



Tour guide training – OCN Level 2 in Tour guiding & Story telling

Quote ref: TG1

Issued by: 15/2/2021
Lough Erne Landscape Partnership
2 Sligo Road
Enniskillen
Co. Fermanagh
BT74 7JY

Funded by



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Schedule 1 – Specification of Requirements

1.1 Invitation for Quotation

The Lough Erne Landscape Partnership (LELP), in partnership with the Marble Arch Caves UNESCO Global Geopark and Fermanagh & Omagh District Council, seeks quotes from suitably qualified organisations/individuals to deliver two OCN level 2 tour guiding courses and one OCN level 2 story telling course. These courses should be taught within the context of the Fermanagh landscape and related, where possible, to its plethora of built, natural and cultural heritage.

1.2 Introduction to the Lough Erne Landscape Partnership

The Lough Erne Landscape Partnership was established in 2015 with the aim to promote, protect and enhance the natural, built and cultural heritage of the Lough Erne region. Following an intensive development process an application to National Lottery Heritage Fund in 2018 was successful in securing a sum of £2.6 million to deliver a scheme of 23 projects.

The scheme works in partnership with Fermanagh and Omagh District Council, Fermanagh Rural Community Network, National Trust, RSPB NI as lead partner, Upper Lough Erne Region and Waterways Ireland. Scheme delivery began in Summer 2018 and is due for completion in March 2023.

For further information on Lough Erne Landscape Partnership please go to www.lelp.org.uk.

1.3 LELP Mission

The Lough Erne Landscape Partnership (LELP) will focus on the conservation and promotion of Lough Erne's landscape character and unique heritage. LELP will address ecological issues, reconnect communities with their heritage, bring economic and social benefits, and create links between stakeholders to realise a longer-term goal of the coordinated management.

1.4 LELP Objectives

1. To connect and engage people with their unique landscape by developing skills, improving confidence and providing opportunities to learn, change perceptions and influence its management.
2. To improve and protect biodiversity and conserve the built heritage of our unique landscape, and involve communities in its protection, interpretation and conservation.
3. To create and improve physical and intellectual access to and around the Lough making it a better place to live, work and visit.
4. To engage with communities to generate pride in their unique cultural heritage, to celebrate and be emotionally and physically involved with it.

1.5 Marble Arch Caves UNESCO Global Geopark

The Marble Arch Caves UNESCO Global Geopark is jointly managed by both Fermanagh and Omagh District Council and Cavan County Council and covers almost 20,000 hectares of public lands stretching from the northern shores of Lower Lough Erne in Fermanagh to the southern shores of Lough Oughter in Cavan.

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The Geopark is an area recognised by UNESCO (United Nations Educational Scientific and Cultural Organisation) to have exceptional geological heritage. The area is managed in partnership with sustainable development at the core; encouraging the protection of our natural landscapes, developing opportunities for economic growth and fostering improved social cohesion within our communities in a sustainable and meaningful way.

Marble Arch Caves UNESCO Global Geopark mission:

The mission is twofold, to nurture and protect our place to ensure it provides a solid social, environmental and economic platform for its communities and enables them to live in balance and to nurture and protect our unique heritage so that our place can restore and revitalise those that live and visit here, and can enable connections between people, heritage and nature.

2. Purpose

Fermanagh is steeped in rich built, cultural and natural heritage. It is important that such heritage is promoted, shared and celebrated and that local communities and visitors alike are encouraged to engage with and learn about Fermanagh's unique landscape. OCN level 2 tour guide training & story telling training will (1) enhance the skills and qualifications of those currently working in the tourism sector, which in turn will increase the quality of the visitor/tourist experience to Fermanagh, (2) empower and enable those who have an interest, knowledge and desire to promote Fermanagh's heritage, with the confidence and skills to share their passion and knowledge with others, in a professional, interesting and engaging manner. It is envisaged that those who qualify will either apply this within their own work environment or indeed organise their own heritage activities and events – bus tours, walks, heritage information sessions/presentations, either within their own locality or Fermanagh wide.

Providing training for tour guides will:

- Bring alive the stories of Fermanagh's landscape
- Develop the capacity of local people
- Create a network of quality local guides and
- Provide income generating opportunities for local people and businesses.

3. Specification

- To deliver two OCN level 2 accredited tour guiding courses relating to Fermanagh's rich heritage, to be held March/April 2021 and Sept/October 2021 respectively.
- To deliver one OCN level 2 accredited story telling course – Early 2022

4. Outputs

- Deliver online or face to face (depending on Covid restrictions at the time) two OCN level 2 accredited courses in tour guiding, tailored to Fermanagh's tourism sector and unique landscape.
- Deliver online or face to face (depending on Covid restrictions at the time) one OCN level 2 accredited course in storytelling.
- Provide training, in tour guiding, for a minimum of 24 individuals (minimum of 12 on each course). To be delivered March/April 2021 and Sept/October 2021

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- Provide training, in storytelling, for a minimum of 12 individuals. To be delivered early 2022.
- At least 20 participants successfully achieve an accredited qualification in tour guiding to OCN level 2 or equivalent.
- At least 10 participants successfully achieve an accredited qualification storytelling to OCN level 2 or equivalent.
- Topics to be covered within the tour guiding course are below. Please note however that this list is not exhaustive and tendering organisations are invited to propose additional activities that would add to the success of the project.
 - Tour guiding and communication
 - Research and information presentation skills
 - Leading groups
 - Health & Safety
 - On site practical training and familiarisation visits (if possible depending on Covid restrictions)
 - Itinerary development

Developing skills to 'tell the story' of local heritage making it entertaining and engaging for difference audiences.

5.0 Timescale & recruitment

The two OCN level II tour guiding courses should be delivered by December 2021 and one storytelling course to be delivered by April 2022.

Both LELP and the Marble Arch Caves UNESCO Global Geopark will promote the courses and will support the successful contractor in shortlisting and signing up suitable candidates to the courses.

6.0 Safeguarding

Safeguarding of all participants will be of the utmost importance to LELP and our partners. We therefore require a clear statement on how you will ensure appropriate safeguarding practices with specific reference to virtual on-line delivery.

7.0 Government restrictions (Covid19)

It is the requirement of contract to ensure that you fully adhere to all government restrictions, legislations and protocols associated to the pandemic.

8.0 Period of Contract

Initially to April 2022 with the possibility of extension depending on the satisfactory delivery of this contract - see Pricing 12.6 (below) for further details.

9.0 Principle Contact for Questions and Answers

Elmarie Swanepoel, Programme Manager, LELP. Email address - Elmarie.swanepoel@rspb.org.uk.

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10.0 Quotation Evaluation

Quotations will be assessed on the following criteria & scoring matrix:

Scoring matrix

Content	Max Score	Details to be included
Relevant experience & Knowledge	30	<ul style="list-style-type: none">Please provide details of your qualifications, experience and knowledge of delivering similar courses. Please provide two examples. Potential suppliers must have a minimum of OCN Level 3 tour guiding qualification or equivalent to be considered for this process.
Overall approach & methodology	30	<ul style="list-style-type: none">Please provide a draft course syllabus. Extra points will be awarded if demonstrated how the syllabus will be related to Fermanagh's landscape – heritage and tourism assets. Please provide a draft timetable for delivery. Please include any face to face and/or on site, field-based training if/when Covid restrictions are eased.
Cost	40	<ul style="list-style-type: none">Please provide full costings, broken down by the two different courses and also the different delivery methods (virtual or face to face)Cost will be scored as follows: Lowest quotation = full available marks.
Total	100	

11.0 Submission

Please include the following in your submission:-

11.1 General information

- Name of the organisation in whose name the tender would be submitted
- Contact name for enquiries about this bid
- Contact position (job title)
- Address including postcode
- Telephone number
- E-mail address
- Website address (if any)
- Company Registration number (if this applies)
- Charities or Housing Association or other Registration number (if this applies).
- Please specify registering body and the date of registration.
- Registered address (including postcode) if different from the above
- VAT Registration number
- Trading Status of Tendering entity – if a sole trader please provide your HMRC/UTR number

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11.2 Insurance

Please provide details of your current public and employer's liability insurance cover (maximum value).

11.3 Safeguarding

Please tell us how you will ensure appropriate safeguarding practices.

11.4 GDPR Compliance Statement

Please include in your submission a signed Statement of GDPR Compliance.

11.5 Conflict of Interest

Please declare any potential conflicts of interest with regards to this submission.

11.6 Price

Your price should include travel expenses, insurance, VAT and all other expenses related to this project. Please provide full costings broken down by the two different courses and also the different delivery methods i.e. virtual and face to face.

Please note, there may be a need for additional OCN Level II Tour guiding and story-telling courses, in 2021 & 2022, depending on levels of interest. LELP may ask you to deliver these additional courses, depending on the satisfactory delivery of this contract. Please therefore confirm that you will hold your quoted price until December 2022.

11.7 Deadline for Tender Submissions

Please return your submission to hazel.long@rspb.org.uk by **12 noon on 1st March 2021**. **Any submissions received after this time will not be considered.**



LELP TOUR GUIDE & STORY TELLING TRAINING

Name of organisation/individual submitting the tender return	Please note - if you are a sole trader, please supply your HMRC/UTR number.		
Date tender return is submitted		Time tender return is submitted	

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Insurance	Please provide details of your insurance
Safeguarding	Please tell us how you will ensure appropriate safeguarding practices.
GDPR Compliance	Please provide a signed Statement of GDPR Compliance
Relevant knowledge & experience	Please provide details of your qualifications, experience and knowledge of delivering similar courses. Please provide two examples. Potential suppliers must have a minimum of OCN Level 3 tour guiding qualification or equivalent to be considered for this process.
Overall approach & methodology	Please provide a draft course syllabus detailing how it complies with OCN level 2 tour guiding qualification. Extra points will be awarded as to how the syllabus will be related to Fermanagh's landscape – heritage and tourism assets. Please provide a draft timetable for delivery. Please include any face to face and/or on site, field based training if/when Covid restrictions are eased.
Cost (inclusive of VAT, travel and other expenses)	I/we hereby offer to provide the above-mentioned goods/service as detailed in the attached specification and RFQ for the sum of: OCN Level II Tour Guiding (Face to Face) – Cost = £ OCN Level II Tour Guiding (Virtual) – Cost = £ OCN Level II Story Telling (Face to Face) – Cost = £ OCN Level II Story Telling (Virtual) – Cost = £
Conflict of Interest	Please declare any potential conflicts of interest with regards to this submission in this box.

TENDER CONFIRMATION

Tenderer			
<p>I/we have read and understand the Terms and Conditions of Contract and the supplementary statements and policies and agree:</p> <p><i>To the terms and conditions set in this Quotation, to any additional terms and conditions set out in the specification, that having completed this form a binding contract shall be made by this Quotation and our acceptance thereof.</i></p>			
Signature		Date	

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Address	
Telephone number	
Email	
VAT Registration Number	

- Quotation prices must reflect all circumstances affecting, or likely to affect, the provision of the goods/services. Quotations received after the specified date and time will not be considered.
- LELP are not bound to accept the lowest or any submission.

OFFICE USE ONLY

Received by:	Time:	Date:
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NON- SUBMISSION FORM			
Please complete this form if a tender return will not be submitted			
Name			
Signature		Date	
Address			

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CONTRACT ACCEPTANCE

Please sign and date the contract below (it will be countersigned by LELP/RSPB upon contract award)

Signed (Contractor)			
Name (Printed)		Date	
Signed (LELP/RSPB)			
Name (Printed)		Date	

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