

FS125010 – Lot 2 Food Training

Request for Quotation

Work Package Number: 3

Work Package Title: Approval of food establishments

Available Budget: £TBC

Supplier Name: CTSI (Chartered Trading Standards Institute)

Specification of requirements – (to be completed by FSA)

### Overview

This work package seeks a proposal for the development and delivery of a webinar course aimed at local authority (LA) officers in England who are deemed competent to carry out official food hygiene controls and other official activities but who wish to refresh their knowledge and skills of approval of food establishments or are working towards being competent in this area.

The course should be a virtual instructor-led webinar for up to 30 people delivered in four half-days with a clean recording available afterwards on the [Regulator's Companion](#). Delegates should be able to apply theory to practice, creating a highly valuable learning experience. All requirements should be completed by early March 2024.

This work package outlines the content that must be covered. We invite the supplier to:

- Add the detail required to turn the outline content provided into sufficiently valuable and comprehensive content ready for training delivery.
- Develop the comprehensive training content into deliverable package material.
- Provide detail on the delivery method and how this will be tailored to create a training resource that meets different learning styles (including examples and/or case studies in the development of the modules to make the training interactive and practical)
- The developed course content must apply to LAs (Local Authority) in England with specific reference to any applicable English legislation.

### Basic information

The course should meet the requirements set out in the specification agreed between the Food Standards Agency (FSA) and the Chartered Trading Standards Institute CTSI under the terms and conditions of the call-off contract FS430474.



FS430474 - FSA  
Official Controls traini

This includes:

- Meeting General Data Protection Regulation requirements, data security and data protection.
- Meeting the quality requirements.
- Meeting accessibility requirements.
- Ensuring all outputs align with the FSA's Competency Framework - Knowledge and skills for delivering official food and feed controls and other activities effectively.



FSA Competency  
Framework

- The training course's content should suit LAs in England.
- The FSA must own the intellectual property related to this course.
- All course materials and content developed will require internal FSA sign-off. The supplier will need to be available for meetings to track progress, sign off content and debrief following the delivery of the training course's sessions.
- The supplier will be responsible for the joining instructions and circulating the course materials before each training session.
- The supplier will be responsible for online platform technical support to course attendees and those watching the recording and responding to any issues regarding connectivity or access issues.

### **Intended audience**

LA officers in England who are deemed competent to carry out official food hygiene controls and other official activities or are working towards being competent in this area.

### **Out of scope**

Regulation (EU) No 210/2013 on the approval of establishments producing sprouts.

### **Delivery timescales**

All requirements should be completed by early March 2024.

### **Duration**

Virtual instructor-led webinar for up to 30 people, delivered over four half-day sessions attracting 12 hours CPD (Continuing Professional Development), delivered in four half-day sessions across two weeks and all sessions within three weeks, with a clean recording available afterwards on the [Regulator's Companion](#).

### **CPD certificates**

The live webinar course will attract 12 hours of CPD, and delegates will receive CPD certificates subject to completing a course evaluation form.

Similarly, CPD certificates will be issued to those who complete the training on the [Regulator's Companion](#) and achieve at least 70% in the end-of-course test.

Certificates must include the course title, delivery method, a brief description of what the course covered, including the aims and objectives, CPD attracted/attendance hours (as appropriate), date, and the person that delivered it on behalf of the FSA (including

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appropriate credentials), the FSA's and supplier's logo and the name of the person attending.

### **Trainer requirements**

Trainers delivering this course must have relevant practical experience in the approval of food establishments and demonstrate technical competence and/or the provision of training in this area.

### **Overall aims of the course.**

Upon course completion, delegates should have the necessary underpinning skills and knowledge to undertake approvals of food establishments and be confident in taking any necessary and appropriate enforcement action to ensure food is safe.

### **Intended learning outcome**

By the end of each course, delegates should:

- Know, understand and be able to practically apply the law relating to the approval of food establishments
- have a solid understanding of:
  - the enforcement landscape for approvals in England
  - the approval process
  - the approval exemptions and how they should be applied
  - ID marking/Approval Code
  - approval categorisation
  - Changes to approvals
  - enforcement tools specific to approved establishments.
- be familiar with the relevant requirements of the Food Law Code of Practice (England) June 2023 (the Code), the Food Law Practice Guidance (England) March 2021 (the Practice Guidance), and other relevant guidance.

### **FSA's Competency Framework**

All course outputs must align with the FSA's Competency Framework.

The content should be mapped to the areas of the FSA Competency framework where relevant in the context of the approval of food establishments, including some of which will; be picked up in the practical scenarios:

A: Common competencies.

D: Enforcement

E9: Approval of businesses

### **Course content**

The course's content must contain the requirements as outlined below but is not limited to and not necessarily taught in the order as presented.

### **Legislative Overview**

Retained Regulation (EC (European Commission)) No. 853/2004, including;

- what the purpose of this legislation is and how it outlines what is within and out with the scope of approval
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- where the exemptions are outlined and the distinction between the applicability of Article 1 and Article 4 exemptions
  - which POAO are covered by Annex III and that POAO not covered by Annex III don't require approval i.e. honey and insects
  - awareness of the content of Annex II on health and ID marking

Retained Regulation (EU) 2017/625 the relevant sections as they apply to the approval process.

### **Enforcement Landscape**

- The enforcement landscape for approvals in England – what LAs and the FSA cover as the responsible CAs (Competent Authority).

### **Approvals Process**

- A solid understanding of the approval process including:
  - Application assessment process and need for on-site visit
  - Distinctions between conditional and full approval, when each are appropriate, and the timescales required by law
  - Flag availability of model approval forms on smarter comms as an available resource.

### **Approval Exemptions**

- Approval exemptions and how they should be applied. All aspects of each approval exemption and the FSA policy on them should be covered, as laid out in [Approval of Establishments: Guidance for local authorities](#). Case studies to aid understanding of application should be covered, as outlined below.

### **ID Marking**

- The difference between a health and an ID mark
- Formats required for ID marks
- Flexibilities available in accordance with the legislation
- Dual ID marking and the FSA stance on this – see [Approval of Establishments: Guidance for local authorities](#)
- Considerations when deciding when an approval code should or should not be retained/re-issued.

### **Approval categorisation & changes to approvals.**

- Awareness of all approval categories, what they mean and how they should be applied. Case studies to aid understanding should be covered, as outlined below
- Understanding when changes to an establishment warrant a new approval and when they don't.

### **Practical Enforcement**

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- Enforcement tools specific to approved establishments and when they can be used, including:
    - Remedial action notices
    - Refusal to issue approval
    - Withdrawal of approval
    - Suspension of approval
    - Surrender of approval and action available to the LA if an establishment doesn't surrender their approval when approvable activities cease.

### **Suggested case studies - approval exemptions**

In each of the case studies used, full explanation of the establishment's activities would be required at the outset. This would be followed by coverage of the thought process and considerations when making a determination, including the legal definitions (as relevant), FSA policy advice (as relevant) and ultimately, a conclusion on whether approval would be appropriate or not in each circumstance.

Use of flow diagram, provided within Approval of Establishments: Guidance for local authorities to assist with determination.

1. A small business rears and harvests snails for human consumption and transports them live to another establishment for slaughter – case study to consider primary production exemption.
  2. A fishmonger receives fish daily from a variety of local boats. He has a shop and sells the fish as whole units and gutted. He does not catch them himself but receives them refrigerated and still unchanged from capture – case study to consider primary production exemption.
  3. A butchers shop that was initially only supplying the final consumer wants to start supplying their products to restaurants in the surrounding area – case study to consider marginal, localised, and restricted aspects of the retail exemption.
  4. The same butchers shop then wishes to expand to become a delicatessen and their operations will include a fishery and cheese counter. These products will also be sold to restaurants in the surrounding area – case study to re-consider marginal, localised, and restricted aspects of the retail exemption.
  5. The FBO (Food Business Operator) of the delicatessen then opens two other deli shops, that will be exclusively supplying the final consumer with meat, fish, and dairy products. Both are to be located in the same LA area as the current deli shop. The original deli shop will supply local restaurants as they already do and they will also supply the two new shops to be run by the same FBO – case study to consider the satellite operation aspect, in conjunction with the marginal, localised and restricted aspects of the retail exemption.
  6. The FBO of the delicatessen intends to further expand their retail business, opening 3 more retail deli shops, all of which are in neighbouring LA areas. When these are operational, the FBO intends to cease supplying local restaurants and the original deli shop will supply all of his own shops. Case study to re-consider the satellite operations aspect of the retail exemption.
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7. A cold store that stores and distributes Products of Animal Origin (POAO) for one retailer wants to expand their operation to store and distribute POAO for multiple retailers. Case study to cover the application of the retail exemption to logistical distribution chains.
  8. An establishment is producing powdered supplements. They buy in processed whey powder and mix it with plant-based products, which act as thickeners and flavourings for the product when rehydrated. The processed POAO is purchased from an approved establishment and is a dried ambient stable product. All products are sold to other businesses with no direct retail element.
  9. A bakery is manufacturing sausage rolls using uncooked sausage meat. They mix the sausage meat with herbs and plant-based flavourings, wrap it in pastry and cook the resultant product prior to packaging and distribution to other businesses. There is no direct retail element.

### **Suggested case studies – approval categorisation**

In each case study, an explanation of the thought process and considerations would be necessary, including the legal definitions (as relevant), FSA policy definitions of approval categories, and, ultimately, selecting which category or categories would be appropriate in each circumstance.

1. Establishment that buys in beef cuts, cuts it into smaller pieces before mincing, adding seasoning and forming into burgers.
2. The establishment above also wishes to buy in lamb burgers from another supplier that are in retail packs. The establishment does not re-wrap or re-label them in any way. They store them under chilled conditions and sell them on to other businesses.
3. Establishment that manufactures quiches. They buy in diced raw chicken and raw salmon fillets that are cooked separately on-site before being used as an ingredient. Pasteurised egg is bought in and used as an ingredient.
4. Establishment that buys in and sells on chilled POAO in retail ready packs to other businesses. They also buy in cheese in blocks, slice it into smaller blocks and re-wrap it for retail.

### **Teaching and learning methods**

Delegates should be engaged through various teaching and learning approaches outlined in the course content. The course should:

- be high-level PowerPoint presentations complimented by practical scenarios, case studies, videos, photographs, labels, and other relevant training resources and materials to engage the audience (sharing links), practically demonstrating the course's content and consolidating theoretical learning.
  - be designed, so delegates will be expected to contribute with delegates being allowed to ask questions, having also done some preparatory reading before the course and each subsequent session.
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- trainers should:
  - consider the need for appropriate pre-reading, self-study through directed reading and independent study tasks.
  - consider recent postings on the [Knowledge hub](#) to ensure content reflects current issues identified by LAs relevant to the course content.
  - use challenges and examples where possible to stretch the delegates' capabilities in real-world learning and assessment, resulting in a deeper approach to learning.
  - each section/module of the course will utilise a knowledge check/test to assess understanding.

### Assessment methods

The following requirements for the course will apply in line with the over-arching specification linked to the contract signed between the FSA and CTSI:

- the supplier will be required to produce an evaluation form for all delegates to complete at the end of the course - tests/quizzes/session re-caps should also be used during the live webinar and after the training on the [Regulator's Companion](#) to measure and evaluate delegates' change in knowledge and understanding during the training.
- reporting and metrics provided to the FSA regarding the course, including quiz metrics, participant data and feedback about the course for both the live and recorded versions.

A suitable evaluation methodology should be used and will include:

- the extent to which the participants found the training useful, challenging, well-structured, or organised.
- the extent to which participants improved their knowledge and skills due to the training.
- how the training will be used in the workplace and its benefits.
- **Pre-training assessment.** This step uncovers the participants' past experience as well as current competencies (testing knowledge skills and levels of confidence before the training intervention), learning needs, and expected application of learning.

The results from this can be treated and inform the baseline for each participant's level of knowledge.

- **Post-assessment (reactions).** This addresses participants' reactions to the training experience, for example, their learning environment, format and instructor methods, and general satisfaction.
  - **Post-assessment (learning).** Tests/quizzes/scenarios and case studies should be used during the live webinar. These will determine whether the training was pitched appropriately for the audience, has met its objectives and measures what the participant learned from the training session.
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For the training on the [Regulator's Companion](#), there should be a marked test to assess the knowledge or skills gained as appropriate to the training intervention. A pass mark of 70% will be determined for receipt of a CPD certificate. This will be used to evidence whether the training was pitched appropriately for the audience, has met its objectives and measures what the participant has learned from the training session.

Delegates must also complete a survey detailing their anticipated knowledge transfer into the workplace. This will be followed up to assess how the newly acquired skills and knowledge are being used to inform practice in the workplace or identify and understand the barriers that prevented it. Has the training been utilised in the officers' daily work, or has the knowledge transferred to colleagues via cascade training?

- **Follow-up.** This process may include several methods to assess the outcomes and effect of training programs over time, including contacting the delegates attending the webinar 3-6 months post-training to determine the tangible results of the training, such as improved quality and efficiency, increased capacity, increased productivity, increased morale etc. (feedback on their progress against their anticipated transfer of knowledge into the workplace).

### **Reporting evaluation metrics**

Feedback and evaluation data should be reviewed to identify any patterns, areas of concern, or success and inform future training design and delivery.

A summary report should be provided to the FSA by one month post-delivery of the virtual instructor-led webinar detailing the attendees' opinions on the course's content and delivery, the results of the quizzes and tests, as well as highlighting the positives and recommendations for improving the course content and/or delivery.

### **Learning resources**

- The courses should link throughout to current FSA resources and training and other relevant materials and guidance, for example, the Code and associated Food Law Practice Guidance, [Approval of Establishments: Guidance for local authorities](#), [model approval forms](#) and CTSI's [Regulator's Companion and Business Companion](#) (as appropriate).

### **Course delivery & mobilisation**

- During the delivery stage, 30 people will attend the live webinar to give feedback to help inform the recorded on-demand modules.
- Whilst the FSA would like as many delegates to be trained as possible, it recognises that the trainers will need to be able to interact with the delegates during each training session.
- Development and delivery of a recorded version of the training session - This should follow the main content requirements of the live webinar but with the additional requirements below:
  - Suppliers should provide a recorded clean version of the live training session with no participants of any live sessions visible to avoid GDPR (General Data Protection Regulation) breaches.
  - The recorded training session can be a condensed version of the live session – interactivity will be limited due to the recorded nature, but we welcome supplier suggestions on this.



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- The recording should be managed and hosted by the supplier.
  - The recording should allow users to watch on demand, not necessarily in one sitting.
  - A test based on the condensed recorded session should be developed for users to sit.

It should be noted that the recorded session is intended to supplement the benefits associated with attending a live training session. The recording will allow officers to have reference material and an opportunity to see the content covered during the live training session. Subject to the FSA budget, the intention is to provide more live sessions, but the recording allows the training to reach more officers. Any requests for further sessions will be subject to budget, and the call-off procedure will be used.

- The FSA will manage invitations to the course.
- The supplier will send the joining instructions and circulate the course materials and/or any pre-reading to delegates before each course.
- Development of content, facilitation and administration services of the course will be the supplier's responsibility.
- The supplier is responsible for reviewing and quality-checking the course content, and formatting slides, before forwarding them to the FSA for review.
- All course materials and content developed will require internal FSA sign-off before delivery to ensure it reflects participants' needs.
- Final copies of the course content must be sent to the FSA before the course commences.
- The FSA will require the digital content to be transferred to FSA or available to any delegates proposed by the FSA.
- The FSA reserves the right to request amendments to the digital course delivered within the existing quotation.

### **Technical requirements**

The supplier will be responsible for online platform technical support to course attendees and responding to any issues regarding connectivity or access issues.

There should be no requirement for the user to have a specific device or web browser to attend the live webinar.

### **Success criteria**

The course delivery success parameters will include:

- course delivered on time and within budget.
- results of delegates' evaluation forms and tests.
- feedback from trainers and FSA representatives.

### **Costs**

Initially, only one training session per course will be delivered, with future sessions based on demand and budget.

The FSA requests that the supplier provides a quotation detailing all costs associated with the development and digital delivery of one version of each course, along with the provision of findings in a written report and presentation to the FSA.

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The supplier has been requested to provide the complete cost of delivering additional courses that will be developed for future interested attendees. The FSA may need to conduct several sessions of each course, depending on their priorities and budget, but this will depend on the level of interest and demand. At this stage, the FSA cannot guarantee or confirm the potential number of additional training sessions.

The supplier must detail the proposed development and delivery timeline; therefore, please consider this information when responding.

All quotations will be reviewed on costs and confirmation of meeting the necessary timeline.

A full breakdown of costs should be provided. Additional costs should be itemised to make the course relevant for Wales and Northern Ireland, broken down into options from a supporting document highlighting the legislative differences, course slide deck, and webinar.

## **Payment**

Payment will be made based on sign-off on completion of:

- the course content.
- delivering one live webinar and a recording hosted on the [Regulator's Companion](#).

## **Enquiries**

Please submit the response, along with any enquiries, through the Agency's health family single e-Commercial system (Atamis) by the deadline set.

Supplier response – please provide a detailed methodology of how you will deliver the requirements

## **1. Overview**

### **1.1. Training course**

The Chartered Trading Standards Institute (CTSI) will design, develop, and deliver one webinar course on Approval of feed establishments. The course is aimed at local authority (LA) officers in England deemed competent to carry out official food controls and other official activities.

CTSI will deliver this course as four half-day virtual instructor-led webinars, for up to 30 delegates. In addition to the delegates, FSA observers may join the course. These will be delivered through CTSI's Microsoft Teams system. Following the course, a clean recorded version will be uploaded onto CTSI's Regulators' Companion with an accompanying online test.

This course will initially be delivered once.

### **1.2. Course delegates**

FSA will secure delegates for the course, and provide details to CTSI, from which CTSI to issue booking invitations to delegates for them to register through CTSI's booking system.

### **1.3. Delegate course evaluation**

Following a course, CTSI will issue a course evaluation feedback form for delegates to complete. CTSI will collate their responses and produce a report for FSA.

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#### **1.4. Course and course materials**

CTSI and its trainers will design and develop the workshop and course materials. These will be reviewed by FSA and for sign-off final version before the delivery of the first course.

#### **1.5. Delegate follow-up**

CTSI will contact those delegates who attended the webinars within 3-6 months following the training. The aim is to determine the tangible results of the training. This process will be confirmed and agreed with FSA.

#### **1.6. Timescales**

CTSI recognises the requirements and will complete and deliver the requirements by early March 2024.

### **2. Meeting RFQ basic information**

#### **2.1. Specification requirements**

CTSI acknowledges, as set out in the original specification agreed between the Food Standards Agency (FSA) and the Chartered Trading Standards Institute under the terms and conditions of the call off contract FS430474, it meets in the course development and course delivery of the RFQ.

#### **2.2. General Data Protection Regulation (GDPR)**

##### **GDPR compliance**

CTSI confirms it complies with UK GDPR and data protection legislation. It will ensure that any information collected and processed on behalf of the FSA will be managed, held, handled and if needed to be transferred will be securely.

##### **Data Security**

CTSI confirms it has the human and technical resources to ensure compliance with UK GDPR and ensure the protection of the rights of data subjects.

#### **2.3. Quality Requirements**

CTSI confirms it will follow and use the methods, processes, and systems for meeting the quality requirements as provided for previous webinar courses and clean recorded version under FS430474.

#### **2.4. Accessibility**

CTSI's will use its website, portals and learning systems and course materials which conform to WCAG 2.1 AA standards. In addition, the visual design takes styles, components, patterns, and visual cues from the GOV.UK Design System (<https://design-system.service.gov.uk/>) which helps ensure that new users become familiar with its design and layout.

The course delivery methods are compliant with the Web Content Accessible Guidelines 2.1 at level AA and the most common assistive technologies. Similarly, CTSI in using Microsoft Teams, can utilise the standard system for its accessibility facilities.

#### **2.5. FSA Competency Framework**

CTSI will ensure all outputs align with the FSA's Competency Framework - Knowledge and skills for delivering official food and feed controls and other activities effectively.

### **DELIVERY OF THE REQUIRED SERVICES**

#### **3. Training courses**

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### 3.1. Training delivery

#### Live webinar course

The live webinar course will be delivered by CTSI and trainers. The trainers will also lead and facilitate discussions, managing questions and answers.

Assessment of delegates will be undertaken during the course and include, where appropriate, use of tests, quizzes, and case studies. During the webinars we will capture delegates knowledge through pre-training assessment, post-assessment reactions and post-assessment learning.

The course will be suitable for Local Authorities in England.

#### Clean recorded version

Following a live course delivery, CTSI will undertake clean recorded version with the trainer - with no delegates - for complying with UK-GDPR and data protection legislation. This will be edited by CTSI to produce the final version.

CTSI will produce an online test question bank covering the clean recording version. The clean recorded version and online test will be uploaded onto CTSI's Regulator's Companion. On a learner completing the test and achieving at least 70%, a CPD certificate will be awarded and available within the system.

### 3.2. Approval of food establishments course

The webinar course will be developed and delivered against the course outline for the content, overall aims of the course and intended learning outcomes - as identified in the RFQ.

The courses order will be finalised and agreed with FSA during the project initiation stage, between CTSI, trainers, and FSA technical staff, to ensure best delivery training to delegates.

#### Trainer

CTSI has approached three trainers who all as lead trainers, confirmed their expertise and are able to undertake the development and deliver this course. The costs from a trainer required for the development, ownership of materials and delivery fees vary from each trainer.

CTSI can work with FSA to confirm a lead trainer, and which may be able to provide a more advantageous costing to FSA than as provided in Section 7.

Alternatively, CTSI is happy to work with FSA to identify any other potential lead trainers having the relevant practical experience. CTSI could then approach them for their availability and fees for the development and delivery.

## 4. Delivery and methodology

CTSI will undertake and use is proven methods, experiences, and standards in developing and delivering the course as used for developing FSA Food and Feed courses under FS430474.

### 4.1. Course development

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## Course materials

CTSI will design, develop, and produce the practical workshop course, course materials including case studies, tests, to be applicable to current legislation and for local authority officers in England.

For the course webinar delivery, materials will be produced in PowerPoint and supporting material in formats such as MS Word or PDF.

If FSA can provide its standard presentation slide set with layout, branding and format, CTSI will produce the slides in that. Otherwise, CTSI will use one of its webinar training course templates to create the courses. Similarly, for any such reports will agree a standard format, either from FSA or provided by CTSI.

### 4.2. Course components

The facilitated workshop courses will comprise of the content and topics with the RFQ of:

- Legislative overview
- Enforcement Landscape
- Approvals Process
- Approval Exemptions
- ID Marking
- Approval categorisations & changes to approvals
- Practical Enforcement
- Case studies

Delivered by:

- all training sessions led by trainer
- use case studies and discussions, tests or quizzes
- provide and direct delegate to any appropriate pre-reading, self-study through directed reading or independent study tasks
- from reviewing postings on the Knowledge Hub, where necessary, ensure content reflects current issues consider identified by LAs relevant to the course content
- the webinar course will provide a series of delegate assessments for pre-training, post-reactions and post-learning

The course outputs will be aligned with the FSA's Competency Framework.

### Out of scope

CTSI acknowledges, that Regulation (EU) No 210/2013 on the approval of establishments producing sprouts, is outside of the scope of this training and course materials.

### Knowledge Hub

The Knowledge Hub is free to join, although many of the focus groups and forums (and networks) are restricted and subject to invitation only and thus subject to approval by Group Facilitators.

Once the relevant forums and groups have been identified and confirmed for reviewing current posting for training materials, CTSI may require assistance from FSA in being approved for joining some of the groups and forums.

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### 4.3. Course materials sign-off.

All course materials will be reviewed with, and provide sign-off by FSA. It is likely this will require a number of discussion and iterations for any such amendments.

As draft materials are produced, which CTSI will review and make any changes, these will then be sent to FSA technical experts for reviewing. Where possible, a call will be held with FSA, CTSI and trainers early in the development of a course.

FSA will arrange for sign-off for the webinar course and materials. The development timetable will cater for any such cycles, so final materials will be available for delivery of the first course workshop. During the initiation stages of the contract, FSA and CTSI will agree and confirm the development timetables and dates for course delivery.

### 4.4. Course delivery

#### Webinar platform

CTSI will use its Microsoft Teams system - with audio conferencing capability - to deliver the training courses to regulatory services officers. This system has been used to deliver live webinar course to trading standards officers with over 100 delegates attending for a course.

This has been used for other webinar courses under FS430474 Lot 1 Feed training Lot 2 Food training courses.

#### Webinar training sessions

The live webinar interactive training courses will be delivered by CTSI trainers.

Delegates will be able to ask questions throughout the course such as using the chat function, raising hand, while there is a question and ask session within the course structure.

#### Numbers of delegates

FSA has determined for the course there will be a maximum of up to 30 delegates, and split into four half-day sessions for the course. FSA envisage that the course will be delivered once and to be scheduled and delivered in first quarter of year 2024.

CTSI does not see a limit to the number of training session that can be run for any course, although based upon FSA's budget and demand for take-up. Any additional course sessions will be agreed between FSA and CTSI, and set those course dates.

FSA and CTSI will agree the first course webinar dates to be set during the initiation stages of the contract. FSA will provide these dates in their invitation to delegates.

#### Delegate support

CTSI will provide a help support desk for users in accessing the webinar system. Course leaders and administrators will be available during the webinar session to respond to any user technical issues or questions.

### Course attendance CPD certificate

The webinar course attracts 12 hours CPD and awarded to delegates subject to completion of the course and their submitting a completed course evaluation form.

A CPD will be awarded for those learning through the clean recorded version, and after successfully completing the accompanying test. CTSI will provide a similar CPD certificate format for both. There will be fields available to be populated, although limited space. Thus, trainer details will not be provided, and details of the course limited.

The additional design cost is [REDACTED] as detailed in costing table in Section 7. Alternatively, the certificate used under FS430474 Lot 1 and Lot 2 can be used without this cost, and the additional information held in the joining details for delegates.

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### Course evaluation delegates form

CTSI will develop and issue a course evaluation feedback form for delegates to complete, which CTSI will collate their responses and produce a report for FSA.

CTSI is not able to ensure delegates supply a completed evaluation form, although a reminder will be sent out, and then supply FSA a list of any delegate forms not received.

### Course administration

FSA will secure delegates for the course. FSA will provide CTSI with all delegates contact details.

CTSI will contact delegates and signpost them to CTSI's online booking form for delegates to register and book through.

CTSI's training administration team will manage delegate bookings; provide joining instructions; will send out details of the course; and where required, issue any materials before the course starts.

CTSI will provide a support line to delegates for enquiries or additional assistance required.

### Course Dates

FSA and CTSI will agree training webinar dates to be set during the initiation stages of the contract. FSA will provide these dates in their invitations to delegates.

### Course evaluation report for FSA

CTSI will compile a report for FSA to include delegate feedback evaluation outcomes, the number of delegates and their local authority. It will also include outcomes from assessments undertaken during the webinars using Centimetre (and are anonymised), and from the post-assessment learning test.

FSA require delegates to also complete a survey detailing their anticipated knowledge transfer into the workplace. CTSI will include this in the delegate evaluation form.

## 4.5. Follow-up Assessments

CTSI will undertake contacting those delegates who attended the webinars within 3-6 months following the training to determine the tangible results of the training. The survey and scope will be agreed and confirmed with FSA. This will be communicated to all delegates before the course starts, and the responsibilities on delegates to participate in this follow-up process.

## 5. Clean recorded versions

### 5.1. Online portal

CTSI is providing its Regulators' Companion online portal

<https://www.regulatorscompanion.info/>

This portal was developed, designed and is hosted by CTSI for use of regulatory services officers including trading standards (TS), environmental health (EH) and Port Health Authorities (PHA) as a training and resource across all four nations of the UK.

It provides a self-registration function, that if a user has a .gov.uk email address, they can access the system and take the training courses and receive a CTSI CPPD certificate as evidence of its currency of knowledge, and supporting career development.

### 5.2. Recording

CTSI will undertake and record webinar sessions with the trainers and no delegates so as to comply with data protection legislation. Recorded training session will be a condensed clean recording version of the live session.

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After editing it will be uploaded and held on CTSI's Regulators' Companion portal, and will be accessible for course delegates and .gov.uk email users to access, for their use on demand, rather than having to take the whole session at one sitting.

The purpose of the clean recorded version provides officers to have access for reference materials, and serves to review and as a refresh of the content covered during the live training session.

### **5.3. Online tests**

CTSI will produce an online test question bank. The clean recorded version and online test will be uploaded onto CTSI's Regulator's Companion. On a learner completing this end-of-course test and achieving at least 70%, a CPD certificate will be awarded and available within the system.

### **5.4. Availability on Regulator's Companion**

The materials produced and loaded onto Regulator's Companion for this Work Package will remain in place until:

- the end of the contract; or
- after an agreed period; or
- identified with FSA it becomes out of date

when it will be removed.

## **6. Additional and supporting information**

### **6.1. CTSI contact management**

#### **Project / Contact Management**

CTSI will appoint a contact / project manager as the point of contact for FSA and will also co-ordinate internally within CTSI for delivery of the services and deliverables to meet the project timescales.

Regular contact between the CTSI's project team and the FSA team will be conducted via virtual and/or reports as appropriate, during which a review of deliverables against the timescales will be conducted. Ad-hoc communications will continue outside of project reviews using, emails, phone and MS Teams calls.

#### **Contract Management**

[REDACTED], in this role as contract management, provides Senior Management oversight of this contract and monitor the status of the contract through the CTSI management team, and engage with FSA management as appropriate.

### **6.2. Digital content**

CTSI confirms final copies of the course content will be sent to the FSA in electronic format before the course commences.

As within the Short Contract form, each party keeps ownership of its own IPR such as for re-use of existing materials, while new IPR created for the course becomes ownership by the buyer (FSA / Crown).

The extent of this will depend on the trainers used for developing the course.

### **6.3. FSA requesting amendments**

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CTSI acknowledges that FSA reserves the right to request amendments to the digital format during the contract period. CTSI is happy to work with FSA to respond to, and apply any such amendments.

There are several methods to manage and cost any FSA requested amendments. CTSI propose using its change management method. Any changes requested by the client will be scoped for impact on the project by CTSI, including timescales and costs. This will be submitted to the FSA for review. Any changes commissioned by the client will be implemented. This ensures value for money in costing and spend only for the changes needed.

CTSI is happy to discuss with FSA the costing method it will require to use. For the requirements of the RFQ, we have listed one such metric (based on amendments for 1 hour of learning) and can provide a budgetary estimate only in Section 7 Breakdown of Costs.

#### **6.4. Additional Courses**

All associated costs for the delivery of an additional webinar course, issuing CPD, and course evaluation outcomes collated and captured with a written report to the FSA, are detailed in Section 7 Breakdown of Costs.

CTSI do not recommend at this stage producing a Wales or Northern Ireland version as there could be some significant amendments. Although CTSI will be happy, and is able, to undertake and produce either version.

### **7. Breakdown of Costs**

#### **7.1. Scope of requirements**

##### **Additional Services**

The costs include services as required in the RFQ, which are additional over the courses for Lot 1 Feed and Lot 2 Food under FS430474, which includes:

- half-day webinar sessions – trainers expect the four half-days sessions compared to a single two-day course requires additional effort and time in delivery
- this is a new course to be developed which CTSI itself holds no previous materials or content available to be based upon
- capturing outcomes from webinar assessment including pre-training assessment and post-assessments for delegates
- course evaluation - include anticipated knowledge to be transferred into the workplace
- reporting evaluation metrics - increased metrics capture from the assessments and test, to be incorporated within evaluation report to FSA
- follow-up the courses - 3-6 months post-course with delegates through surveys with delegates and producing report for FSA
- extra administration - availability and support services during live webinars
- additionally, there has been a cost of living incurred for all organisations over the last 18 months.

##### **Comparisons**

[REDACTED]			
[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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## 7.2. Costing Table

**CTSI confirms the costs quoted in this work package are exclusive of VAT.**

**VAT will additionally be charged at the applicable rate.**

If there are any elements or activities which the FSA no longer requires, CTSI is happy to re-scope and reduce those aligned costs.

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**Total Price: See Annex 1 – Clarification Questions and Responses for newly updated pricing information. The total price for WP3 £21,564.50**

Completed by:

Date: 27 September 2023

Date quotation accepted by FSA: 08/11/2023

Work Package start date: 08/11/2023

This quotation for the above-mentioned Work Package has been agreed between the Food Standards Agency and the Supplier under the terms and conditions of the call-off contract FS430474 – Lot 2 Food Training

[illegible]

## Annex 1: Clarification Questions

<b>Tender reference number</b>	<b>Tenderers Name</b>
FS430474	CTSI
<b>Tender title</b>	
Lot 2 - WP3 Approval of food establishments	
<b>Evaluator name</b>	
N/A	

- The evaluation panel will be meeting shortly to make a decision about the tenders received for this requirement. To help the panel to evaluate your proposal fairly and accurately, **you are invited to comment or respond to the clarification questions highlighted below** which have been made by the panel members after initial evaluation of your tender. Your response should only relate to the issues raised.
  - **Please note this is not an opportunity or request to submit a revised or amended proposal. This is to assist the tender evaluation panel in their assessment**
  - Please respond via the eSourcing portal, **no later than 12 noon on 16/10/2023.**
  - If you have any queries please submit these via the eSourcing portal.

### Requests for clarification and additional information

Group	Bar Index	Relative Length (approximate)
Group 1	1	10
	2	95
	3	90
	4	25
Group 2	5	35
	6	38
	7	60
	8	98
Group 3	9	32
	10	10
	11	97
	12	28

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[REDACTED]

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<b>Tender reference number</b>	<b>Tenderers Name</b>
FS430474	CTSI
<b>Tender title</b>	
Lot 2 - WP3 Approval of food establishments	
<b>Evaluator name</b>	
N/A	

- The evaluation panel will be meeting shortly to make a decision about the tenders received for this requirement. To help the panel to evaluate your proposal fairly and accurately, **you are invited to comment or respond to the clarification questions highlighted below** which have been made by the panel members after initial evaluation of your tender. Your response should only relate to the issues raised.
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### Requests for clarification and additional information

Bar Index	Approximate Length (%)
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3	90
4	25
5	35
6	30
7	55
8	98
9	20
10	5
11	95
12	20

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<b>Tender reference number</b>	<b>Tenderers Name</b>
FS430474	CTSI
<b>Tender title</b>	
Lot 2 - WP3 Approval of food establishments	
<b>Evaluator name</b>	
N/A	

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| <ul style="list-style-type: none"> <li>The evaluation panel will be meeting shortly to make a decision about the tenders received for this requirement. To help the panel to evaluate your proposal fairly and accurately, <b>you are invited to comment or respond to the clarification questions highlighted below</b> which have been made by the panel members after initial evaluation of your tender. Your response should only relate to the issues raised.</li> </ul> | <ul style="list-style-type: none"> <li><b>Please note this is not an opportunity or request to submit a revised or amended proposal. This is to assist the tender evaluation panel in their assessment</b></li> <li>Please respond via the eSourcing portal, <b>no later than 12 noon on 16/10/2023.</b></li> <li>If you have any queries please submit these via the eSourcing portal.</li> </ul> |
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### Requests for clarification and additional information

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