**INVITATION TO TENDER:**

**Glens of Antrim and North Coast Tour Guides Training Course**

**INTRODUCTION**

CCGHT is inviting tenders for individuals or organisations with experience in delivering Heritage Tour Guiding Training. Training will be delivered in the Heart of the Glens Landscape Partnership Scheme area. The scheme is supported by the National Lottery Heritage Fund which benefits the Glens of Antrim area through a range of heritage projects throughout the delivery period. Please note this heritage training has already been successfully delivered. This is a new contract.

* **The closing date for return proposals is 12 noon on 28th August 2019**
* **This new round of Tour Guide Training must begin on or before 1st October 2019 and to be completed before 30th November**
* **Moderation leading to accreditation and presentation of awards to students must be completed before 18th December 2019**

1. **CCGHT BACKGROUND**

The Causeway Coast and Glens Heritage Trust (CCGHT) was established in May 2002 as a public/private/voluntary sector partnership body.

CCGHT aims to protect and enhance the unique heritage of the Causeway Coast and Glens Area, including the Binevenagh, Causeway Coast and Antrim Coast and Glens Areas of Outstanding Natural Beauty (AONBs) and the Giant’s Causeway and Causeway Coast World Heritage Site (WHS)

CCGHT consists of a Board of 13 Directors and brings together a range of organisations including landowners, local Councils and the farming, tourism, education, environment and community sectors.

CCGHT’s objectives are:

* To develop sustainable and effective partnerships
* To raise awareness of the unique and special qualities/character, in both landscape and heritage terms (natural, built and cultural) of the 3 AONBs and their surrounding area
* To deliver an excellent protected area management provision
* To ensure best practice in sustainable development principles
* To deliver a sustainable, efficient and effective core activity/management

The Heart of the Glens Landscape Partnership Scheme is a primarily funded by the National Lottery Heritage Fund, NIEA, CCGHT and other funding sources. The scheme is being delivery through scores of local projects under 4 key themes articulated in the [Landscape Conservation Action Plan](http://www.heartoftheglens.org/publications/) until March 2020. This Scheme is focused on and for the benefit of the communities and beautiful landscape of the Glens and its hinterland. The main Themes are;

• To conserve and enhance the built, natural and cultural heritage

• To engage and inspire communities

• To improve access and learning in the area

• To offer heritage skills and training.

1. **PROJECT PROPOSAL**

By means of progression, we would now like to offer tour guide training courses that would be delivered between until the end of the programme. Requirements for the course should be:

1. Number of people to be trained – 12
2. The capacity to deliver either accredited course ( OCN level 2 or 3 or equivalent as requested ) please provide details of accreditation body and license agreement.
3. Study Time – It is estimated that study time would be in the region of 40 hours over a period of 6 weeks to include field study work.
4. The course should focus on a range of agreed themes:
   1. Industrial Heritage in The Glens of Antrim and CCGHT area.
   2. Game of Thrones in Glens and CCGHT area
   3. Upland and Coastal Biodiversity
   4. The Gaelic Culture, Heritage and Mythology of The Glens of Antrim
   5. Geology of The Glens and CCGHT area, including Drifting Apart Storyline (to be supplied by CCGHT)
   6. Elder faith and religious sites of The Glens of Antrim
   7. Farming History of The Glens of Antrim
   8. Maritime History of the Glens of Antrim and CCGHT area
5. Course content should include:
   1. Tour Guiding Skills
   2. Customer Care
   3. Itinerary Development
   4. Practical Session (to allow for feedback)
   5. First steps to creating a business
6. **PROCESS PLAN**

Proposers are encouraged to suggest approaches and methodologies which will innovate and provide value for money and additional insight to the project.

The project shall provide a range of training opportunities that will include events, talks etc. in various locations throughout the Glens.

**Background**

Heart of The Glens Landscape Partnership Scheme (HoGLPS) through providing training for tour guides

* Bring alive the stories of the landscape
* Develop the capacity of local people
* Create a network of quality, local Guides
* Provide income generating opportunities for local people and businesses

We would now like to offer a tour guide training course, as follows:

The course would be delivered in late Autumn/Winter 2019

Number of people to be trained – 12 (minimum)

The course should be accredited

Study Time – It is estimated that study time would be in the region of 30-40 hours

The course should focus mainly but not exclusively on the themes/projects indicated in section 2.

|  |  |
| --- | --- |
| **Scoring Criteria** | **Weighting** |
| **Quality of the Proposal/Ability to Meet the Brief** - The tenderer must provide a detailed proposal (including an indicative programme outline) which sets out the methodology that the tenderer would use to deliver this training programme | 30% |
| **Accreditation Standard** – The tenderer should provide details on the proposed accreditation | 30% |
| **Skills of Personnel Team/Ability to Deliver** – CV for each person involved in the delivery team should be supplied. The tenderer must demonstrate that they are capable of carrying out this type of work, providing 3 examples of projects of this nature | 20% |
| **Price** - A full breakdown of the price (inclusive of VAT, if applicable) should include:   * All document design and development costs * All third party costs * All travel and other expenses * All other costs e.g. accreditation etc.   Submissions must include a total quotation figure.  Cost must be quoted in £ sterling.  ***NOTE: Please include (1) costing for venue hire, transport and catering and (2) another one without venue hire transport and catering.*** | 20% |

**APPLICANTS DETAILS**

|  |  |
| --- | --- |
| Company Name |  |
| Address |  |
| Telephone |  |
| Facsimile |  |
| E-mail |  |
| Website |  |

|  |  |
| --- | --- |
| Contact Name |  |
| Position Held |  |
| Contact E-mail |  |

|  |  |
| --- | --- |
| Principal Business of the Organisation |  |
| Type of Company  e.g. Public, Sole Trader |  |
| Company Registration Number |  |
| Relevant Organisational Accreditations or Memberships |  |

**CONFIRMATION OF INSURANCES**

|  |  |  |
| --- | --- | --- |
| **Level of Indemnity (£)** | **PUBLIC LIABILITY** | **EMPLOYEE LIABILITY** |
| **Insurer’s Name** |  |  |
| **Policy Expiry Date** |  |  |

**NB – PLEASE ATTACH A COPY OF YOUR INSURANCE CERTIFICATE/S**

**EXPERIENCE OF SIMILAR PROJECTS**

Tenderers must provide at **least 3 examples** of successfully delivering training of a similar nature **within the past 6 years**.

**Project 1**

|  |  |
| --- | --- |
| Client name |  |
| Address |  |
| Telephone |  |
| Website |  |
| Email |  |
| Project Type & Brief |  |
| Approximate Contract Value |  |

**Project 2**

|  |  |
| --- | --- |
| Client name |  |
| Address |  |
| Telephone |  |
| Website |  |
| Email |  |
| Project Type & Brief |  |
| Approximate Contract Value |  |

**Project 3**

|  |  |
| --- | --- |
| Client name |  |
| Address |  |
| Telephone |  |
| Website |  |
| Email |  |
| Project Type & Brief |  |
| Approximate Contract Value |  |

If you require any clarification on the above please do not hesitate to contact Teresa O'Hare at HotGLPS by email [info@ccght.org](mailto:info@ccght.org) or by telephone on (028) 20752100.

**Emailed proposals should be submitted in an attachment** with “**Heritage Tour Guiding”** as the subject to the email address above. This attachment will not be opened until after the closing date and time.

Posted proposals should be sent in an envelope clearly marked with the following: “**Heritage Tour Guiding”** to:

C/O Ann-Marie Laverty

Heart of The Glens

Causeway Coast & Glens Heritage Trust

18 Main Street

Armoy, Ballymoney

BT53 8RQ

Proposals must comply with the requirements set out in the tender specification.

**Proposals which fail to address these requirements will be ineligible and will not be considered.**