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VolNet Delivery Agency Proposal Guide



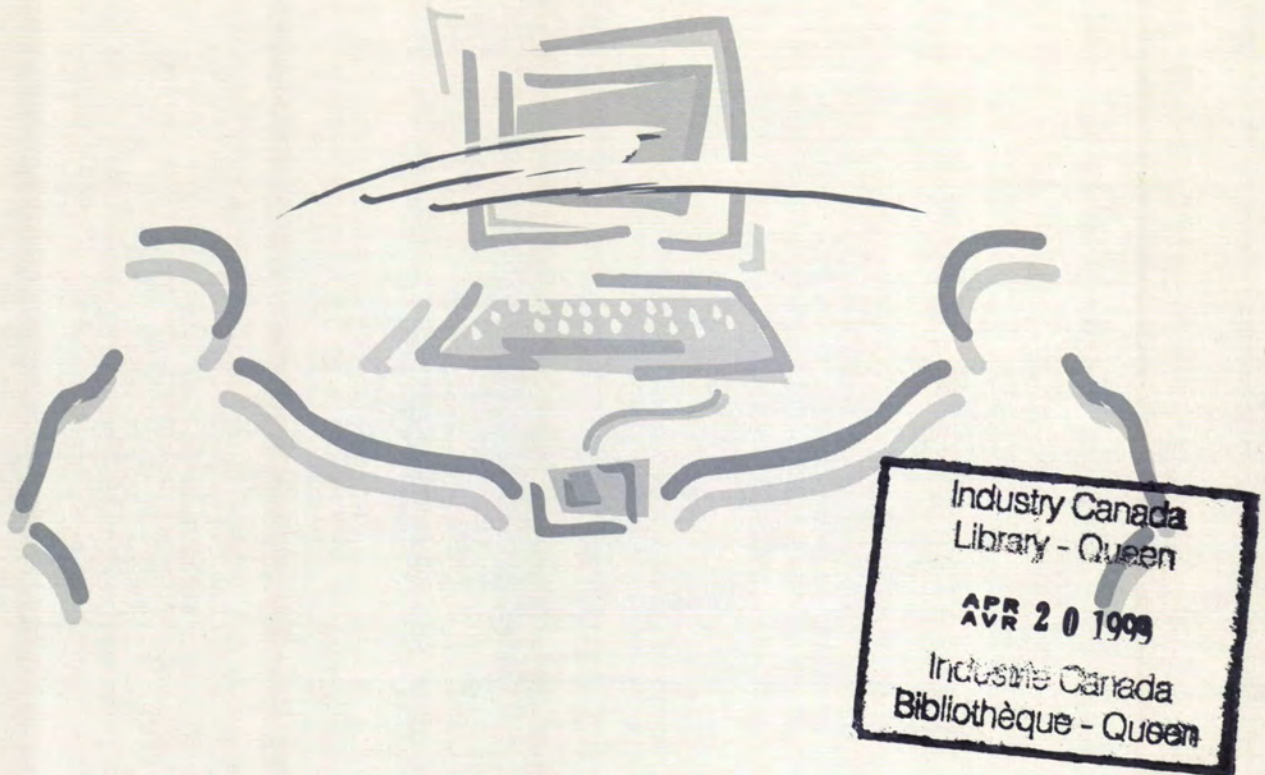
VOLNET

The Voluntary Sector Network Support Program

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VolNet Delivery Agency Proposal Guide



The Voluntary Sector Network Support Program (VolNet)

This publication is also available electronically
on the World Wide Web at the following address:
<http://www.volnet.org>

This publication can be made available in alternative formats for persons
with disabilities upon request. Please call (613) 990-7233.

For additional copies of this publication or general information
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INTRODUCTION

The Voluntary Sector Network Support Program (VolNet) is a new federal government program administered by Industry Canada to improve the voluntary sector's access to information technology and to the related skills and tools available to help it play a stronger role in Canadian society. The program's goal is to offer Internet connectivity, including computer equipment, new information technologies, network support and Internet skills development, to 10 000 voluntary organizations by March 31, 2001.

VolNet is part of the government's Connecting Canadians initiative, which aims to make the Information Highway accessible to all Canadians in the new millennium.

Assisting Voluntary Organizations Through VolNet Delivery Agencies

Industry Canada will create a network of approximately 30 VolNet delivery agencies, which will provide VolNet services to eligible charitable and not-for-profit organizations. Voluntary organizations wanting to take advantage of VolNet's services will apply through these delivery agencies, which will be responsible for identifying eligible VolNet Service Package recipients, assessing their needs and purchasing goods and services on their behalf. Delivery agencies will also provide them with ongoing assistance in integrating new technologies into their day-to-day work. As a national network, VolNet delivery agencies will help move the voluntary sector as a whole to an enhanced level of Internet capacity. As voluntary sector Internet "champions," these delivery agencies will help strengthen voluntary sector networks, enabling organizations to work more closely with their partners in Canada and abroad.

Becoming a VolNet Delivery Agency

Industry Canada is seeking organizations or consortiums with a unique mix of Internet and voluntary sector experience to take on the role of delivery agencies. Delivery agencies may be not-for-profit organizations working in the community Internet field, charities or not-for-profits with Internet project experience, or consortiums including both a not-for-profit organization and a for-profit Internet services company. It is likely that a delivery agency candidate would already be performing some part of the work expected under the VolNet program.

About This Proposal Guide

The purpose of this proposal guide is to provide organizations with the information they need to apply to become a VolNet delivery agency. It includes an overview of the VolNet program and the delivery agency proposal guidelines. Before beginning your application, please review this document thoroughly. If you have any questions, contact VolNet at:

Tel.: (613) 990-7233

E-mail: volnet@ic.gc.ca

A Note to Voluntary Organizations

Individual voluntary organizations interested in benefiting from VolNet should contact a VolNet delivery agency in their region or sector (please note that delivery agencies will be established on an ongoing basis throughout the life of the program). The delivery agency contacted will assess the organization's eligibility for VolNet services and will determine whether it is able to assist the organization using the approved selection process (see Appendix A). To find out the names and locations of delivery agencies as they are established, call 1-800-575-9200 or visit our Web site at <http://www.volnet.org>

ABOUT VOLNET

In the February 1998 Budget, the federal government announced the creation of the Voluntary Sector Network Support Program (VolNet) in order to “expand the technological capacity of the voluntary sector.” To support this initiative, the government allocated \$15 million over three years for the program. It also established the program’s target of offering connectivity to 10 000 voluntary organizations by March 31, 2001.

Wanting to engage the participation of the voluntary sector in the development of the program, the federal government created the VolNet National Advisory Committee (VNAC) in June 1998. VNAC consists of 28 representatives from various fields in the voluntary sector (including health, international development, social services, justice, environment, faith, arts and culture, recreation and sports, and equality-seeking groups), the private sector, as well as two representatives from both Industry Canada and other federal departments that support the voluntary sector.

This proposal guide reflects key recommendations that were made by VNAC in their report to the Minister of Industry, *Building the Technological Capacity of the Voluntary Sector* (January 1999). VNAC members will continue to play a key role in designing programming, reviewing applications and evaluating projects as these activities are rolled out over the next two years.

VolNet’s Mission and Goal

VolNet’s mission is to enable voluntary organizations to access and use Internet technologies to further their own missions. The program’s goal is to offer Internet connectivity to 10 000 voluntary organizations by March 31, 2001.

VolNet’s Objectives

VNAC has set the following objectives for the VolNet program:

- increase the number of voluntary organizations connected to the Internet by 10 000;
- increase voluntary organizations’ awareness of the benefits and strategic importance of the Internet;
- enhance the voluntary sector’s ability to share information with other voluntary organizations, governments and stakeholders via the Internet;
- address the barriers to using the Internet that are the result of social inequalities of race, poverty, gender, disability, age or language by assisting voluntary organizations working in these areas to access and use the Internet;
- where appropriate, assist voluntary organizations to empower their constituents through the use of the Internet; and
- ensure that organizations become aware of the need for a strategy to sustain the use of the Internet within the organization.

The VolNet Service Package

Basic connectivity and support services are the first step along the road to using the Internet effectively within the voluntary sector. Unfortunately, many organizations have neither the skills nor the resources to make this initial connection. To address this issue, VolNet will offer a "VolNet Service Package" to 10 000 eligible, previously unconnected charities and not-for-profit organizations. The package will include three components:

1. INTERNET ACCESS AND SUPPORT SERVICES

Each VolNet Service Package recipient will receive a basic Internet account for a period of one year. Each delivery agency must propose the method of supplying Internet accounts to the voluntary organizations it serves. Industry Canada will contribute up to \$125 per account in urban areas and up to \$200 per account in rural areas for connectivity. The cost must not be higher than the lowest price normally charged by the connectivity supplier(s). Delivery agency proposals will also be evaluated on connectivity support services provided and on partnerships between the connectivity supplier and the voluntary sector (partnerships could include pro bono services or a sponsorship program).

2. COMPUTER EQUIPMENT NEEDED TO CONNECT TO THE INTERNET

Some VolNet Service Package recipients will not already have a computer and related hardware capable of running Internet access software. For the purchase of new computers, Industry Canada will contribute the lesser amount of either 50 percent of the cost or \$400 per computer. For recycled equipment, peripherals or assistive devices, Industry Canada will contribute 50 percent of the cost. Requests for assistive devices over \$400 will be reviewed on a case-by-case basis. Delivery agencies will purchase all equipment on behalf of the voluntary organizations they serve, with the voluntary organizations contributing the difference in cost. Industry Canada may identify a specific supplier for all computers purchased using VolNet funds.

3. BASIC INTERNET SKILLS DEVELOPMENT

Recipients of the VolNet Service Package will receive basic Internet skills development that will help them to get on-line and start using the Internet. Basic skills development activities will be carried out directly by VolNet delivery agencies.

Applied Skills Development and Support

Learning happens best when it includes a demonstration of how new skills can be used in the day-to-day lives of the learners. With this in mind, VolNet will provide applied skills development and support to voluntary organizations. Delivery agencies will be asked to propose specific initiatives such as:

- an on-line discussion group about fundraising;
- a workshop on building Web sites or on-line outreach for not-for-profit organizations; and
- a volunteer recruitment program to provide technology assistance to voluntary organizations.

Since organizations at all stages of Internet use often need help matching the technology to their mission, applied learning opportunities and ongoing support will be widely available to voluntary organizations in need.

The Role of VolNet Delivery Agencies

Organizations with a keen understanding of the Internet and a deep knowledge of the voluntary sector will become VolNet delivery agencies. These organizations will also need to have the capacity to deal with the scope and range of activities required under this program. Delivery agencies will be responsible for:

- identifying voluntary organizations that are eligible for, and would like to benefit from, VolNet services (see Appendix A);
- determining what these organizations need in order to get on the Internet;
- delivering the VolNet Service Package to selected voluntary organizations;
- serving as a central point for applied skills development and support for voluntary organizations in a particular region or sector;
- leveraging resources and developing collaborative agreements with other organizations that would like to contribute to VolNet.

In addition to the above roles and responsibilities, each organization will be expected to participate in a national network of VolNet delivery agencies. The delivery agency network will assist in the coordination of activities and sharing of experience between delivery agencies.

VOLNET DELIVERY AGENCY PROPOSAL GUIDELINES

Overview

The four phases of the VolNet delivery agency proposal are the following (see below for more detailed guidelines related to each phase).

1. LETTER OF INTENT

The letter of intent is an initial proposal that describes an organization's approach to the delivery of VolNet services and its basic suitability for the role of delivery agency. Approved letters of intent will result in a contribution agreement with Industry Canada. Each contribution agreement will include funding and a list of deliverables for the final three phases: assessment, implementation and evaluation.

2. ASSESSMENT PHASE

During the assessment phase (which will last for a maximum of two months), each delivery agency will identify which organizations are eligible to receive the VolNet Service Package. At the end of this phase, each delivery agency must submit an assessment report that includes an implementation work plan and budget, as well as a list of the voluntary organizations to be served. Only those delivery agencies whose assessment reports are approved will be asked to complete the remaining two portions of their contribution agreement.

3. IMPLEMENTATION PHASE

During the implementation phase, each delivery agency will implement the work plan outlined in its assessment report, including acquiring Internet accounts and computer equipment on behalf of the voluntary organizations being served, delivering basic and applied skills development workshops, and assisting in the integration of the Internet into the day-to-day work of voluntary organizations. Interim reports will be requested during the implementation phase of the program.

4. EVALUATION PHASE

During the evaluation phase, each delivery agency will report on the success of its VolNet project. This report will not only include information on the number of organizations served but also on the ways that these organizations have used the Internet in their work.

Delivery Agency Eligibility

VolNet delivery agencies are unique organizations or consortiums with a mix of voluntary sector experience and Internet skills.

An eligible VolNet delivery agency is one organization or a consortium of organizations (with one as the lead) that possesses the following characteristics:

- it must be a legal entity (essential for the lead applicant) that has been in operation for at least 12 months;
- it must have experience with and knowledge of the voluntary sector;
- it must have demonstrated knowledge of uses of the Internet in the voluntary sector (or be able to explain how the organization will gain this expertise, for example, through collaboration with other organizations);
- it must be able to demonstrate that it can receive, manage and account for public funds in a responsible manner, and has the capacity to deliver the project.

In selecting delivery agencies, preference will be given to voluntary sector organizations with the capacity to meet the requirements of the program.

The following groups are not eligible to become VolNet delivery agencies:

- political parties and organizations involved in partisan political activity;
- places of worship (as opposed to religious charities).

Under normal circumstances, individuals, profit-oriented organizations, industry and trade associations (including professional associations) and other representatives of business interests, municipalities, universities, hospitals and schools are not eligible. However, these groups may be eligible if (1) they can demonstrate that their proposal is clearly to benefit voluntary sector organizations, and (2) their proposal is accompanied by documentation that demonstrates support for the proposal by voluntary organizations.

Letter of Intent Guidelines

The first step in the VolNet delivery agency proposal is the submission of a brief letter of intent to Industry Canada. After reviewing all program guidelines, interested organizations should prepare a letter of intent that includes the following:

- the title of the proposed project;
- contact information, including the name of the lead agency, the name(s) of the consortium partner(s), address(es), project leader(s)/contact person(s), telephone number(s), fax number(s) and E-mail address(es);

- the number of years in operation and the type of organization for the lead agency and each consortium partner (not-for-profits and charities should provide their incorporation or charity number);
- a description of the mission of each organization;
- a description of experience with and knowledge of the voluntary sector, and of the uses of the Internet in the voluntary sector;
- a description of experience in delivering training programs in the voluntary sector;
- a description of experience working collaboratively with other organizations within the voluntary sector;
- a description of another project that demonstrates the organization's capacity to deliver VolNet (with references where appropriate);
- a description of the group of voluntary organizations that will be assisted, including an estimate of the number of organizations that will be served, their geographic locations and their fields of activity;
- a summary description of partnerships to be developed with other organizations or businesses, including an explanation of their contributions to the program (cash or in-kind);
- a summary description of the method that will be used to deliver VolNet Service Package components, such as how connectivity and computers will be delivered to voluntary organizations;
- a summary description of how applied skills development and support will be delivered;
- a general work plan that describes the major tasks or deliverables at each phase of the project (assessment, implementation, and evaluation), and includes an explanation of how the delivery agency will reach out to VolNet's priority groups during the assessment phase;
- a general budget using the budget template outlined in Appendix C.

Organizations whose letters of intent are approved will enter into a contribution agreement with Industry Canada. The contribution agreement will describe the deliverables and payment schedule for the assessment, implementation and evaluation phases of the project. The amount of the contribution agreement may be adjusted following the submission of the assessment report.

Delivery agencies have the option to subcontract to other groups that are part of a delivery agency consortium or that are "sub"-delivery agencies. Industry Canada will have contribution agreements only with the lead agencies and will hold them responsible for any activities they subcontract to other parties.

Assessment Phase Guidelines

Once a contribution agreement has been signed, delivery agencies will move on to the assessment phase of the project (maximum two months). During this phase, each delivery agency will identify the voluntary organizations that are eligible to receive the VolNet Service Package. To identify these organizations, each delivery agency must follow the eligibility criteria and selection process outlined in Appendix A, and acquire the information outlined in Appendix B.

Once they have identified the organizations they plan to serve, each delivery agency will be required to submit an assessment report. This report will include both information about the organizations that will receive the VolNet Service Package and a detailed work plan and financial proposal for project implementation. Only organizations whose assessment reports are approved will be asked to move on to the implementation and evaluation phases of the project.

Assessment reports will include the following information:

SECTION 1 — DETAILED PROJECT WORK PLAN

Building on the summary descriptions included in the letter of intent, the assessment report must include a detailed work plan for the implementation phase of the project. The work plan should include the following:

- an overview of how the project will be organized and managed, including information on the delivery agency structure, project management and human resources;
- purchasing and implementation plans for the delivery of the VolNet Service Package components, such as connectivity and computer equipment;
- specific activities that will be undertaken to provide applied skills development and support to voluntary organizations (each delivery agency is asked to develop its own innovative ideas for this);
- a specific strategy to reach out to priority groups throughout the life of the program;
- a description of the delivery agency's capacity to provide services in both official languages (see VolNet Terms and Conditions p. 14);
- a description of a current or planned strategy to serve organizations in rural areas (see VolNet Terms and Conditions p. 14);
- a description of leveraging strategies, partnerships and donations that will benefit the project;
- ideas for work that could be done as part of the delivery agency network.

SECTION 2 — DESCRIPTION OF VOLUNTARY ORGANIZATIONS TO BE SERVED

This section includes two components: a completed database template describing each organization to be served and a written summary providing an overview of the organizations to be served.

Database Component

Industry Canada will provide each delivery agency with a database template for information that needs to be collected about each VolNet Service Package recipient. The database will include the following information: organization name; address; incorporation or charity number; budget; rural or urban; sector; priority group (if applicable); equipment required/received; Internet accounts required/received; Internet skills development required/received; and official language most commonly used. This information will be submitted electronically both as part of the assessment report and as part of an ongoing reporting process.

Written Summary

In addition, each assessment report will require a written summary providing an overview of the organizations that the delivery agency plans to serve. The written summary must include the following:

- the name of each organization to be served;
- the total number of urban organizations;
- the total number of rural organizations;
- the number of new computers to be purchased;
- the total number of Internet accounts needed;
- a summary description of other equipment needed;
- the total number of organizations needing basic Internet skills development;
- a summary description of the types of organizations being served (i.e. the group, region or sector targeted, priority groups included).

SECTION 3 — FINANCIAL PROPOSAL

Assessment reports must include a detailed financial proposal outlining all expenditures and revenues anticipated during the implementation phase of the project, using the budget template outlined in Appendix C (see also Eligible and Ineligible Delivery Agency Expenses p. 12).

Implementation Phase Guidelines

Once an assessment report has been approved, a delivery agency may move on to the implementation phase. During this phase, a delivery agency will implement its work plan, which should include the following tasks:

- developing contracts for the purchase of Internet accounts and computer equipment and facilitating the process of getting VolNet Service Package recipients set up on the Internet;
- developing partnerships and leveraging existing resources into the VolNet program;
- delivering basic skills development workshops to all VolNet Service Package recipients in need of this service;
- implementing the applied skills development and support components of the project, and providing ongoing support in the integration of the Internet into the day-to-day work of targeted voluntary organizations;
- providing monthly database updates and one-page progress reports to Industry Canada;
- participating in VolNet delivery agency network activities, including on-line discussions.

Evaluation Phase Guidelines

Once the implementation of a VolNet project has been completed, delivery agencies will be required to submit a final evaluation report. The evaluation report will include two components: a final submission to the VolNet database and a written description of the impact of the project on the sector or region targeted. The written evaluation report must include the following information:

- the total number of organizations connected to the Internet;
- the total number of organizations that received computer equipment and a description of the type of equipment received;
- the total number of organizations that received basic Internet skills development;
- the total number of organizations that received applied skills development;
- an explanation of the use of the Internet among voluntary organizations connected as a result of VolNet;
- an explanation of the long-term impact of VolNet on the voluntary organizations connected, as well as an explanation of the continuation of VolNet activities.

VolNet will seek input from delivery agencies to further develop the evaluation report template.

Eligible and Ineligible Delivery Agency Expenses

Listed below are the delivery agency expenses that are eligible or ineligible for funding under VolNet. Communications and marketing materials will be provided by Industry Canada.

ELIGIBLE EXPENSES

- salaries for staff involved in the assessment, implementation or evaluation phases of the project;
- project management and coordination;
- travel to assist targeted voluntary organizations;
- project-related administration costs;
- Internet accounts (see The VolNet Service Package p. 4);
- computer equipment (see The VolNet Service Package p. 4);
- expenses related to applied skills development and support (for example, providing skills development on building Web sites or creating on-line discussion groups).

INELIGIBLE EXPENSES

- expenses that are not directly related to the project;
- expenses related to Internet content development, such as Web site development, maintenance or hosting, for the delivery agency or individual organizations;
- expenses related to new curriculum development (a national curriculum for Internet skills development will be provided by Industry Canada);
- expenses related to establishing the network of delivery agencies;
- shipping of computers (this cost should be included in the price of any computers purchased);
- costs related to preparing the VolNet letter of intent;
- fixed capital assets;
- office furniture, equipment or other non-fixed equipment such as portable shelving;
- items of a personal nature;
- costs associated with attendance at conferences, workshops or seminars;
- debt reduction;
- commitments made by the applicant(s) prior to, or in anticipation of, official written notification from Industry Canada that a contribution agreement has been approved.

Evaluation of Proposals

Delivery agency letters of intent and assessment reports will be evaluated by the VolNet National Advisory Committee (VNAC). VNAC will recommend which proposals to support, with final decisions made by Industry Canada.

LETTER OF INTENT EVALUATION

Letters of intent will be evaluated according to the following criteria:

- demonstrated experience with the voluntary sector, the Internet, training delivery and collaborative projects;
- capacity to deliver the VolNet program;
- approximate number of voluntary organizations that will be served;
- eligibility of the group or sector that will be served;
- proposed assessment report plan;
- demonstrated understanding of a delivery agency's role and the work required to implement VolNet services.

ASSESSMENT REPORT EVALUATION

Assessment reports will be evaluated according to the following criteria:

- completeness, quality and comprehensiveness of the description of voluntary organizations to be served;
- representation of priority groups in the list of voluntary organizations to be served;
- quality and strength of consortium and management plan;
- demonstrated understanding of the delivery agency concept and the scope of work;
- degree to which the proposed approach and methodology ensure a high level of success in meeting proposed targets;
- experience and skills of the delivery agency project manager and team;
- inclusion of a support services and partnership approach in the connectivity strategy;
- completeness and feasibility of the financial proposal;
- degree of financial support from in-kind or other non-VolNet sources;
- general presentation of the proposal.

Note: These criteria may be further refined by Industry Canada, in association with VNAC.

VOLNET TERMS AND CONDITIONS

In reviewing proposals, VNAC and Industry Canada will be also be guided by the following terms and conditions:

- VolNet will establish at least one delivery agency per province and territory.
- VolNet will make every effort possible to ensure that the proportion of total voluntary organizations connected in each province or territory reflects the population distribution in Canada.
- VolNet will make every effort possible to ensure that the locations of the voluntary organizations connected reflects the rural/urban population distribution in Canada (approximately 20 percent rural, and 80 percent urban).
- Delivery agencies must ensure that the types of voluntary organizations they serve are representative of the organizations in their targeted area or sector. Further, proposals which have successfully included VolNet's priority groups (as outlined in the eligibility criteria) in their list of voluntary organizations to be served will be favoured.

- Under the *Official Languages Act*, Industry Canada is committed to enhancing the vitality of official language minority communities as well as to fostering the full recognition and use of both English and French. Consequently, VolNet encourages specific, appropriate and adequate measures to respond to the needs of official language minority groups. In particular circumstances, VolNet recognizes that official language minorities may wish to develop proposals to address their specific needs. In preparing a VolNet proposal, delivery agencies should consult with and/or seek the participation of local official language minorities.

Submission of Proposals

Letters of intent must be submitted to:

Industry Canada
VolNet Program
14th floor
155 Queen Street
Ottawa ON K1A 0H5

Letters of intent will be accepted up to October 1, 2000, allowing delivery agencies to connect voluntary organizations before March 31, 2001. To be included in the first round of evaluations, letters of intent must be submitted by **February 26, 1999**. Proposals will generally be reviewed every two months thereafter. It is anticipated that most delivery agencies will be established in the first year of the program.

With the exception of entries into the VolNet database, all proposals and reports should be submitted in both hard copy and electronic format. Electronic proposals and reports should be in WordPerfect or Microsoft Word. Budgets may be submitted within the main proposal or as Microsoft Excel files.

APPENDIX A: VOLNET SERVICE PACKAGE RECIPIENTS: ELIGIBILITY CRITERIA AND SELECTION PROCESS

As a part of the assessment phase, delivery agencies will identify voluntary organizations that are eligible to receive the VolNet Service Package, including connectivity, computers and basic Internet skills development. This appendix outlines which voluntary organizations are eligible to receive the VolNet Service Package and the selection process that must be used to identify VolNet Service Package recipients.

Eligible and Ineligible VolNet Service Package Recipients

The following eligibility criteria apply to voluntary organizations interested in receiving the VolNet Service Package.

An eligible voluntary organization must:

- be incorporated as a not-for-profit corporation under appropriate provincial or federal legislation, or be registered with Revenue Canada as a charity or an amateur athletic association;
- have a voluntary board of directors;
- offer services or programs that serve the public interest;
- demonstrate that it operates democratically, or in other participatory ways, and represents its membership or constituency; and
- have annual revenues of less than \$500 000.

Priority groups include:

- organizations that have not been connected to the Internet in the last six months; and
- organizations that are isolated, either geographically or as a result of the mission of the organization (for example, organizations serving groups seeking equality by addressing issues that affect minority language groups, people with disabilities, the elderly, youth, the economically disadvantaged, aboriginals and women).

The following should not be eligible to receive the VolNet Service Package:

- individuals;
- profit-oriented organizations;
- industry and trade associations (including professional associations);
- political parties and organizations involved exclusively in partisan political activity;
- municipalities, universities, hospitals and schools;
- organizations already served by similar government programs;
- places of worship (as opposed to religious charities);
- labour unions.

Selection of VolNet Service Package Recipients

In selecting the voluntary organizations they will serve, delivery agencies will:

- hold an open application process with established deadlines while simultaneously actively seeking out potential beneficiaries (including VolNet's priority groups);
- ensure that each applicant provides the information required to determine its eligibility and needs (see Appendix B); and
- determine applicants' eligibility.

If there are too many eligible applicants to serve, the delivery agency will randomly select the organizations it will serve. In this process, all organizations in the pool of eligible applicants, including those from priority groups, will be treated equally.

APPENDIX B: VOLUNTARY ORGANIZATION ELIGIBILITY AND NEEDS ASSESSMENT

Each organization interested in receiving the VolNet Service Package must provide the following information. Delivery agencies should remind voluntary organizations that meeting the eligibility criteria does not guarantee receipt of the VolNet Service Package.

General Information

- Name and address of the organization.
- Sector (health, international development, social services, justice, environment, faith, arts and culture, recreation and sports, equality-seeking group, other).
- Does the organization represent any of VolNet's priority groups?
If yes, which one(s)?
- Is the geographic location of the organization urban or rural?
- Please list the official language most commonly used in your organization (English or French).

Indication of Organization's Eligibility

ELIGIBILITY CRITERIA	REQUIREMENT
▶ Must be incorporated as a not-for-profit corporation under appropriate provincial or federal legislation, or be registered with Revenue Canada as a charity or amateur athletic association	Provide incorporation or charity number.
▶ Must have a voluntary board of directors	Attach a list of members of the board of directors.
▶ Must offer services or programs that serve the public interest	Give a brief description of the programs and services offered by the organization.
▶ Must operate democratically, or in other participatory ways, and represent its membership or constituency	Give a brief description of the operational procedures (terms of reference) of the organization.
▶ Must have annual revenues of less than \$500 000	Attach a copy of last year's financial statements. If the organization does not operate with its own budget (for example, in the case of a branch office of a national or provincial organization), then the organization must include a financial statement from its head office.
▶ Must not have been connected to the Internet in the last six months	Has the organization been connected to the Internet in the last six months?
▶ Must be planning to use the Internet in its work in the near future	Give a brief description of at least two ways that the Internet will be used in the organization.

Needs Assessment and Questions about the Organization's "Internet Readiness"

1. In order to get connected to the Internet, does the organization need*:
 - an Internet capable PC
 - computer peripherals (please specify)
 - assistive devices
 - other
2. Does the organization need basic Internet skills development? Yes No
3. Does anyone in the organization (staff member or volunteer) already have Internet experience or training? Yes No
4. Will the organization dedicate a staff member or volunteer to be responsible for Internet use in the organization? If yes, please identify the person.
5. Has the organization discussed how to integrate the Internet into its work plan? If yes, please explain (for example, is there a service that it will deliver via the Internet?)
6. How will the organization sustain the use of the Internet once it is connected?

* Note: Organizations that already have Internet capable equipment are not eligible to receive funding for computer equipment. For the purchase of new computers, Industry Canada will contribute the lesser amount of either 50 percent of the cost or \$400 per computer. For recycled equipment, peripherals or assistive devices, Industry Canada will contribute 50 percent of the cost. Requests for assistive devices over \$400 will be reviewed on a case-by-case basis. Delivery agencies will purchase all equipment on behalf of the voluntary organizations they serve, with the voluntary organizations contributing the difference in cost.

APPENDIX C: BUDGET TEMPLATE

The following budget template should be used for budgets in both the letter of intent and the assessment report. Letter of intent budgets should include a firm fixed price for the assessment phase and an estimate of costs for the implementation and evaluation phases. Assessment reports should include a firm fixed price that encompasses all phases of the project (see also p. 13).

This template is intended only as a guide in the development of budgets. Additional categories and line items may be added if necessary.

VOLNET DELIVERY AGENCY BUDGET TEMPLATE	
EXPENSES	
Assessment Phase	
Salaries	
Administration and overhead	
Other (please specify)	
<i>Sub-total</i>	
Implementation Phase	
Salaries	
Travel (please specify)	
Applied skills development	
Internet accounts (number of accounts x price per account)	
Computers (number of computers x price per computer x 50 percent or \$ 400)	
Other equipment	
Administration and overhead	
Other (please specify)	
<i>Subtotal</i>	
Evaluation Phase	
Salaries	
Administration and overhead	
Other (please specify)	
<i>Subtotal</i>	
<i>Total Expenses</i>	
REVENUE	
Non-VolNet contributions (must be 15 percent of total expenses*)	
- in-kind contributions** (please specify item and source)	
- cash contributions or grants*** (please specify item and source)	
<i>Total Revenue</i>	
VolNet contribution request (<i>Total Expenses minus Total Revenue</i>)	

* The 15 percent refers to *all* non-VolNet sources of revenue.

** Examples of in-kind contributions include volunteer labour, office space, and connectivity or equipment from a private source.

*** Examples of cash contributions or grants include funds raised for the project or grants from other government sources.

APPENDIX D: RELATED PROGRAMS

VolNet is one of a series of programs developed by the federal government in cooperation with other levels of government, local community groups and the private sector.

- The **Community Access Program (CAP)** co-funds the start-up costs of Internet public access sites (<http://cap.unb.ca>).
- **SchoolNet** will not only continue to connect Canada's 16 500 schools, 3 400 public libraries and 467 First Nations schools but will also extend connectivity to the classroom (<http://www.schoolnet.ca>).
- **Computers for Schools** will expand to deliver 250 000 computers to Canada's schools, one computer for every classroom (<http://www.schoolnet.ca/cfs-ope>).
- The **Youth Employment Strategy** provides job opportunities for young Canadians in association with the above programs (<http://youth.hrdc-drhc.gc.ca/yes/main.shtml>).

A strengthened commitment for all of these programs was announced in the federal government's February 1998 Budget, with plans to invest \$205 million in them by 2001.