

This project was funded by

The European Union's Asylum, Migration and Integration Fund

**Refugee Council Invitation to Tender – IT Skills Training – Leeds and North Yorkshire**

1. **Overview**

The Refugee Council is undertaking a tender process to appoint an external supplier of basic Information Technology (IT) training for refugees in Leeds and other areas in Yorkshire who have arrived in the UK through the Vulnerable Persons Resettlement Programme.

This ITT provides a brief background on the organisation, operating environment and details of the tender process. These details are designed to ensure that all tenders are given equal and fair consideration. It is important therefore that you provide all the information asked for in the format and order specified.

The Refugee Council must receive formal tender responses (2 hard copies or 1 emailed copy in pdf format) by **3pm Thursday 8th November 2018** using the following address:

**Duncan Wells**

Head of Resettlement

Refugee Council

4th Floor

Oak House

Park Lane

Leeds

LS3 1EL

[Duncan.wells@refugeecouncil.org.uk](mailto:Duncan.wells@refugeecouncil.org.uk)

The successful supplier will be notified no later than Monday 12th November 2018.

Queries relating to the tender process may be directed to Duncan Wells (0113 386 2239)

1. **Background and scope**

Refugee Council was founded following the end of World War II, during the last great refugee crisis. Since then we have been at the forefront in supporting and empowering people who have come to the UK after being forced to seek refuge from persecution and human rights abuses overseas.

During this time Refugee Council have built up 65 years experience providing expert and specialist services, working with both individuals and families to make sure they can live safe, fulfilling lives in the UK. These services are life transforming and our experience running them has also meant that we have accrued the knowledge to provide a leading voice for refugees, ensuring the many issues they face are heard. Our work includes:

1. Children’s Services

2. Therapeutic Services

3. Resettlement of Refugees

4. Advocacy - improving government policy and practice

5. Destitution Services

6. Employment and Integration Services

Refugee Council is a delivery partner on a project led by the International Organisation for Migration (IOM) called Link IT. Link IT is an innovative project aimed at delivering better integration outcomes for Syrian refugees resettled from Jordan, Lebanon and Turkey to Germany, Portugal, Romania and the UK. The project focuses on strengthening the link between pre-departure and post-arrival integration support for refugees.

One of the activities Refugee Council is responsible for delivering as part of the Link IT project is basic IT skills training to Syrian refugees. The Refugee Council has identified a need to support resettled Syrian refugees with improving their basic IT skills in order to successfully adapt to life in the UK. Additionally, this training is timely as it will also better prepare refugees for the upcoming welfare reform changes such as universal credit which will involve beneficiaries having to manage their finances online.

The decision to tender IT Skills training provision is in order to access specialist provision and to fulfil a need for wider national specialist curriculum knowledge. We are therefore seeking a suitably qualified and specialist supplier which:

* Has experience of delivering basic IT skills training to learners who have limited, or no, English language skills
* Has capacity to deliver training twice a week in Leeds \*and other areas in North Yorkshire (e.g. York/Harrogate) during the period November 2018 – May 2019
* Can evidence specific service outputs and outcomes stipulated in the ITT

Potential suppliers are invited to submit tenders which meet the requirements and which include all costs associated with the delivery of the requirements. The tender price will be the final amount payable under this contract and so suppliers should ensure that the price submitted is sufficient to cover all costs associated with the delivery of the requirements.

*\*Whilst our preference is for one provider to deliver IT skills training in both Leeds and North Yorkshire, Refugee Council is open to applications in this tender that only propose delivering in one location (only in Leeds or only in North Yorkshire).*

1. **Requirements**
2. **Delivery requirements**

|  |  |  |
| --- | --- | --- |
| Outputs | Indicative Outcomes | Evidence |
| November 2018 – May 2019   * Delivery of 2 x 2 hr weekly Basic IT skills training courses in Leeds * Delivery of 2 x 2 hr weekly Basic IT skills training courses in another town/city in West/ North Yorkshire (likely to be York or Scarborough) * Duration **22 weeks** (project end date May 19) Target of **10** students per course | * Improved IT skills confidence & competence across 4 key areas:   1. Introduction to IT language and using a computer  2. Basic internet skills  3. Basic communication skills (email / chat)  4. Managing money and welfare benefits (universal credit) online | Please see Q6 and provide evidence within your Tender Response |

1. **Technical & Quality Requirements**

In addition to basic delivery requirements, this ITT stipulates a number of technical requirements which ensures high quality delivery.

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| --- | --- |
| Requirement | Evidence |
| Supplier/ Trainer has a recognized teaching/training qualification (preferably in either basic IT training or ESOL) | Please include a copy of any relevant qualifications with your tender response |
| Supplier can provide evidence of high quality IT skills curriculum materials and lesson plans | Please include a sample from any one of these criteria with your tender response |
| Supplier has capacity to meet:   1. Link-IT reporting requirements 2. Other administrative requests made by the Refugee Council in order to meet strict AMIF funding requirements | Please read Annex A and provide evidence within your Tender Response (Q6) |
| Safeguarding | Please include a copy of any safeguarding policies as applicable to beneficiary group |
| Compliance with GDPR and data protection regulations | Please describe how you would ensure compliance with regulations particularly with regard to client personal information and sensitive personal information. |

1. **Payments & Invoicing**

Payments will be made based on the requirements set out in Annex A. An invoice should be sent accompanied by the evidence of delivery. Payment will be made within 30 days of receipt of the required evidence and invoice.

1. **Evaluation Criteria**

The bid process will be conducted in a manner that ensures all are evaluated fairly to ascertain the most economically advantageous tender.

Delivery/Technical scoring represents 70% of the overall evaluation. Responses to the ITT will be scored using the scoring scale against the criteria and weightings. The scoring table, criteria and weightings are set out in the tables below. Scores are available on a scale of 1-5 and, with weightings, a maximum score of 70 is available.

*Scoring scale*

|  |  |
| --- | --- |
| *0* | Nil or inadequate response. Fails to demonstrate an ability to meet the requirement. |
| *1* | Response meets less than half the stated requirement. It is partially relevant but generally poor and lacks relevant detail. |
| *2* | Response meets some but not all of the stated requirement. Lacks detail on how the requirement will be fulfilled in several areas. |
| *3* | The response meets the stated requirement. Answers are relevant and acceptable but may lack some detail. |
| *4* | The response fully meets the stated requirement in all areas. Answers are clear, relevant and elements of the response exceed the requirement by offering some added value. |
| *5* | The response exceeds the requirement in all areas. Answers are comprehensive, unambiguous and offer significant added value to the requirement which benefits the Project. |

1. **Delivery/ Technical Evaluation Criteria**

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| --- | --- | --- | --- | --- |
| **Ref.** | **Question** | **Sub criteria** | **Weight** | **Max score** |
| 1 | How will you meet the delivery requirements set out in **Q.3a)** | * Skills and experience to deliver basic IT skills training * Content of the training materials and relevance * Balance of different learning activities to cover learning outcomes. * Plan for meeting target number of beneficiaries, number of cohorts and delivery locations. * Voice of the refugee included. | 4 | 20 |
| 2 | How will you meet the technical requirements set out in **Q.3b)** | * Qualification(s) of teaching staff * Evidence that sessions will be of a high quality, engaging and meet the needs of the learners. * Evidence that the supplier has appropriate systems & policies in place * Evidence that supplier is able to meet reporting & evidence requirements in Annex A | 4 | 20 |
| 3 | How will you quality assure the Basic IT skills curriculum and delivery? | * Monitoring of IT skills quality. * Feedback * Systems for measuring progress | 4 | 20 |
| 4 | How will you ensure administrative resources are available to provide requested reports & information to the Refugee Council? | * Description of how supplier currently collates outputs/ outcomes and any adaptation to requirements in Annex A. * Description of current data management processes and systems. | 2 | 10 |

1. **Financial Criteria**

The financial evaluation will be based purely on the price for the whole contract.

Financial scoring represents 30% of the overall evaluation. The bidder with the cheapest price will receive 30 marks and all other bids will be marked as a proportional variance from the top scoring bid.

For example if a cheapest price was £5,000, that tender would score 30 points. If the next cheapest was £6,000 that tender would be 20% more expensive, and so score 20% less than 30 points i.e. 24 points.

There will be no further funding available beyond the price agreed in the tender so suppliers should ensure that their pricing is fully costed to meet all the requirements of the tender.

Suppliers should indicate if they are VAT registered and would be seeking to charge VAT on this service.

The final Evaluation and Financial scores will be added together to provide the overall score.

1. **Tender Responses**

Tender responses should include the following

* Background to supplier, details of staffing and current activities
* Response to Evaluation Criteria 1-4 relating to Q3
* Attachments/ evidence relating to Q3
* Price for whole contract
* Contact of a relevant referee

1. **Indicative Timetable**

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| --- | --- |
| Tuesday 30th October 2018 | Publication of the ITT |
| Thursday 8th November 2018 | Deadline for Refugee Council to receive proposals |
| Monday 12th November 2018 | Award of contract (subject to signature of contract). |
| Monday 19th November 2018 | Contract Start Date |

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| --- | --- | --- | --- | --- |
| Requirement | Evidence | Submission deadline | Payment Amount | Payment |
| Delivery of Basic IT skills training | Scheme of Work | 19th November 2018 | 10 % of total contract | Within 30 days of submission of invoice |
| List of beneficiaries registered onto IT skills training courses  Signed IT skills training registers of attendance  List of beneficiaries completing the full course  Completed service user feedback forms and evidence of adjustments made in response | Monthly – in arrears by 5th working day after the month end | 18% of total contract | Within 30 days of submission of invoice |