



# Invitation To Tender

**Specification:** Age and Dementia Awareness eLearning for Taxi and Private Hire Drivers and Operators

**Organisation:** Leeds Older People's Forum

**Contact:** Tracy Lenihan | Project Manager | [tracy@opforum.org.uk](mailto:tracy@opforum.org.uk) | 07526 360408

**Date of Issue:** 26 January 2026

**Budget Range:** Up to £20,000

**Preferred Launch Date:** Summer 2026

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## Project Overview:

Leeds Older People's Forum (LOPF) seeks proposals to create an engaging 20-minute eLearning video and assessment on Age and Dementia Awareness for Taxi and Private Hire Drivers and Operators in Leeds. The aim is to improve drivers' understanding of passenger needs, removing barriers and reducing social isolation through greater empathy, accessibility, and support.

The eLearning module will be structured around three key themes – Support, Accessibility, and Mobility (SAM) — and will feature three short videos totalling 20 minutes, followed by multiple-choice questions and a certificate of achievement.

## Background and Objectives:

LOPF is a registered charity and network organisation that has supported older people in Leeds since 1994. The project aligns with the city's Age Friendly Strategy and aims to help make Leeds the Best City to Grow Old In. Taxi and Private Hire services play an important community role in enabling older people to get around the city, thereby helping reduce loneliness, improve access to services, and build confidence for older and disabled passengers.

## Target Audience:

The training should be accessible via desktop and mobile devices for convenience. It will target approximately 9,000 Leeds Taxi and Private Hire drivers, as well as telephone and booking operators who interact with passengers and drivers.

## **Deliverables:**

- Three short videos (6—7 minutes each) on the themes of Support, Accessibility, and Mobility (SAM). [Content and speakers to be provided by LOPF]
- Embedded multiple-choice quiz and certificate of completion
- Hosting eLearning or SCORM/xAPI-compliant files
- Inclusion of captions, subtitles, and accessibility features
- Integration of key messages, script outlines, and actors supplied by LOPF

## **Functional Requirements:**

- Mobile and desktop compatibility
- Quiz functionality and automatic certificate generation
- Basic learner analytics (completion rates, quiz results)
- Administrative access for user management and reporting
- Option for SCORM/xAPI export for integration into other systems

## **Non-functional Requirements:**

- GDPR and UK data protection compliance
- UK-based secure hosting (ISO 27001 preferred)
- Browser compatibility: Chrome, Edge, Safari
- Reliable performance on mobile and desktop
- Regular data backup and disaster recovery processes

## **Design and Accessibility**

- Use of LOPF and Motability Foundation branding, colours, and logos
- WCAG 2.2 accessibility compliance
- Captions and optional audio description

## **Maintenance and Support**

- Post-launch technical support and maintenance agreement
- Service Level Agreement (SLA) expectations are to be outlined in the proposal
- Updates and bug fixes during the agreed maintenance period
- Host the e-learning package for a minimum of 3 years

## Timeline

<b>Tender issued</b>	26 January 2026
<b>Supplier questions deadline</b>	16 February 2026
<b>Proposal submission deadline</b>	2 March 2026
<b>Interviews</b>	W/C 16 March 2026
<b>Launch</b>	Summer 2026

## Proposal and Submission Requirements

Suppliers should submit proposals by email to [tracy@opforum.org.uk](mailto:tracy@opforum.org.uk) by **2 March 2026**

Proposals must include:

- Company information and relevant experience
- Technical approach and delivery timeline
- Detailed pricing breakdown
- Examples of previous eLearning or video-based training projects
- Confirmation of hosting capability or integration approach
- References

Leeds Older People's Forum looks forward to receiving your proposal.