3. Ensure participants understand the benefits of making relevant changes within their organisations
4. Give participants confidence to pass on their knowledge to others

The main aims of Stream Two are:

1. Increase knowledge about Basic Digital Skills Framework
2. Ensure participants understand and can identify relevance of Basic Digital Skills for the people they support
3. Provide participants with solid understanding of different learning styles and motivations for going online
4. Provide participants with skills to embed teaching Basic Digital Skills into their daily work, taking account of individual motivations and learning styles

2.2 The programme of work

We want you to bring your ideas about the best way to structure and deliver training to meet these aims.

However we anticipate that your approach will broadly include:

- **Developing clear training objectives** and supporting materials which ensure participants are clear about the purpose and objectives of the course
- Reviewing and incorporating **pre-existing content** available from SCVO, Digital Unite and others to ensure training builds on best practice and reflects evidence based approaches to improving basic digital skills
- A clear framework that ensures all training cohorts have received a **standardised training package**, but flexibility in delivery style taking account of individuals learner needs

- A clear understanding of the **importance of evaluation to this test and learn programme**, and commitment to collecting all appropriate data from participants as part of training delivery

2.3 The constraints for this training

You will need to work flexibly and recognise that this is an ambitious programme working to tight timescales. We are seeking to deliver all training sessions between February and mid-May 2016, and as there are 64 sessions in total (two in each local authority) this is approximately five sessions per week.

The one-day training delivery will not be sufficient to embed the behaviour change we seek to achieve, but is our key opportunity to create enthusiasm and build a community of committed champions. You will therefore need to work closely with the One Digital team to ensure your approach and content closely matches the other supports available to Digital Champions to continue on their journey. You will be the face of One Digital to many of our participants and we will be trusting you with the brand.

You are likely to be working alongside other trainers and it is crucial that all participants receive the same content and take away the same core messages. Your expertise and skills as a trainer are highly valued and we will seek your input as the package is developed. However, once this is complete we require you to work within the agreed training plan and approach, and to be open to adapting your style if the One Digital team identify a need for a more uniform approach.

As this is a test and learn project we expect that the overall training packages may need to flex as the programme progresses. We would expect you to proactively identify elements of the training which are not working as well as we expect, and suggestions for changes to help achieve the desired aims.

2.4 Reporting

The successful trainer will be expected to ensure data is collected as part of the training sessions to contribute to the overall programme reporting, and to evaluate the training itself. This will include collecting baseline data about the Basic Digital Skills of the participants, as well as an organisational audit.

3. Managing the project

Your contract would be with SCVO, and the One Digital team will manage the work. You can expect training venues, delegates, refreshments and copies of all participant materials to be organised by SCVO and the anchor organisation.

You will be expected to manage your own travel and accommodation requirements as necessary, and include these costs in your overall fee.

4. Timetable and deliverables

17.12.2015	Specification issued.
08.01.2016	Deadline for responses – 12pm
12.01.2016	Trainer interviews
15.01.2016	Contract agreed
w/c 18 Jan	Successful trainer(s) meet One Digital team to agree training programme
1 Feb – 14 May 2016	Training delivery

5. Budget

A maximum budget of £25,600 (inc VAT) is available for the delivery of all 64 training sessions, including travel and subsistence for trainers. We expect responses to include a detailed breakdown of expenditure, including VAT.

6. Response to tender and evaluation criteria

We expect to fund up to three organisations or individuals to deliver the requirements of this tender. Applicants should therefore be able to deliver a minimum of 20 training sessions in the time-frame set out in section four.

Organisations are invited to apply to deliver training in two lots.

Lot 1 – Delivery of Stream One training sessions

Lot 2 – Delivery of Stream Two training sessions

Each response should include the following information:

1. A statement outlining your reasons for wishing to deliver this training, and any connections you have to the wider Digital Scotland landscape
2. Whether you wish to deliver training sessions for Lot 1, Lot 2, or both Lots 1 and 2
3. Which local authority areas you are able to work in
4. Your availability and capacity, identifying how many sessions you can deliver and any periods during the phase when you are unavailable
5. A detailed breakdown of all expenditure (inc VAT)
6. CV/Biography of trainer(s) you would use for this project

7. Evidence of:

- a. Knowledge of the 5 Basic Digital Skills and experience in delivering training to support individuals and organisations to acquire these skills
- b. Successful training development and delivery
- c. Experience delivering training to staff and volunteers working in third sector organisations and understanding of the context they are working in
- d. Experience delivering 'train the trainer' interventions (if applying for Lot 2)

7. Contact details

Enquiries

Please send all questions, queries and clarifications to onedigital@SCVO.org.uk

Tenders

Tenders are required to be submitted by 12pm on 8th January 2016.

Please submit electronic copies to onedigital@scvo.org.uk. We will acknowledge receipt of all tenders received by 5pm on 8 January 2016.

If you have not received an acknowledgement within this timescale please assume that your tender has not been received and contact Jo Malo on 0131 281 0868. It is your responsibility to ensure that the tender has been received by us within the timescale.