**Invitation to Tender – Care Homes Discovery**

October 27th, 2021

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**Overview**

The COVID 19 pandemic highlighted the value for everyone to be online to carry out everyday activities. Connecting Residents in Scotland's Care Homes - was set up to support social connectedness for residents. The initiative sits alongside the broader Connecting Scotland programme. Delivery is managed by SCVO, working closely with Scottish Government colleagues.

The initiative offered a device (usually an iPad) and mobile Wifi alongside Digital Champion training for Care Home staff. To date more than 1,800 devices and 700 internet connections have been delivered to 1,000+ care homes. Digital Champion training was offered to staff to help build their confidence in supporting residents to use the devices.

The first ‘phase’ of activity ended in June 2021, with all devices distributed and applications for new devices closed.

The devices, internet connections and support has been well received. There has been a high level of take-up and positive feedback on the impact on residents. Yet, we have found that:

* Approximately one-third of internet connections are not used by recipients. This raises the concern that some devices are not being used.
* Even with shorter digital champion training sessions staff have engaged in a more limited way with Digital Champion training compared to the Connecting Scotland programme.
* Applications showed a mixed picture in the availability of WiFi for residents.

**Task:**

To carry out a piece of discovery work including engaging with a representative sample of care homes that identifies the following and develops them into an assessable care homes solutions framework. This framework must make it easy for managers to understand the barriers that they face and the value they will get from investing in solutions.

* Identify the key barriers facing care homes in taking up of project. We anticipate that this will cover barriers faced at three levels: Organisational, staff and resident.
* Segment the full spectrum of issues faced when seeking to address digital exclusion. From the technical, including broadband availability, connectivity to the premises, WiFi within buildings through capacity to support the delivery of skills, confidence, and motivation for residents.
* Identify existing products and services available for care homes to promote and support digital inclusion
* Suggest additional practical products and services that could be developed

**What do we require from a partner?**

We require a partner to develop and deliver the following

* An engaging programme that will help understand the problems faced by care homes in digital inclusion.
* An interim and final report that covers those findings
* A range of tangible solutions in the form of an accessible Care Homes solutions framework.

**Experience**

We are looking for a partner with

* Considerable experience across the breadth of digital inclusion landscape
* A track record of engaging diverse and busy stakeholders
* Knowledge of stakeholders and products that will contribute to solving the barriers faced by organisations and individuals experiencing digital inclusion
* The partner may be a single organisation or a consortium with a lead partner.

**Timescales for the piece of work**

'The work must be finished by mid-February 2022 in order that the internal team can design the implementation of proposed solutions.

**Value of the piece of work**

The maximum value of this piece of work is £70,000 including VAT, all organisational expenses, and expenses for care homes to engage where relevant.

**How to respond to this ITT**

In the response to our ITT, we would like prospective partners to provide in no more than ten sides of A4 the following

* Experience attributable to this piece of work
* Proposed methodology including timeline
* A brief outline of any innovative methods that you anticipate using
* Details of who specifically will carry out this piece of work, their role and a short CV bio to support this
* A clear budget and a breakdown of costs
* Evidence of insurances
* Two relevant references
* Equality impact assessment framework

**Decision Making**

The preferred partner will be chosen for their recent relevant experience and knowledge of the subject matter and methodology. Price will be a factor but will not be the deciding factor.

**Timescales for response, interview and appointment**

* Responses to this ITT should be submitted to [help@connect.scot](mailto:help@connect.scot) with the heading **Care Homes ITT response**, by noon on November 22nd, 2021
* Shortlisted applicants will be notified by close of play November 24th, 2021
* Shortlisted applicants will be invited to interview on November 30th 2021 (by zoom)
* The partner will be chosen by December 3rd with invitation to an inception meeting in the week beginning December 6th
* Any questions regarding this ITT should be directed to help@connecting.scot with the subject heading **CARE HOMES ITT.** Interested partners can ask questions and seek clarifications up until a week before the final submission date. Responses may take up to two working days to supply and will be collated and published online for the benefit of all tendering.