**Appendix B**

**Tender Evaluation Criteria**

**55up Technology Helpline – Digital Inclusion**

**Criteria**

1. Price - 0%
2. Quality of submission - 90%
3. Innovation and green credentials - 10%

**Breakdown of criteria**

1. **Price 0%**

A budget of £34,500 has been allocated to this project.

1. **Quality of submission 90%**

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| **Criteria** | **Please provide a written explanation of how you will achieve (do I need to specify word counts) – attachments can be used for each section.**  **Refer to the Project Specification document (Appendix A)** | **% allocated** | **Checklist (yes/no)** |
| Detailed explanation of how the helpline will be managed and operated including a flow chart depicting the beneficiary journey from first contact to receiving help and after. |  | **30%** |  |
| Roles, responsibilities and qualifications of your organisational staff who will be involved in delivering this project including a named contact project liaison person. |  | **15%** |  |
| Detailed allocation of anticipated project budget spend |  | **10%** |  |
| Project delivery timeline. |  | **5%** |  |
| Detailed explanation on whether you will be using volunteers to help deliver the service and how they will be managed including DBS checks, training, safeguarding, supervision procedures and travel expenses. |  | **10%** |  |
| What face to face support will be introduced from home visits to workshop, and how will this be planned and promoted in the community. |  | **15%** |  |
| Provide at least one example and description of similar projects undertaken |  | **5%** |  |
|  | **Total:** | **90%** |  |

1. **Innovation and green credentials 10%**

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| **Criteria** | **Please provide a written explanation of how you will achieve (do I need to specify word counts) – attachments can be used for each section.**  **Refer to the Project Specification document (Appendix A)** | **% allocated** | **Checklist (yes/no)** |
| What innovative ways will you support older people to use technology, especially those who are housebound and/or new to digital devices? |  | 5 |  |
| What does your organisation do to reduce its carbon footprint on a day-to-day operational basis and how will that be carried through to the activities of this project? |  | 5 |  |
|  | **Total:** | **10%** |  |