

TENDER SPECIFICATION

T.E.D. Digital Skills and Digital Access

T.E.D. in East Lindsey is funded by the Big Lottery Ageing Better Programme and seeks to improve the lives of older people (over 50 years of age) within the local authority district of East Lindsey. Community Lincs is the lead organisation and grant holder. In order to ensure older people from East Lindsey are included within the design and delivery of the project and a partnership approach is adopted the programme is managed by a Project Management Group (PMG) which includes representatives from voluntary and statutory organisations, the private sector and older people.

The overarching T.E.D. Programme outcomes state that:

- By 2021 older people in East Lindsey will be better connected with volunteering, social, leisure and health improving activities leading to an enhanced quality of life.
- By 2021 older people in East Lindsey will feel positive about the opportunities that getting older presents.
- By 2021 older people in East Lindsey will report that they do not feel lonely or isolated.
- Older people in East Lindsey will have more opportunities to influence the design, delivery and evaluation of services and businesses available to them.

Delivery Specification:

The T.E.D. Programme wish to projects with particular focus on digital skills and associated access to services for people living in East Lindsey aged over 50 years. We are also particularly interested in projects which incorporate elements of other T.E.D. Commissioning Priorities and which demonstrate links with other T.E.D. commissioned providers. All projects must include detailed legacy and future sustainability plans.

Projects may include some of the following activities:

1. Delivery of digital skills training and support and advice to the over 50s in East Lindsey in order to maximise income, access services (retail, health, financial etc.) and provide opportunities for social interaction.
2. Delivery of support and advice to local communities on how to access essential services including prescriptions and medical appointments.
3. Promote cross sector working, including working with GPs and other service provider in order to identify isolated over 50's within the TED area and to generate referrals.
4. Work within the T.E.D. programme target areas (Mablethorpe, Sutton on Sea, Skegness, Louth, Horncastle, Wragby, Woodhall Spa and immediate surrounds) in order to deliver and develop services, informed by locally identified needs.

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5. Deliver services at a local level in order to increase opportunities to access advice.
6. Lonely older people will be supported to be resilient and self-supporting, reducing demand on public services and improving the quality of life through provision of individual and social group activity interaction opportunities.
7. Support older people to become better connected in their local communities, reduce social isolation and feel better about themselves and encourage more older people to volunteer in their communities, and to access the support and services that they need.
8. Development of an exit strategy and sustainability plan.
9. Maintain mutually agreed management information reporting system and associated Learning and Evaluation delivery plan.
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11. Work in support of the Community Lincs Core T.E.D. staff team and other TED Commissioned Services, including attending regular delivery group meetings and events.
12. Provision of articles and information for the T.E.D. Times newsletter and the T.E.D. website and social media.
13. Build links with individuals, volunteers and groups to identify community skills, issues and needs in relation to older people; in order to inform centralised T.E.D. evaluation and the T.E.D. commissioning priorities.
14. Support the T.E.D. Programme to evaluate delivery and gather impact and outcomes data, specifically through the collation of Common Measurement Framework Surveys

Associated Key Performance Indicators:

Number of new T.E.D. Network Members signed up (individual).
Number of T.E.D. Network Members attending sessions.
Number of referrals and referral sources.
Number of events and support sessions held.
Number of volunteers supported (existing volunteers).
Number of new volunteers recruited.
Volunteer hours.
Number of Initial CMF generated.
Number of follow up CMF generated.

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Number of Learning Reports provided.
Number of Case Studies provided.
Number of individuals accessing essential services online.

Investment Value and Timescales:

A total investment budget of £60,000 is available for delivery in 2019/20 and £45,000 for delivery in 2020/21 however; we anticipate that applications for individual projects will have a budget of approximately £25,000 in Year 1 and £18,750 in Year 2.

Application for funding for this service will open on 18th January 2019 and will close at 12.00pm on 15th February 2019.

Applications must be made using the T.E.D. Tender Submission Application Form and must include the following criteria:

1	To be known and advertised using the existing T.E.D. branding.
2	Activities to be delivered within T.E.D. areas of Skegness, Mablethorpe, Alford, Sutton on Sea, Louth, Horncastle, Wragby, Woodhall Spa and outlying communities.
3	A variety of activities and support services should be included. Submissions should be innovative and should offer variety activities/services appropriate to the T.E.D. demographic and supported by locally sourced evidence of need.
4	Encourage individuals to sign up for T.E.D. Membership in order to increase the opportunities for social activity of older people.
5	Work in partnership with other willing organisations in order to improve the service and maximise impact, and in particular with the T.E.D. core staff team and other TED Commissioned Services
6	Organisations must demonstrate that they are able to fully comply with the requirements of GDPR and that they have established and effective Safeguarding policies and processes.
7	Applicants must demonstrate that they are able to comply with all the contractual monitoring requirements of the Service Level Agreement (SLA). These shall include: <ul style="list-style-type: none"> a) Monthly output monitoring b) Quarterly financial reporting – to include variance against the agreed budget. c) Outcomes monitoring through Big Lottery's Common Measurement Framework (CMF). There will be targets set within the SLA for the successful return of CMFs. d) Provision of Case Studies and Learning Log Reports. e) Attend a minimum of 1 T.E.D. focus/planning meeting per annum.
8	Applicants must include a realistic Project Plan as part of their application. This must include timelines for delivery and detailed target proposals.
9	All marketing must comply with both T.E.D. and Big Lottery branding guidelines and must display the T.E.D. and Big Lottery logos.
10	The specified activities shall be delivered for no more than the specified contract value available, and will run for a maximum period of 22 months (ending no later than January 2021).
11	The contract timescales for delivery will not extend beyond January 2021.
12	Year 2 of delivery will only be approved pending an end of year report and performance review.
13	All submissions must provide an action plan to address the legacy and sustainability

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	after the commissioning completes.
14	The successful applicant must commit to attend monthly delivery team meetings, regular contract management meetings, and must submit monthly monitoring reports and data.

Please direct any queries to:

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