



**TENDER FOR THE PROVISION OF
INSURANCE BROKERAGE AND ASSOCIATED SERVICES**

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

Contact details:

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Deadline for Submission Monday, 13th November at 5pm.



INVITATION TO TENDER

Restricted tender for the provision of Insurance Brokerage and Associated Services 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.

Services required by QAA

QAA is seeking to appoint a single insurance broker, with experience of supporting charities and the higher education sector, to act on its behalf in matters relating to insurance for an initial term of 3 years with an option to extend for a further 2 years.

QAA requires insurance for risks that may include but not be limited to the following:

- Employer and public liability
- Premises and business interruption – we have an office at Southgate House, Gloucester
- Computers
- Group personal accident and business travel
- Professional indemnity for both England & Wales and overseas jurisdictions



- Employment practices liability
- Engineering insurance
- Cyber
- Terrorism, trustees, fidelity guarantee/crime
- Crisis including kidnap and ransom.

QAA requires the appointed insurance broker to deliver the following services:

1. Provide advice and assistance as required on all aspects of QAA's insurance needs. To include reflective market analysis, best practice and the provision of a quality advice service for new or emerging risks in higher education as well as implications of recent significant legal cases.
2. Provide dedicated contacts for provision of ongoing professional advice for adjustments in insurance covers as QAA's business changes.
3. Be responsible for the advice and negotiation of renewal terms and premiums for the policies detailed above (and other policies as may be required from time to time) with the aim of achieving best value for money. The renewal date for QAA's current insurance policies is the end of March 2024.
4. Offer advice on policy wordings, levels of cover and limits of indemnities to be maintained under QAA's insurance policies.
5. Provide documentation, insurance certificates and any other applicable documentation.
6. Be available for general risk management advice and guidance, beyond insurance, for the full extent of the QAA's activities and potential activities.
7. Provide assistance on the processing of any claims to include liaising with insurers and loss adjusters as necessary.
8. Provide appropriate and effective risk management services (including cyber defence) for the control and reduction of exposures and losses.
9. Accessible online training and information resources for use by QAA employees, for example, travel risk awareness training.

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 fee structure • Provide an example Terms of Business Agreement • Describe your approach to obtaining best value for money.
Knowledge and Experience	Specific examples of your knowledge and experience of arranging and advising on insurance for charities and the higher education sector.
Quality of Specification	Provide examples of: <ul style="list-style-type: none"> • Your renewal process including how you will meet QAA's insurance requirements • Market analysis • Your training, guidance and risk management resources.
Customer Account Management	<ul style="list-style-type: none"> • Detail account management processes and what QAA should expect from the designated contacts. • How you ensure that dedicated staff are qualified to offer advice and guidance • Details of escalation procedure • Your approach to monitoring and communicating market developments, legal issues and legislative changes



Service Level Agreement (SLA)	<ul style="list-style-type: none"> • A detailed description of your SLA's • Sample SLA KPI reports including purpose and how measured.
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This procurement will be managed electronically by QAA's Facilities & Compliance Team. To participate, please email your tender submission to Facilities@qaa.ac.uk by **5pm on Monday, 13th November 2023**.

Any tenderer who:

- fixes or adjusts the amount of their tender by or in accordance with any agreement or arrangement with another person, or
- communicates in any way, other than to QAA, the amount or approximate amount of their proposed tender, or
- enters into agreement with any person to refrain from tendering or as to the amount of any tender to be submitted, or
- 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.

Conflicts of interest

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

Timetable

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

16 th October 2023	Tender opportunity advertised
13 th November 2023 at 5pm	Tender opportunity submission deadline
By 5pm on 25 th November 2023	Issue of award decision notice
26 th November – 5 th December 2023	Standstill period
11 th December 2023	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	10%
2. Knowledge and Experience	30%
3. Quality of Specification	25%



4. Customer Account Management	20%
5. Service Level Agreement	15%

Further Information

Any enquiries about this tender should be addressed to the Facilities & Compliance Team by email to Facilities@gaa.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.