



INVITATION TO TENDER

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| Tender Name | Interactive Exercises Development and Delivery work |
| Tender Reference | ITT12 |

1. About the Chartered Institute of Environmental Health (CIEH)

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| CIEH's purpose | To promote all aspects of environmental health for public benefit |
| CIEH's vision | Safer, cleaner, and healthier environments for the benefit of all |
| CIEH's 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> |

2. Introduction

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| <p>Information on the project, specification and context</p> <p>We are tendering for the development of new EHP Pathway interactive exercises. These exercises will be designed for candidates who are completing the EHP portfolio and provide opportunities to investigate environmental health incidents in which may not be a routine occurrence.</p> <p>The subjects of the interactive days are detailed further below. Each exercise must develop the four core skills, outlined here:</p> <p>1. Acquiring Information:</p> <p>The candidate must be able to describe how they acquired the information needed to address the issues. This will typically include the techniques used (for example inspections, audits, investigations, sampling, surveys, observations, interviews, data collection,</p> |
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analysis, etc). They must be able to clearly state the hazards identified and their nature (how they present harm, even if it appears self-evident).

It is therefore vital that delivery of the scenario is interactive. The candidate must have the opportunity to demonstrate some of the techniques to acquire information (listed above), as opposed to just handed the information.

2. Risk Assessment:

The candidate must have the opportunity to identify and assess the factors that determine the level of risk presented in the scenario; they must support their decision by referencing established sources.

The scenario should allow the candidate to identify and quantify the factors that affect the level of risk, e.g. number of people involved, likelihood of occurrence, severity, vulnerable people, long term/short term risk, etc. They must be able to assess these factors to determine the level of risk. The candidate should be able to consult established guidance, standards, codes of practice and other secondary sources to determine the level of risk presented.

3. Course/s of Action

Based on the assessment of risk determined in the scenario, the candidate should be able to consider a range of options to control the risks.

Candidates should be able to explain and justify their decisions as to the best outcome/s. They should clearly state the intention of their actions to demonstrate their understanding of why a particular course of action is chosen.

4. Reflection

The interactive day must incorporate a comprehensive session to reflect on the experience to allow the candidate to articulate learning from exercise.

The group might discuss the difficulties encountered in acquiring information, uncertainties involved in risk assessment, the effectiveness of the course of action, any incidental problems encountered and what might be done differently in a future intervention and why. The reflection should concentrate on the case rather than the administration of the day e.g. Candidates should think about factors determining how they would act in a real situation, rather than what handouts they received or who was in their group, etc.

It is envisioned that the provider would have separate means of obtaining candidate feedback on the administration of the exercise.

The Content/Subject of the interactive sessions.

Each exercise should be set around a scenario. The exercises should be developed for candidates to work in small teams to investigate the cases. This could include gathering evidence, considering relevant legislation, policies, procedures, development of hypotheses, lines of enquiry and preparing briefings and whatever is required for them to create a report that fulfils the intervention areas of the portfolio and the mandatory core skills.

The exercises should be designed and facilitated as a safe space for all candidates to participate in discussions. Candidates must be made comfortable to share opinions while listening to others and not fear making mistakes throughout the learning experience.

Historically, the scenarios have purposely contained multiple threads and sometimes 'red herrings' which the candidates have encountered through their investigation; they are required to navigate these to a suitable conclusion, this should be facilitated by the administrator.

The awarding contractor will need to provide all resources required for the exercises to take place. This should include:

1. The scenario and any reading information required for the candidates to complete (for instance; RIDDORs, lab reports, maps etc).
2. For scenarios which require interviews/roleplay, role profiles should be created.
3. To maximise the lifespan of the exercises, providing alternative conclusions to exercises is a desirable requirement.
4. Sustainable delivery mechanism; It is important for candidates to have access to all relevant documentation but these exercises need to be developed using latest technology and tools that candidates would be using in everyday life, minimalising printing requirements and being as sustainable as possible.

The scenarios must be aligned with the following portfolio interventions:

1. PH-A Health Protection

Candidates are required to demonstrate their involvement in an infectious disease outbreak investigation that involves consideration of epidemiological information as well as tracing of confirmed cases. They should be involved with the interviewing of some cases.

Scenarios presented can be based on a real-life cases.

The circumstances of the case must provide learning opportunities for the candidates and must include as a minimum:

Opportunity to interview parties involved to investigate

Time to consider the information they are given and that which they obtain through investigation.

Opportunity to request further information – they must specify what they require i.e. sampling results, medical information, etc.

Guidance on evaluating the information achieved.

Proposing realistic appropriate courses of action

Discussion of the case and lessons learned

Development of transferrable skills, e.g. communication, presentation, interviewing, critical thinking, collaboration, etc.

2. FS-B Investigation of a food safety or standards complaint

Candidates are required to describe their investigation of a complaint about a food product which is alleged to be non-compliant with legislative requirements that involved a significant investigation. They must include their conclusions and proposed actions.

The designed activity should allow candidates to produce a report that addresses how the need to conduct the investigation was determined, the priority afforded to the complaint, information sources used to inform the investigation and how the investigation was carried out. The activity should also include details of engagement with relevant stakeholders, including complainants and how stakeholder expectations were managed.

The activity concerns a reactive investigation for a food complaint, it is not just a food hygiene inspection of a premises (this is covered by the FS-A intervention in the portfolio). Typical instances that require this type of investigation might include suspected foreign object found in a food product, food with visible signs of mould or decay, or unavailable/incorrect allergen information.

The focus of the activity should be a reactive food investigation in line with the FSA's Competency Framework (C1) articulating certain competencies in sub-activity C1.1, these include:

Prepare an investigation file

Take statements from witnesses

Take appropriate and proportionate action in accordance with relevant policies and procedures, considering:

- findings from the investigation
- potential risks to human and/or animal health posed by any issues identified
- potential risks to the interests of the consumer and supply chain integrity posed by any issues identified
- enforcement policies including the hierarchy of enforcement

Notify appropriate persons of the findings and action taken following the investigation in accordance with relevant policies and procedures

Take appropriate and proportionate follow-up action in accordance with relevant policies and procedures, to assess whether identified issues have been addressed

3. HS-B Workplace Incident Investigation

The scenario should investigate a workplace related incident, accident, matter of evident concern, or health related incident.

Within the activity, candidates should consider the root cause and contributory factors, e.g. environment, behavioural etc and identify an appropriate course of action to prevent recurrence.

This could be a near-miss non-accident incident, an accident, a reportable accident or a work-related injury and have come through a variety of sources, such as RIDDOR, a complaint, an accident book, whistleblowing etc.

It is vital that the candidate is involved in the investigation of the incident and can demonstrate the core skills. They are required to decide how to progress the investigation, establishing what evidence they need to find and how to achieve that, to determine how the accident happened and what action should be taken thereafter.

The activity should give candidates the opportunity to consider the real-world motives and the agendas of the parties involved. Participants will have to identify, gather and weigh evidence, consider the credibility of witnesses and form conclusions based on the evidence. There is opportunity to create an ethical issue that participants should identify and deal with appropriately.

Tenderers can submit exercises for one, two, or all three interventions.

The timetable for this process is as follows:

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| Invitations to tender issued | 21 st November |
| Return of expression of interest (by email) | 29 th November |
| Acknowledgement by CIEH of receipt of the expression of interest | 6 th December |
| Tender responses to be received by (Deadline) | 16 th December |
| Evaluation period | 17 th -20 th December |
| Decision announced by | 23 rd December |
| Contract start date | 6 th January 2025 |

3. Specification or Scope of Works

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| <p>Specification or scope of works sufficient for a supplier to provide a quotation</p> <p>The service provider will be responsible for:</p> <p>Working with CIEH on the development of new EHP Pathway interactive exercises as described in Section 2.</p> <p>We are looking for a provider who can demonstrate:</p> <ul style="list-style-type: none">• An in-depth professional / organisation with working knowledge of Environmental Health• Experience of delivering similar work and targets on time and to budget• Experience of developing and delivering training products <p>References/ Testimonials</p> <p>Please provide references from similar contracts to support your experience.</p> <p>Budget</p> <p>We are working to constrained budgets and we are looking to secure best value against the budget available. Please provide costed details of each activity within the proposal.</p> |
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4. Structure of Proposals

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| Name of the company making the bid & company number | |
| Registered Address | |
| Details of ability to meet the requirements of the tender including examples of previous work/campaigns/projects | |

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| Details of skills and experience of those working on the project | |
| Total Price including delivery, installation and commissioning | |
| Details of any other value for money options appropriate to this tender | |
| Other information relevant to tender proposal | |

5. Evaluation Criteria

Evaluation criteria needs adding and weighting on expertise increased.

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| The proposals will be evaluated by an evaluation panel made up of key stakeholders in CIEH. | |
| Evaluation Criteria | % Weighting |
| 1. Value for money | 25% |
| 2. Cost competitiveness | 15% |
| 3. Relevant experience and expertise | 25% |
| 4. Understanding of requirements | 10% |
| 5. Approach to requirements | 10% |
| 6. Innovative solutions | 10% |
| 7. Environmental and sustainable practices | 5% |

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 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 the CIEH and demonstrate commitment to environmentally friendly processes.

7. Submitting a Proposal

The deadline for receipt of submissions is 16th December 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 **events@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 during the week beginning 23rd December 2024.

The successful bidder should commence work from 6th January 2025.

9. Further Information

For enquiries regarding this work or the tender process, please contact n.pearson@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 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
- publish on the website the trading name of the supplier awarded the contract and estimated annual contract value (in £5,000 bands). CIEH will be operating to the principle of transparency first. However, where it is deemed commercially sensitive CIEH will retain the right to withhold the estimated value of the contract.
- Any action CIEH may take (including but not limited to the above) shall be done without incurring any liability to the affected Tenderers