



REQUEST FOR TENDERS

**To develop eLearning tools to support food safety
training for small food businesses**

safefood

7 Eastgate Avenue,
Eastgate,
Little Island,
Co. Cork,
T45 RX01

Contents

1. Introduction	3
2. Background	4
3. Details of requirement	6
3.1 Enhanced Content Plan	8
3.2 Technical and Functional Specification	16
4. Evaluation of Tenders	20
4.1 Qualification Criteria	20
4.2 Award Criteria	20
5. Information Required	21
6. Conditions of Tender	21

1. Introduction

safefood was established in 1999 under the British-Irish Agreement Act (1999), and is one of the six North-South Implementation Bodies jointly managed by the British and Irish Governments.

The remit of **safefood** is to promote awareness of food safety and healthy eating issues on an all-island basis, which includes the commissioning and funding of relevant research, the development of monitoring and surveillance procedures, the coordination of scientific cooperation including identifying and establishing laboratory linkages, public education and awareness campaigns, and the publication of independent reports of interest to consumers and other key stakeholders.

An Advisory Board and an Advisory Committee with prominent members drawn from both Northern Ireland and the Republic of Ireland supports the Chief Executive Officer. The Headquarters are located at 7 Eastgate Avenue, Eastgate, Little Island, Co. Cork, with an additional office in the Irish Life Centre, Abbey Court, Lower Abbey Street, Dublin. For more information on **safefood**, please see our web site at www.safefood.eu. For more information on the **safefood** Knowledge Network, please see www.safefoodkn.eu.

Please note: safefood have specific requirements, as set out in this document, tenderers who deviate from these requirements will be disqualified.

2. Background

A key focus for **safefood** is to provide practical support, advice and guidance for those who produce or process food across the island of Ireland.

There are upwards of 30,000 businesses producing food, with approximately 80% of those being small food producers. From 2016-2019, **safefood** ran 48 food safety training workshops across the island of Ireland. These were developed specifically for small and medium sized food businesses, providing practical advice on good practices and how to produce food safely.

The feedback from the workshops was excellent with over 1000 participants and 350 food businesses attending. However, the workshops highlighted that most staff working in small food businesses do not possess a sufficiently high level of basic food safety. Food business owners and staff are generally time poor and this makes it difficult to travel to attend training courses.

To this end, **safefood** intends to develop eLearning tools to support food safety training for small food businesses (including those working in production, processing, retail, catering and food service). The eLearning courses to be included will be as follows:

1. Importance of Food Safety
2. Food Poisoning Bacteria
3. Personal Hygiene
4. Temperature Control
5. Cleaning
6. Food Allergens
7. Pest Control
8. Record Keeping

The table below provides an outline of the learning content to be included in each course:

<p>Topic 1: Importance of Food Safety Content Outline:</p> <ul style="list-style-type: none"> • Legal requirements • Public health • Protecting your business 	<p>Topic 2: Food Poisoning Bacteria Content Outline:</p> <ul style="list-style-type: none"> • Rationale • Types of microorganisms and impacts • Food poisoning • Minimising risks
<p>Topic 3: Personal Hygiene Content Outline:</p> <ul style="list-style-type: none"> • Rationale • Hand hygiene • PPE • Grooming • Injuries 	<p>Topic 4: Temperature Control Content Outline:</p> <ul style="list-style-type: none"> • Danger zone • Heating • Cooling • Checking and recording • Reheating • Defrosting • Transport / taking deliveries
<p>Topic 5: Cleaning Content Outline:</p> <ul style="list-style-type: none"> • What is each process – and the correct order to perform them in • Importance of Cross contamination • Cleaning • Monitoring (inc. sampling, biofilms) 	<p>Topic 6: Food Allergens Content Outline:</p> <ul style="list-style-type: none"> • Intro / what is an allergen / importance & adverse outcomes • Labelling (inc. precautionary labelling) • Menus • Tracking • Exemptions • Cross contamination • Extra considerations for gluten – inc. coeliac disease • Communicating with customers
<p>Topic 7: Pest Control Content Outline:</p> <ul style="list-style-type: none"> • Rationale • What is a pest • Prevention • Control • 'Troubleshooting' pests 	<p>Topic 8: Record Keeping Content Outline:</p> <ul style="list-style-type: none"> • Rationale for accurate record keeping in terms of public safety • How and when to maintain accurate, complete and timely records

A key challenge will be to present food safety guidance in an easy to understand manner using a non-technical approach. It is **safefood**'s intention to present the food safety guidance and information in a way that is engaging for the audience instead of relying solely on written narrative. It is **safefood**'s intention to ensure that the most up-to-date learning techniques are utilised in order to assist with the design of the material, and optimise the engagement and understanding by participants.

3. Details of requirements

The tenderer must produce a detailed plan of how they will provide the following service requirements/deliverables that are divided into 3 parts:

Part 1: Design & development of eLearning content

Part 2: Provision of a learning management system (LMS)

Part 3: Provision of communications support

Part 1: Design & development of eLearning content

- The contractor will be required to develop 8 x approximately 15-minute eLearning courses on the food safety topics identified above. All source content will be provided by **safefood**.
- The contractor should apply instructional design expertise to convert the source content into concise, accessible and memorable eLearning materials.
- Courses should be developed in line with **safefood**'s brand guidelines, making use of appropriate colour schemes and featuring the **safefood** logo.
- Courses should be mobile responsive for access across a range of devices, including smartphones, tablets, and desktops.
- Courses should include a range of interactivity to engage the learner, including appropriate use of realistic and relevant scenarios.
- The contractor will be required to develop audio-visual resources for use in the courses. We anticipate that each course will include 5 minutes of live action video content and 5 minutes of animated content, or a combination. The tenderer should provide costs for the creation of approx. 4 animations and 4 videos of the above duration.
- **safefood** also has a number of video resources, including skills videos on hygiene and handwashing, which can be re-edited for use in the courses: see the **safefood** YouTube channel (<https://www.youtube.com/user/safefoodTV>) for examples of existing video content. Tenderers should provide costs for any post-production activities that may be required to convert the existing videos into the appropriate format for inclusion within the eLearning courses.
- Each course should include professional audio voiceover.
- The contractor will be required to design **safefood** branded downloadable resources to accompany the eLearning courses, including a checklist that will be used by managers as an optional in-person observation assessment guide.

- The contractor should provide appropriate training and, where relevant, an authoring tool licence to enable **safefood** to maintain and edit the courses in the future.

Part 2: Provision of a learning management system (LMS)

- The contractor will be required to set up, manage and support a cloud-based learning management system to host the new eLearning courses.
- **safefood** anticipates an initial cohort of 2,500 users, but the LMS should be a highly scalable solution that can accommodate up to 10,000 users. Tenderers should provide details of the licencing model of their proposed LMS solution, including indicative costs for various user numbers, e.g. annual cost for 500-2,000 users, 2,000+ users, etc.
- The LMS must be accessible via smartphones, tablets and desktop computers and across all current browsers.
- The LMS must host a variety of educational materials, including SCORM eLearning courses, PDF resources, videos, URLs, etc.
- The LMS must adhere to **safefood** brand and style guidelines including tone of view, corporate colours & logo and plain English approach.
- The LMS should meet WCAG AA accessibility requirements.
- The LMS must support multiple user types, including learner, manager and **safefood** administrator roles.
- The LMS should capture the user's job role and business type when they first log into the system.
- A manager must be able to add their employees as learners using their name and email address; the employee should receive an automatically generated email to complete the registration.
- The LMS must support learning paths, whereby the user is not permitted to access the next course until they have completed the current course.
- Upon completion of individual courses and the overall learning path, the LMS must allow printing and saving of personalised completion certificates featuring **safefood** branding.
- Learners will be required to refresh their knowledge by retaking the courses every two years. The LMS should support automatically generated reminder emails.
- The LMS should also automatically generate reminder emails for users who have not completed a course.
- Learners must be able to access a detailed record of their learning.

- Detailed reports must be available to both managers and **safefood** administrators in CSV format. Reports should be able to be filtered by geography and by sector, and should include:
 - Course completion (including % complete in partially completed courses)
 - Learning duration
 - Assessment scores and number of assessment attempts
- The LMS should support user surveys.
- The service provider must be GDPR compliant in regard to all aspects of the LMS.
- During development, first and second line support are required during **safefood**'s business hours. **safefood** must be informed of the number of support tickets raised and require weekly reports on the resolution of support tickets. Tenderers should provide a detailed description of their proposed support arrangements in their response, including expectations of the client, **safefood**.

Part 3: Provision of communications support

- The successful contractor will be required to support **safefood** with the launch and roll-out of the training initiative through communications activities, including:
 - Creation of assets for use on social media, the **safefood** website, etc.
 - Development of a video to promote the initiative, including samples of the course content and a demonstration of how to access the courses in the LMS.
 - Attendance at the launch event.

The tenderer must provide at least two examples of previous work in this area. For further details on the content plan and technical and functional specification please see sections 3.1 and 3.2.

3.1 Enhanced Content Plan

Learner Profile

The proposed learning initiative will be aimed at the small food business group, including food service, catering and manufacturing of **safefood** clients - providing training resources to food business operators and their staff. This is a broad cohort of learners, in differing operational settings and typically with a broad range of responsibilities in their roles.

The cohort of learners identified for this initiative are over 16 years of age and have differing levels of digital maturity. Learners are often transient and may have differing levels of engagement/interest in learning opportunities. The audience for this training initiative is

regionally disaggregate, and from two jurisdictions: Northern Ireland and the Republic of Ireland. Learners are also from different cultures, with varying levels of English language ability. Focus groups with **safefood** stakeholders have indicated that learners are likely to complete online training on a range of devices, including smartphones.

The tables below provide an overview of some of the most common learner personas that **safefood** expect to access the learning content:

Food Manufacturing: Manager	
Job Roles	Broad: administrative, quality, technical, finance, trainers, compliance, IT. Could be working as an operative too, if they are part of a very small businesses with a multi-tasking workforce, including responsibility for cleaning.
Content Focus	All areas of content. May have different responsibilities to their staff in terms of pest and allergen control.
Percentage of the Total Audience	5-10%
Time Availability	Very little: 1-2 hours per week, outside work.
DIF Analysis (difficulty, importance, frequency)	Allergen control and pest control, understanding legislation, motivating their staff, interest in what will improve their business and impress customers; easy access to refresher training for their staff would be valued; cleaning and allergen control; guidance on how to become compliant.
Influence	Very high.

Food Manufacturing: Staff	
Job Roles	Accepting deliveries, storage (chilling), preparation and cooking, cleaning, pest control, packaging, record keeping. These learners are less transient than those in food service. They could be working outside a city and looking at their job as a career, they may therefore be more invested in learning and upskilling.
Content Focus	All topics: only basic microbiology and allergens, but labelling is important.
Percentage of the Total Audience	40%
Time Availability	On recruitment – 1.5 hours upwards for their orientation, 1 hour across their entire employment.
DIF Analysis (difficulty, importance, frequency)	Not understanding why they have to comply / their responsibility; feeling overwhelmed by regulation; there could be barriers around access to learning (i.e. literacy). They are interested in how training improves their local employment prospects, and typically more invested in ongoing viability of the businesses they work in than staff in food service; they are more interested in food; concerned about allergens and labelling, and have responsibility for cleaning.
Influence	Significant, because they're engaged in their employer's business, and they must work to best practice. They are more aware of the consequences of not complying than their food service equivalents, but may not understand how important they are in the overall integrity of safety of the food supply.

Food Service: Manager	
Job Roles	Managing their workforce (diverse skills and backgrounds in the workforce); sourcing, purchasing and delivering goods; traceability and record keeping; regulatory compliance; training staff to required levels.
Content Focus	All topics. Record keeping control is specific to the manager role, including sign-off; setting up food safety management system; allergens; labelling. Pest control.
Percentage of the Total Audience	10%
Time Availability	Approximately 1-2 hours per week, including time they use for administering training.
DIF Analysis (difficulty, importance, frequency)	Understanding legislative requirements and the actions they need to take. These learners may get conflicting advice from different sources. Concerned with allergens. Key message around the importance of food safety to their business culture. They also perform shelf-life testing and handle money. This training alleviates their responsibilities by giving their staff self-directed training, an easy way of updating their knowledge. They are concerned with implementing cooking and cooling systems, including investing in tech upgrades (such as temperature control and alarm systems); avoiding cross contamination; putting allergens on menus.
Influence	Very high influence over their business.

Food Service: Staff	
Job Roles	Receiving deliveries; storing food; chilling; cooking; food prep and handling; handling money; cleaning; customer service.
Content Focus	Allergens; basic microbiology; temperature control. Hygiene and cleaning is very important to them. Basic pest control (because elimination is more for their manager) e.g. what to do upon discovering a pest.
Percentage of the Total Audience	50-60% (this is the biggest cohort).
Time Availability	On recruitment – 1.5 – 3 hours upwards for their orientation, 1 hour across their entire employment.
DIF Analysis (difficulty, importance, frequency)	Not understanding their responsibilities / role; understanding importance of recording keeping (i.e. not falsifying records to avoid doing regular checks). Need understanding of why accurate record keeping is important, and why it's not just a task for their manager. Key messages: food safety is a life skill, it's not just for this employment, and it's transferrable; taking this programme shows you are an engaged employee. They may be interested in a career in the food industry; they may have direct personal contact with someone with a food allergy / food poisoning. Require information on difference between cleaning and sanitisation, and which products to use. Interested in allergens. Need to know how they can be sure of their own competence – i.e., <i>how do I know when I've got it right?</i>
Influence	Significant: front line staff influence food safety implementation. If they don't work to best practice it doesn't matter what systems are in place.

What does the learner profile tell us about the learning need?

Target audience is regionally disaggregate	Online learning is likely to be a more efficient, cost effective means of delivering training to a geographically diverse audience of learners
Target audience is often transient	Online learning that is available 24/7 will be more readily available to new starts, who must otherwise wait for face-to-face training opportunities to arise
Target audience has differing levels of digital maturity	eLearning courses and the platform on which they are hosted must be easily accessible and easy to navigate
Target audience is diverse in terms of gender, age and cultural background	eLearning courses should utilise terminology and imagery that are inclusive and reflective of the diversity of the user population
Target audience has differing levels of English language ability	eLearning courses must be written in plain English, with options available for translation if required in the future
Target audience is time-poor	Learning should be concise, accessible and memorable
Target audience is spread across a range of operational settings	Learning should be sufficiently general to be relevant to all operations, but specific enough to feel relevant and interesting to the learner. A range of operational settings should be included in the learning resources.
Target audience is likely to access online learning across a range of devices, including smartphones	eLearning should be designed to be mobile responsive, and the platform used to host the eLearning courses should be accessible via a range of devices and browser types

Enrolment

The learning platform will need to capture the learner role and their workplace when they first log in to the system. The learning platform will need to support a variety of user roles, including administrator, manager and learner. Food business owners should be able to register their staff on the learning platform, which should then send an email invitation to staff to log-in and complete their registration.

Curriculum Plan

The training included in the proposed initiative will be promoted as the **safefood food safety training course**. The online training will sit alongside the continued delivery of classroom-based training. The platform on which the training courses are hosted should support learning pathways, restricting access to a topic until the preceding topic has been completed. Topics to be included are:

1. Importance of Food Safety
2. Food Poisoning Bacteria
3. Personal Hygiene
4. Temperature Control
5. Cleaning
6. Food Allergens
7. Pest Control
8. Record Keeping

Each course will take approximately 15 minutes to complete

Each course will include an end-of-module assessment. Upon completing a course, learners will obtain a course completion certificate.

Learners will be required to refresh their learning every 2 years by retaking the training. The system used to host the eLearning materials should offer the ability to schedule automated reminder emails for this purpose.

Following completion of the training, learners will be directed to the **safefood** Knowledge Network for additional training opportunities.

Please see page 5 of the tender information document for an outline of the learning content to be included in each course.

Learning Design Approaches

In order to achieve instructionally sound and educationally effective eLearning content, it is recommended that an established learning design model is utilised.

For example;

- ✓ Present content to raise the learner's interest in the topic.

- ✓ The learner needs to be motivated to access and complete the course. It is important to consider not just what is required of the learners to know, but what learners *themselves* want to know and do.
- ✓ Please use a variety of presentation techniques for the delivery of content, including text, graphics and videos, where appropriate.
- ✓ Please use a variety of interaction types to activate the learner so they engage with the content. This may include hotspot interactions, click/reveal interactions, formative knowledge checks, etc.
- ✓ Please consider how to use a variety of opportunities to connect the learning to workplace activities. Techniques including case studies, job aids, real life stories, work-based learning activities, reflections, and interactive scenarios should be considered.
- ✓ It is recommended that learners are tested with knowledge check activities throughout each course.
- ✓ It is an objective that the **safefood** learning content should focus on *practice development* and what learners will do or do differently in the workplace in order to achieve cultural change.

Core learning content should be practical, interactive, scenario-based learning where the learner is given real-world examples to work through. Areas that have severe real-world implications such as cross-contamination should be highlighted and consequences shown, so that learners understand the importance of the topic. Additional resources should also be provided to support learners to develop a deeper understanding of key concepts, strategies and legislation, where appropriate. Scenario design should be cognisant of the broad range of learners accessing the content, and should reflect examples for catering, retail, small business kitchens, etc.

Content Types

The learning content will be a combination of curated content that exists already and bespoke multimedia content, scripted by subject matter experts commissioned by the **safefood** team and instructionally designed by an appointed external eLearning development company.

Below outlines the suggested content and activity types for the training:

<ul style="list-style-type: none">• eLearning modules present content in an interactive way. Learners answer questions and explore content interactively.
<ul style="list-style-type: none">• A series of questions is presented to the learner and the score is recorded. Generally, these are used formatively to give learners feedback and guidance on their learning. Scored knowledge checks can also be used for summative assessment.
<ul style="list-style-type: none">• Skills videos or animations introduce key topics or show role plays linked to the learning outcomes. N.B. safe food has a range of video content that can be used in the training; existing videos may need edited and new videos/animations will need to be produced.
<ul style="list-style-type: none">• Extended information, normally in the form of PDF files but can include PowerPoint presentations and images, diagrams, web links etc.
<ul style="list-style-type: none">• Content to support performance in the workplace. Includes managers' learning assessment checklists, action planning templates, etc.

Initial suggestions on the type of content to be used in each topic are as follows:

1. **The importance of food safety:** animation
2. **Food Poisoning Bacteria:** conventional eLearning with cross-contamination scenarios
3. **Personal Hygiene:** scenario-based approach identifying when to perform hygiene, etc., incorporating video content
4. **Temperature Control:** animation and conventional eLearning, including scenarios modelling consequences of not getting temperature control correct
5. **Cleaning:** scenario-based approach incorporating animation
6. **Food Allergens:** scenario-based approach incorporating video content
7. **Pest Control:** scenarios identifying evidence of pests, incorporating animation.
8. **Record Keeping:** conventional eLearning, demonstrating the consequences of not keeping proper records and asking the learner to recall a scenario – what went wrong?

Development Plan

In order to ensure the efficient and timely development of **safefood** eLearning tools, we request that tenderers include a robust and detailed development plan. This should detail the steps involved in module planning, storyboarding, implementation, review and sign off on the finalised resources. The number of days required for each step must also be included.

3.2 Technical and Functional Specification

Technical Specification

The table below provides an overview of the key technical requirements identified for the training initiative:

	Feature	safefood Requirements
1.	Hosting	Solution should be cloud hosted
2.	Devices	Content should be mobile responsive for access across a range of devices, including smartphones, tablets, and desktops
3.	Browsers	Content should be accessible via all current browsers
4.	Accessibility	Where possible, content should meet WCAG AA accessibility requirements
5.	Scalability	The learning management should be a highly scalable solution that can accommodate up to 10,000 users

Functional Specification

The table below provides an overview of the key functional requirements identified for the training initiative:

	Feature	safefood Requirements
1.	eLearning Development	Development of eLearning content in an industry leading authoring tool
2.	Instructional Design	Instructional design expertise is required to convert existing source content into concise, accessible and memorable eLearning materials
3.	Branding	eLearning courses and platform should be developed in line with safefood's brand guidelines, making use of appropriate colour schemes and featuring the safefood logo, and following safefood's style guidelines for language and tone. <u>Please see supplementary documents</u>
4.	Interactivity	eLearning courses should include a range of interactivity to engage the learner, including appropriate use of realistic and relevant scenarios
5.	Audio-visual Resources	eLearning courses should include audio-visual content, including: <ul style="list-style-type: none"> • Animations (new) • Skills videos (new and existing) • Audio voiceover (new)
6.	Downloadable Resources	Design of downloadable and printable resources that can be accessed via eLearning courses or the platform, e.g. observation assessment checklist
7.	LMS Format Types	The LMS must host a variety of educational materials, including SCORM eLearning courses, PDF resources, videos, URLs, etc.
8.	LMS User Types	The LMS must support multiple user types, including learner, manager and administrator roles
9.	Enrolment	A manager must be able to add their employees as learners using their name and email address; the employee should receive an automatically generated email to complete the registration The LMS should capture the user's job role and business type when they first log into the system
10.	Learning Paths	The LMS must support learning paths, whereby the

		user is not permitted to access the next course until they have completed the current course
11.	Certification	Upon completion of individual courses and the overall learning path, the LMS must allow printing and saving of personalised completion certificates featuring safefood branding
12.	Email Notifications	Learners will be required to refresh their knowledge by retaking the courses every two years. The LMS should support automatically generated reminder emails The LMS should also automatically generate reminder emails for users who have not completed a course
13.	Learning Record	Learners must be able to access a detailed record of their learning
14.	Reports	Detailed reports must be available to both managers and administrators in CSV format. Reports should be able to be filtered by geography and by sector, and should include: <ul style="list-style-type: none"> • Course completion (including % complete in partially completed courses) • Learning duration • Assessment scores and number of assessment attempts
15.	Surveys	The LMS should support user surveys
17.	GDPR Compliance	The service provider must be GDPR compliant in regard to all aspects of the LMS
18.	Support	First and second line support are required during safefood 's business hours. safefood must be informed of the number of support tickets raised and require weekly reports on the resolution of support tickets

Additional Requirements

In addition to the core eLearning module and platform requirements outlined above, the **safefood** team has also identified requirements for capability building and communications support.

Capability Building

The **safefood** team wish to be able to edit and maintain the **safefood** training in-house to ensure a future-proofed solution. The following requirements have been identified to facilitate the in-house maintenance of eLearning courses:

	Feature	safefood Requirements
1.	Instructional Design Training	An intensive course covering relevant instructional design approaches and curriculum design.
2.	Authoring Tool Training	A practical workshop on the use of an industry leading authoring tool.
3.	Authoring Tool Template	Design of a safefood -branded authoring tool template consisting of a range of standard and advanced slide types.
4.	Content Style Guide	Production of a guide that documents and explains the design requirements for in-house content authors.
5.	Content Author Support	Provision of on-going support for in-house content authors.
6.	Authoring Tool Licence	Provision of a licence for the authoring tool used to develop the safefood template.

Communications Support

The **safefood** team wish to procure communications support to assist with the promotion of the new **safefood** training initiative. Requirements are as follows:

	Feature	safefood Requirements
1.	Social Media Assets	Design of graphic assets for use on social media, the safefood website, etc.
2.	Promotional Video	Development of a video to promote the initiative, including samples of the course content and a demonstration of how to access the courses in the learning management system.
3.	Launch Event	Attendance of a representative of the eLearning development company at the safefood launch event.

4. Evaluation of Tenders

4.1 Qualification Criteria

Tenderers will be initially evaluated by reference to the following qualification criteria:

- a) Addressing in full the requirements set out in this document with an outline of the proposed approach/methodology.
- b) A statement of the tenderer's previous experience in consulting for the development of eLearning tools.
- c) Details of two reference sites where services similar to those being sought have been provided by the tenderer.
- d) Inclusion of all information required.

Only those proposals, which satisfy all of the above qualifying criteria, will be eligible for further evaluation.

4.2 Award Criteria

The contract will be awarded from the qualifying tenders on the basis of the most economically advantageous tender by applying the following award criteria:

- a) Comprehensive understanding of **safefood's** requirements in relation to the provision of requirements including demonstration of ability to meet the delivery time frame. (20%)
- b) Proposed approach / methodology. (40%)
- c) Skills, expertise and experience of key assigned personnel in providing the type of service required in this tender. (20%)
- d) Overall cost of the proposal on offer. (20%)

Award of contract may be subject to successful presentation and clarification meeting. It is essential that the key personnel assigned to this contract should be available and present at this meeting and it is anticipated that this meeting will be held during the week commencing 9^h March 2020.

5. Information Required

All tenders must include the following:

- a) Full name of business/institution and contact details including business name and telephone number, full address, telephone number, web site address (where available) and contact person dealing with this request (including contact details);
- b) Full details of staffing levels (Full-time and/or part-time) proposed to deliver the tender requirements;
- c) Name, and details of relevant prior experience, of the one designated individual with overall responsibility for delivery of the tender requirements;
- d) A list of existing customers with contact names for at least two sites where similar services have been provided;
- e) The full cost of the proposal including an appropriate breakdown. Costs may be submitted in Euro or Sterling, and any VAT applicable should be separately stated (Please include the daily rate and number of indicative days required).

6. Conditions of Tender

- a) **safefood** requires that all information provided pursuant to this invitation to tender be treated in strict confidence by tenderers;
- b) Information supplied by tenderers will be treated as contractually binding. However, **safefood** reserves the right to seek clarification or verification of any such information;
- c) Before any tender is awarded, the successful tenderer will be required to provide a valid Tax Clearance Certificate from the Revenue Commissioners;
- d) **safefood** will not be liable in respect of any costs incurred by tenderers in the preparation of proposals or any associated work effort;
- e) Any conflict or potential conflict of interest must be fully disclosed;

- f) Applicants may be required to attend a presentation / clarification meeting and this is provisionally scheduled to be held during the week commencing 9th March 2020.
- g) Tenders delivered late will not be considered. In addition, incomplete tenders may be rejected;
- h) Tenderers are advised that any responses supplied in respect of further information requested will be distributed to all other parties who have participated in this Request for Tender;
- i) The decision of **safefood** will be final;
- j) The tender should be emailed to mmccann@safefood.eu on or before 4pm on Friday 28th February 2020;
- k) Any queries should only be emailed to mmccann@safefood.eu. The etenders message box will not be monitored.