

**TENDER FOR THE PROVISION OF**

**QAA Board Member Recruitment**

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**Buyer name:** The Quality Assurance Agency for Higher Education

(QAA)

**Contact details:**

Name Rachel Hill-Kelly

Position Assistant Company Secretary

Telephone

Email [r.hill-kelly@qaa.ac.uk](mailto:r.hill-kelly@qaa.ac.uk)

**Deadline for Provider** **Monday 17 July 2023 17.00**

**INVITATION TO TENDER**

**Restricted tender for the provision of recruitment services for three Board members**

**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](https://www.qaa.ac.uk/docs/qaa/about-us/qaa-strategy-2023-27.pdf) 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 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 whistle-blowing
* 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](mailto:governance@qaa.ac.uk)

**Services required by QAA**

QAA is looking to appoint a recruitment agency to assist with a search for three independent non-executive director positions on 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 positions 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. 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:

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| **Description** | **Requirements** | |
| Pricing and value for money | * Provide an all-inclusive and fully transparent cost structure * Provide an example quotation | |
| Previous relevant experience | * Provide details of relevant recent experience of Board-level recruitment | |
| Relevant networks | * Provide details of the networks you can use to assist in the search | |
| Customer Account Management | * 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 |  | |
| Approach to equality, diverse and inclusive recruitment | * 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](mailto:governance@qaa.ac.uk) by Monday 17 July 2023, 17.00

The successful organisations will be advised by 18 August 2023.

Any tenderer who:

1. fixes or adjusts the amount of their tender by or in accordance with any agreement or arrangement with another person, or
2. communicates in any way, other than to QAA, the amount or approximate amount of their proposed tender, or
3. enters into agreement with any person to refrain from tendering or as to the amount of any tender to be submitted, or
4. 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 staff, QAA Board members or with any higher education institution should be stated.

**Timetable**

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

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| --- | --- | --- |
|  | Monday 26 June 2023 | Tender opportunity advertised |
|  | Monday 17 July 2023 | Tender opportunity submission deadline |
|  | w/c 14 August 2023 | Shortlisted tenderers invited to meet with the Director of Corporate Affairs and Assistant Company Secretary |
|  | w/c 4 September | Issue of award decision notice |
|  | w/c 18 September | Standstill period |
|  | 18 September | Contract commencement date |

###### Selection criteria and acceptance of tender

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

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| --- | --- |
| **Evaluation criteria** | **Weighting** |
| 1. Pricing and value for money | 25% |
| 1. Previous Relevant Experience | 10% |
| 1. Relevant networks | 10% |
| 1. Customer Account Management | 5% |
| 1. Quality of specification | 25% |
| 1. Approach to Equality, Diverse and Inclusive recruitment | 25% |