

# MDIA Upskilling & Reskilling Programmes

## Call for Proposals

Service -  
Call for Proposals for the  
Development, Organisation and Delivery  
of Training Courses to support the  
Digital Literacy of the General Public.

*REF: MDIA/01-2025*  
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## About Us

The Malta Digital Innovation Authority (MDIA), further referred to as the Authority in this document, serves a dual role. On the one hand, it is a regulator specifically focused on innovative technology and forms part of the entities strategically established in the Maltese ecosystem. On the other, it is also a promoter of innovative technologies.

The MDIA's mission is to lead as the national focal point which directs and facilitates the secure and optimal uptake of digital innovation. The MDIA's vision is to be the forward-looking Authority that fosters trust in innovative technologies.

Through initiatives such as DiHubMT, Malta's European Digital Innovation Hub (EDIH), the Authority provides a one-stop shop supporting entities respond to digital challenges and become more competitive.

By supporting SMEs in adopting emerging technologies and encouraging collaboration, MDIA is committed to positioning Malta as a leader in digital innovation, building a robust digital economy aligned with Malta and the European Union objectives and standards.

For more information, please visit <https://mdia.gov.mt/about/>

**Purpose:**

This Call for Proposals is for the Development, Organisation and Delivery of courses is aimed at fostering digital skills and digital literacy of the general public in Malta. The target audience thus is society at large, with a particular focus on youths, adults, the elderly, and vulnerable groups.

**Proposals:**

Potential Suppliers are to submit a proposal for the development, organisation and delivery of one (1) course or multiple courses aligned with one of the following themes:

- Use of basic digital devices by Citizens
- Use of online government services by Citizens
- Financial Digital Skills using the internet
- Emerging Technology for Citizens
- Upskilling Citizens with basic office tools
- Upskilling Young Students with basic office tools
- Upskilling Citizens with basic online tools
- Safety on the Internet

**Submission Criteria and Instructions:**

Responses must be straightforward, clear, concise, and specific to the information requested. To be considered complete, submissions must include all the requested information outlined in this Call for Proposals.

Submissions should be sent to [procurement.mdia@mdia.gov.mt](mailto:procurement.mdia@mdia.gov.mt)

The estimated procurement value for each call for proposals is **€2,490 excluding VAT**.

Bidders may submit multiple proposals in response to the specific topics outlined in this call. However, the maximum total amount that may be awarded to a specific bidder, for multiple proposals for courses, is capped at **€4,980 excluding VAT**.

Economic Operators must include the quoted price for the development, organisation, and delivery of the course. Quotations shall be submitted and evaluated inclusive of all applicable taxes, charges, and import duties, but exclusive of VAT.

Awards of the contracts further to the Call for Proposals shall be price-based.

The MDIA reserves the right to reject any quotation even the most favourable one.

The deadline for submission is **Friday, 13th June 2025**.

### **Terms & Conditions**

The issuance of this Call for Proposals does not constitute a commitment to issue a request for quotes or issue a Purchase Order and the Authority will not pay or reimburse any costs incurred in preparation of a response to this Call for Proposals.

1. An initial meeting will be held with the awarded Service Providers to provide further details regarding the course development, organisation and delivery.
2. All course content must be submitted to the Authority for review and approval prior to delivery. No material may be published, delivered, or otherwise made available to participants in any course resulting from this Call for Proposals without prior approval from the MDIA.
3. The Contracting Authority reserves the right to request amendments to the content, including additions, deletions, or corrections, as necessary.

4. All approved course materials must include applicable logos specified by the Contracting Authority, according to the specific course. The Service Provider is required to incorporate these logos, provided by the MDIA, into all course content and promotional materials.
5. The Service Provider must clearly state that in all course content and any public communications that:  
  
*“This Training Course is fully funded by the Malta Digital Innovation Authority”.*  
  
Where applicable, reference to EU funding must also be included, as directed by the Contracting Authority.
6. The Service Provider shall assist in promoting the awarded Training Courses through their social media channels and professional networks.
7. Awarded courses must be, in all cases, delivered in full by 30th November 2025.

## Terms of Reference

The Malta Digital Innovation Authority (MDIA) warmly invites prospective suppliers to participate in the competitive bidding process for the submission of comprehensive proposals for the provision the Development, Organisation and Delivery of Training Courses.

Proposals are to include:

- 1. The Service Provider Name and VAT number**
- 2. The Course Development Details including:**
  - The Title of the Course
  - The Applicable Related Theme (To choose from the below):
    - a. Use of basic digital devices by Citizens

- b. Use of online government services by Citizens
  - c. Financial Digital Skills using the internet
  - d. Emerging Technology for Citizens
  - e. Upskilling Citizens with basic office tools
  - f. Upskilling Young Students with basic office tools
  - g. Upskilling Citizens with basic online tools
  - h. Safety on the Internet
- The Targeted Group (To choose from the below):
    - a) Youths
    - b) Adults
    - c) Elderly
    - d) Vulnerable groups including immigrants, persons with special educational needs, or unemployed persons.
  - In relation to the target group chosen above, please specify the Targeted Age bracket
  - A detailed outline of the course content. This will be made publicly available upon successful engagement – minimum 500 words.
  - The Main Contents of the Course

The submission must include a comprehensive outline of the course content, such as detailed lecture topics and/or presentation structures. This information will be treated as confidential and used solely for the evaluation and approval process.
  - Number of Participants per Training Programme (The minimum number of participants must be at least 25) –

The Duration of the Course in Hours. (The minimum required duration is that of four (4) hours.)

Please provide more details as per below:

- The Number of sessions per Course
- The Duration of each session
- The Course Programme Schedule including the proposed dates and timing of the sessions. (This will be made publicly available upon award)

**Course Delivery:**

- The delivery method for the course sessions is to be clearly indicated, that is whether sessions shall be delivered online or in-person.

Online sessions Conditions:

Live tutor interaction is mandatory and so recorded-only sessions shall not be considered acceptable for the purposes of the training courses developed as part of this Call for Proposals.

The Service Provider shall use own tools or online platform to deliver the online Training Course sessions.

In- person session Conditions:

The service Provider must specify the proposed venue where the course shall be delivered.:

The Malta Digital Innovation Authority (MDIA) may, subject to availability and at its sole discretion, provide a venue for the training sessions, with a maximum capacity of fifty (50) participants. *(The expected number of attendees shall be specified and must not exceed this limit.)*

Should the Service Provider opt to use a private or external venue, they must specify the full address and provide details of the facilities to be used.

*(Any other venue identified by the Service Provider shall be compliant with the necessary health and safety standards and other applicable laws)*

- The Service Provider is expected to deliver high-quality Training Course that adhere to best practices and are tailored to the specific Training Course and the targeted audience.
- Audio-Visual (AV) presentations must be integrated into the training delivery to enhance participant engagement and support effective learning. These materials should be clear, relevant, and professionally prepared to complement the course content.
- Service Providers are expected to use their own tools and/or platforms for the delivery of the training. However, all tools and delivery methods must comply with applicable local laws and regulations. Any software used must either be open-source or properly licensed, with all necessary licenses supplied by the Service Provider.
- All course Content must be delivered ethically and impartially.
- Participant understanding should be assessed through informal/formal means where feasible.

### **Technical Requirements:**

The Service Provider shall identify key expert or experts to execute the services outlined in this Call for Proposals.

- Each Key Expert must hold a Qualification at minimum of MQF level 6 or similar recognised Industry certification.

- The following supporting documentation must be submitted per key expert:
  - a) Copy of CV
  - b) Copy of Academic Qualifications
  - c) Copy of MQRIC Qualification Recognition Statement (if applicable).
  - d) A clean Police Conduct issued within last 6 months.
  - e) A POMA Clearance for each key expert that shall be involved in the delivery of the Training Course, should the targeted audience include minors.

It is the responsibility of the Key Expert in possession of qualifications awarded by Universities and other similar institutions outside Malta to produce a recognition statement on comparability of qualifications issued by the Malta Qualifications Recognition Information Centre (MQRIC). This statement should confirm the comparability of the qualifications with the Malta Qualifications Framework (MQF). MQRIC, the competent body within the Malta Further and Higher Education Authority (MFHEA), is responsible for recognising qualifications in accordance with the MQF.

- By submitting an offer, the service provider is declaring that they do not fall under any of the grounds listed under Part VI of LN352/2016 (S.L.601.03).

### **Course Organisation and Participation Details including:**

- The Minimum Number of expected Participants per Training Course.  
The minimum number of participants must be at least 25.  
The Service Provider Provider must accept more participants than the minimum number specified, as outlined in the 'Submission of Call for Proposals', at no additional cost to the Malta Digital Innovation Authority or the participants.
- The Service Provider is responsible for recording and maintaining accurate participation records for each training session.

- Attendance for each session shall be logged using a pre-approved template provided by the Contracting Authority.
- All attendance records must be endorsed and verified by the trainer's signature, confirming their accuracy and authenticity.
- Attendance may be submitted in the following formats:  
Electronic or system-generated attendance logs showing the date and time each participant joined and left, and a screenshot per session clearly displaying the total number of participants if the session is held online.
- The first 20 minutes of the last session shall be reserved for participant feedback using a form pre-approved by the Contracting Authority.
- The service provider shall be responsible for ensuring that the participant feedback form is returned to the Malta Digital Innovation Authority by close of business of the following day.

#### **Course Award:**

- The Service Provider is to provide the successful participants with an Attendance Certificate.
- For a participant to qualify as successfully attending the training course and be awarded a certificate of attendance, the participant must have followed 80% of the training course.

#### **Certificate Requirements:**

- The Attendance Certificate issued to participants must clearly indicate the Training Course name and the total duration in hours.
- The Attendance Certificate must prominently feature the MDIA logo alongside the statement:

“This Training Course is fully funded by the Malta Digital Innovation Authority”.

Any additional logos or text required by the Authority must also be included on the certificate as instructed.

- The Training Provider shall submit the sample of the Attendance Certificate for validation and approval.

### **Payment Terms:**

- Payment shall be made upon the presentation of a valid invoice presented to the MDIA following the full delivery of services and commitments.
- Should the number of participants successfully attending the Training Course, be less than 70% of the minimum number of attendees specified in the submission of this Call for Proposals (per session), the payment for the Training Course shall be calculated on a pro-rata basis. The Training Providers may use their own method to tackle “no-shows”.
- A fiscal receipt is to be issued upon payment receipt.

### **General Data Protection Regulation (GDPR)**

- The Service Provider shall process all personal data obtained as a result of the delivery and preparation of this course, relating to participants or otherwise, in manner which is strictly compliant with the provisions of the General Data Protection Regulation (GDPR).
- The email addresses of the participants may be requested as needed by MDIA for administrative, quality, audit, research or communication purposes, provided that such communication for the purposes of this provision shall be strictly related to the training course which the participant is registered for. The Trainer is responsible for informing participants in advance and obtaining the specific consent from the

participants, if applicable, or otherwise ensuring that their email addresses may be shared upon request under a valid legal basis under GDPR, and that the participants may be contacted by the MDIA limitedly in relation to the course they are applying for.

- The Trainer shall also offer participants the opportunity to opt-in to communication from the MDIA regarding similar courses offered by the Contracting Authority in the future. The Trainer shall offer the participant an opportunity to provide specific consent to be contacted for such purposes and shall ensure that the contact details of persons who opt-in are shared with the MDIA in a manner compatible with all applicable legislation.
- By submitting the proposal for the provision of the services requested, the Service Provider acknowledges and agrees that, if chosen, the MDIA shall hold the sole intellectual property rights and copyright to all materials developed in connection with the training courses. This includes, but is not limited to, lesson plans, presentations, handouts, activity resources, and any other teaching content. The Service Provider hereby binds himself to enter into any separate agreements necessary for the purposes of transferring or assigning the copyright of any developed material upon request by the MDIA.
- The MDIA shall have the unrestricted right to use, modify, distribute, and publish these materials without requiring further approval from the Service Provider or any person charged with the development or delivery of the courses. The MDIA reserves the right to reproduce, modify, and adapt materials for future training purposes, use materials in various formats (digital, print, etc.) and/or transfer, license, or distribute the materials as necessary.
- By submitting your interest, you are hereby declaring that you are not excluded or blacklisted under any of the grounds listed under Part VI of LN352/2016 (S.L.601.03).