

Chartered Institute of Environmental Health



INVITATION TO TENDER

Tender Name	PROVISION OF AGM VOTING SERVICES FOR CIEH
Tender Reference	ITT06: 2024-AGM

1. About CIEH

Our Purpose	To promote all aspects of environmental health for public benefit
Our Vision	Safer, cleaner and healthier environments for the benefit of all
Our Values	<p>Inclusivity - We treat everyone with respect. We welcome difference and hold ourselves and others to account for encouraging diversity of thought and action.</p> <p>Professionalism - We act ethically to deliver on our promises. We expect and support practitioners to consistently apply the skills and behaviours that engender public trust.</p> <p>Partnership - We actively seek ways of working with others who share our values to achieve our purpose.</p>

We are committed to fulfilling our vision and ensuring our values are central to all that we do.

With this in mind, we are asking potential suppliers to provide details of how you will ensure the work is relevant and aligned with the strategic, operational, and value-driven needs of CIEH.

Environmentally friendly and sustainable procurement is extremely important to CIEH's core beliefs and principles. Invitations to tender request that potential providers demonstrate their commitment to environmentally friendly processes.

2. Introduction

Information on the purchase, key elements and key outputs

The purpose of this invitation to tender (ITT) is for the provision of election services.

CIEH is a professional membership body with over 7,500 members working across public, private and military sectors. CIEH is a charity incorporated by Royal Charter. There is one subsidiary and another related entity; the Welfare Fund.

CIEH is seeking to encourage a culture of governance that promotes openness, transparency, integrity, values diversity, is compliant, accountable and responsive.

As a Registered Charity and Chartered body, CIEH is required to hold an Annual General Meeting. There is also provision for Special General Meetings to be held in the event of a petition from members. (Two Special Meetings were held in 2023.)

The next AGM is scheduled for Friday 27th June 2025.

There is more information about recent AGMs and our processes on our website at www.cieh.org/governance/agm/

We are seeking an external supplier to manage our AGM voting from 2025 – 2029.

The supplier will be:

- a reputable organisation with a proven track record of providing high-quality and rigorous AGM services to a range of membership bodies, charities, or similar.
- able to demonstrate that it processes and stores personal data in a secure and appropriate manner and that it does so within the UK, EU or other territory with a current adequacy agreement in place.
- Able to operate AGM voting processes from start to finish, primarily online but also incorporating offline/ in person voting – and including proxy votes.
- Able to produce visually engaging and comprehensible material / interface to encourage participation/turnout.

Each tender (Tender) submitted by each supplier who responds to this ITT (Tenderer) should be detailed enough to allow CIEH to make an informed selection of the most appropriate solution. This ITT contains information about the procurement process and the services referred to in this ITT (Services).

Subject to the terms of this ITT, CIEH proposes to enter into a contract (Contract) with the successful Tenderer (Service Provider). The Contract will be for a period of 5 years.

The timetable for this process is as follows:	
Invitations to tender issued	26 September 2024
Expression of interest (e-mail confirmation preferred)	8 October 2024
Acknowledgement by CIEH of receipt of the expression of interest forms	11 October 2024
Tender responses to be received by (Deadline)	31 October 2024
Evaluation period	November 2024
Decision announced by	1 December 2024
Contract start date	1 January 2025

3. Specification or Scope of Works

Specification or scope of works sufficient for a supplier to provide a quotation
<p>To administer CIEH AGM and Special Meeting voting processes in accordance with our procedures in all phases from 2025-2029, including:</p> <ul style="list-style-type: none"> a. Initial notification/publicity b. Creation of voting site with motions, etc. c. Proxy voting d. Online voting during the meeting e. Collation of results f. Provision of results <p>Members in the Member and Fellow grades can vote at the AGM and Special Meetings. This is currently 5398 members (total member 7575).</p>

AGM and Special Meetings are hybrid. Attendance in person is usually between 30-50 members. Attendance online is circa 200 members.

Online is the default method of voting. Provision should be made for members who request offline Proxy voting and offline voting if attending the meeting in person.

4. Outputs and Performance Requirements

The key outputs & performance requirements are;

Ensuring:

- CIEH processes are followed
- CIEH timetable adhered to
- Straightforward and easy to use nomination and voting interfaces
- Data integrity
- Accuracy of processing votes
- Queries from CIEH and voters dealt with promptly
- Timely and accurate reporting of nominations, engagement, outcome
- High engagement achieved

5. Structure of Proposals (Add/Delete items as required)

Name of the company making the bid & company number	
Registered Address	
Details of ability to meet the requirements of the tender	
Details of skills and experience. Please highlight	

skills and experience against each item.	
Total Charges per AGM / Special Meeting	
Details of any other value for money options appropriate to this tender	
Other information relevant to tender proposal	

5. Evaluation Criteria

The proposals will be evaluated by an evaluation panel made up of key stakeholders in CIEH.	
Evaluation Criteria	% Weighting
1. Skills and experience; AGM voting	25%
2. Skills and experience; data integrity / accuracy	20%
3. Skills and experience; communication / engagement	20%
4. Commitment to environmental and sustainable processes	5%
5. Value for money	30%

6. Executive Summary

Each Tenderer must also provide an executive summary of its Tender which includes the following:

- an outline of the way in which the CIEH's requirements are to be met by its proposal
- a summary of all the services offered by the Tenderer in response to the ITT
- an overview of the implementation and operation of the Services
- a description of the Tenderer's overall structure including details of the financial standing of the Tenderer
- key qualifications, including track record and experience in delivery of similar services
- a summary of the key methods and techniques to be used including any innovative approaches
- the overall management approach in relation to implementation and service delivery
- the Tenderer's approach to, and plans for, transition, implementation and exit and exit management
- an overview of the Tenderer's overall costs and proposals in relation to pricing, and
- a clear statement of its commitment to meet CIEH's requirements and the pricing, payment and performance model.
- A clear statement of how Tenderer will ensure the work is relevant and aligned with the strategic, operational, and value-driven needs of CIEH and demonstrate commitment to environmentally friendly processes.

7. Submitting a Proposal

The deadline for receipt of submissions is 31 October 2024. It is the responsibility of the bidder to ensure that the proposal has arrived by the deadline stated.

Any Tender received after the Deadline shall not be opened or considered. CIEH may, however, in its own absolute discretion extend the Deadline, and in these circumstances CIEH will notify all Tenderers of any such change.

The Tender must be clear, concise and complete. CIEH reserves the right to mark a Tenderer down or exclude it from the procurement if its Tender contains any ambiguities or lacks clarity. Tenderers should submit only information that is necessary to respond effectively to this ITT. Unless specifically requested, extraneous presentation materials are not necessary or desired. Tenders will be evaluated on the basis of information submitted by the Deadline.

CIEH will only accept an electronic copy of the proposal. This should be received in PDF format by the deadline. Electronic Tender proposals should be emailed to j.webber@cieh.org quoting the tender reference in the subject.

An acknowledgement of receipt of your bid will be sent to you. If you do not receive such an email it is the bidder's responsibility to contact CIEH to ensure that the bid has been received.

8. Award of Contract

It is anticipated that bidders will be notified of the outcome of this tender exercise on 1 December 2024

The contract will commence on 1 January 2025.

The contract will be for 5 years.

9. Further Information

For enquiries regarding this work or the tender process, please contact j.webber@cieh.org

Disclaimers and Legal Issues

This ITT and any of the information presented in it does not constitute an offer or invitation on the part of CIEH to enter into the Contract or any other contractual arrangements relating to the services described in this ITT (Services).

The information in this ITT, which does not purport to be comprehensive, has been provided by CIEH and has not been independently verified. While this ITT has been prepared in good faith, no representation, warranty, assurance or undertaking (express or implied) is or will be made, and no responsibility or liability is or will be accepted by CIEH or by its officers, employees or agents in relation to the adequacy, accuracy, completeness or reasonableness of this ITT, or of any other information (whether written or oral), notice or document supplied or otherwise made available to the Tenderers or their advisers in connection with the Services and the Contract.

All and any such responsibility and liability is expressly disclaimed. The recipient acknowledges and agrees that no person has, nor is held out as having, any authority to give any statement, warranty, representation, assurance or undertaking on behalf of CIEH in connection with the Contract.

No information set out or referred to in this ITT shall form the basis of any contract. Any prospective Service Provider shall be required to enter into the Contract, acknowledging that it has not relied on to enter into such an agreement by, any representation, warranty, assurance or undertaking save as expressly set out in that agreement.

This ITT does not exclude any liability for, or remedy in respect of, fraudulent misrepresentation.

This ITT should not be regarded as an investment recommendation made by CIEH or its appointed advisors. All suppliers are recommended to seek their own financial and legal advice.

CIEH will not in any circumstances be liable for any Tender costs, expenditure, work or effort incurred by a Tenderer in carrying out enquiries in relation to, proceeding with, or

participating in, this procurement, including if the procurement process is terminated or amended by CIEH.

All intellectual property rights in this ITT and all materials provided by CIEH or its professional advisors in connection with this ITT are and shall remain the property of CIEH and/or its professional advisors.

The Tenderer and CIEH shall, at their own expense, ensure that they comply with the requirements of all legislation and regulatory requirements in force from time to time in relation to the use of personal data that is disclosed in, or pursuant to this ITT. "Personal data" is as defined in the General Data Protection Regulation ((EU) 2016/679) (GDPR) and the privacy of electronic communications, including (i) the Data Protection Act 2018 and any successor UK legislation, as well as (ii) the GDPR and any other directly applicable European Union regulation relating to data protection and privacy (for so long as and to the extent that the law of the European Union has legal effect in the UK.

CIEH reserves the right to:

- verify information that applicants provide in the Tender and disqualify an application if an error, omission, or mistake is discovered. This applies, no matter what stage has been reached in the tender process
- waive or change the requirements of this ITT from time to time without prior (or any) notice being given by CIEH
- seek clarification or documents in respect of a Tenderer's submission
- disqualify any Tenderer that does not submit a compliant Tender in accordance with the instructions in this ITT
- disqualify any Tenderer or terminate any Contract where there is serious misrepresentation in relation to its Tender, expression of interest or the tender process
- exclude any Tenderers from the tender process who have been found to be in breach of intellectual property rights and data protection obligations and may pursue any remedy or take any other action for breach as it considers appropriate
- withdraw this ITT at any time, or to re-invite Tenders on the same or any alternative basis
- choose not to award any Contract as a result of the current procurement process,
- make whatever changes it sees fit to the Timetable, structure or content of the procurement process, depending on approvals processes or for any other reason.
- Any action CIEH may take (including but not limited to the above) shall be done without incurring any liability to the affected Tenderers.