



TENDER FOR THE PROVISION OF Recruitment of an Independent Director to Chair the QAA Board

Buyer name: The Quality Assurance Agency for Higher Education
(QAA)

Contact details:

Name Rachel Hill-Kelly
Position Assistant Company Secretary

Email governance@qaa.ac.uk

Deadline for Provider 5pm on 31 July 2024



INVITATION TO TENDER

Restricted tender for the provision of Recruitment search agency for Independent Director and Chair of QAA Board to the Quality Assurance Agency for Higher Education (QAA)

Background

1. QAA is a world-leading quality agency with unmatched experience of providing impartial regulatory and collaborative quality assurance and enhancement. We support universities and colleges in working with students and learners, governments, funders and regulatory bodies to evidence and enhance the excellent quality and high standards of the education they provide.
2. We work towards a greater public understanding - domestically and internationally - of how excellent quality is demonstrated in UK higher education, and how autonomous providers both assure its delivery and address weaknesses. Our work safeguards the value of qualifications for students and learners, and protects and promotes the reputation of higher education.
3. QAA's [strategy](#) lists four focus areas:
 - Standards - Providing custodianship of sector reference points and targeting guidance to secure academic standards and the value of qualifications
 - Assurance and enhancement - Delivering respected and innovative approaches to quality, enabling institutions and learners to work collaboratively to evaluate their practice and keep improving their learning experience
 - International - Expanding our international activity, capitalising on the excellent global reputation of QAA and UK HE, into new areas for the benefit of UK tertiary education
 - Leadership - Influencing and supporting policymakers, universities and colleges, students and learners through clearly communicated expert insight.
4. QAA was established in 1997, and is a company limited by guarantee with charitable status.

The QAA Board is a non-executive board, with a number of sub-committees. It is ultimately responsible for the leadership, direction and control of the organisation, though, of course, in practice it delegates the management of the agency to the chief executive and wider senior leadership team.

In particular, the Board is responsible for:

- approving QAA's strategy and key performance indicators
- ensuring the establishment and monitoring of systems of control and accountability, including financial and operational, and procedures for handling internal grievances, conflicts of interest and whistleblowing
- ensuring processes are in place to monitor and evaluate the performance and effectiveness of QAA against approved plans and key performance indicators, benchmarking against other comparable organisations
- safeguarding the reputation and core values of QAA



- overseeing annual reporting, with overall responsibility for the company's assets, property and estate
- being the company's legal authority.

In carrying out these responsibilities, non-executive directors have specific obligation to:

- provide constructive challenge and contribute to strategy development
- scrutinise performance and monitor reporting
- be satisfied that financial information is accurate, and that appropriate financial controls are in place
- be satisfied that QAA's risk management system is robust and appropriate.

To participate in this procurement, or if you have any enquiries about this tender, please email governance@qaa.ac.uk

Services required by QAA

QAA is looking to appoint a recruitment agency to assist with a search for an independent non-executive director to Chair our Board. QAA will have particular regard to ensuring that the Board as a whole is diverse, including in terms of protected characteristics. The agency will need to advertise the position and undertake a search; we would expect the agency to be able to draw on an existing database of appropriate contacts, including in the higher education sector.

Further Information

Any enquiries about this tender should be addressed to Rachel Hill-Kelly, Assistant Company Secretary by email to governance@qaa.ac.uk. Answers to any queries raised by tenderers may be communicated to all companies involved in the invitation to tender if the answer contains information of material significance.

Tender process

To be considered for this tender, the supplier must submit responses to the following questions and provide evidence or examples as requested:

Description	Requirements
Pricing and value for money	<ul style="list-style-type: none"> • Provide an all-inclusive and fully transparent cost structure • Provide an example quotation
Previous relevant experience	<ul style="list-style-type: none"> • Provide details of relevant recent experience of Board Chair recruitment
Relevant networks	<ul style="list-style-type: none"> • Provide details of the networks you can use to assist in the search
Customer Account Management	<ul style="list-style-type: none"> • Detail account management processes and what QAA should expect from the designated account manager • Details of escalation procedure • Confirm that Customer Satisfaction is a KPI and detail how customer end user satisfaction is measured and reported on
Quality of specification	<ul style="list-style-type: none"> • Detailed specification required
Approach to equality, diverse and inclusive recruitment	<ul style="list-style-type: none"> • Provide an outline of your inclusive recruitment practices.



This procurement will be managed electronically by QAA's Governance Team. To participate in this procurement, please email your tender to governance@qaa.ac.uk by **Wednesday, 31 July at 5pm.**

The successful organisations will be advised in the week commencing 19 August.

Any tenderer who:

- a. fixes or adjusts the amount of their tender by or in accordance with any agreement or arrangement with another person, or
- b. communicates in any way, other than to QAA, the amount or approximate amount of their proposed tender, or
- c. enters into agreement with any person to refrain from tendering or as to the amount of any tender to be submitted, or
- d. offers or agrees to pay or to give, or does pay or give, any sum of money, inducement or valuable consideration, directly or indirectly to any person, for doing or having done or causing to have done in relation to any other tender or proposed tender, any act or omission shall be disqualified without prejudice to any other civil remedies available to QAA and without prejudice to any criminal liability which such conduct by a tenderer may attract.

The tender will be awarded using the Most Economically Advantageous Tender methodology, not lowest price. QAA is not bound to accept the lowest, or indeed any, tender.

Indemnity

The successful organisation will be required to keep QAA fully and effectively indemnified against any loss or claim arising from the provision, or failure to provide, the services outlined in this document. Tenderers are requested to outline what insurance they have in place to meet any potential liabilities under such an indemnity, including a professional liability limit of a minimum of £5 million. The successful tenderer will be required to provide evidence of such cover.

References

Tenderers should provide the names of at least two current clients, within the charity or higher education sector, for whom a similar service is provided by the office from which it is proposed to service this audit. References will be requested at presentation stage.

Conflicts of interest

Details of any known or potential conflicts of interest, including with QAA employees, reviewers, Board or Committee members, or higher education institutions must be stated.

Timetable

It is proposed that an appointment is made according to the following timetable:

Monday 24 June 2024	Tender opportunity advertised
Wednesday 31 July 2024 at 5pm	Tender opportunity submission deadline
w/c 19 August 2023	Shortlisted tenderers invited to meet with the Director of Corporate Affairs and Assistant Company Secretary
w/c 9 September 2024	Issue of award decision notice
w/c 16 September 2024	Commencement of standstill period
1 October 2024	Contract commencement date



Selection criteria and acceptance of tender

Tenders will be assessed against the following evaluation criteria and weightings:

Evaluation criteria	Weighting
1. Pricing and value for money	15
2. Previous Relevant Experience	20
3. Relevant networks	20
4. Customer Account Management	5
5. Quality of specification	25
6. Approach to Equality, Diverse and Inclusive recruitment	15