



**BRITISH ACADEMY  
OF AUDIOLOGY**

**British Academy of Audiology  
Invitation To Tender (ITT)**

**Specification for the supply of administration services and event/conference management**

**Contract to run 1<sup>st</sup> January 2023 – 31<sup>st</sup> December 2025**

**Deadline for submissions – 12 noon, Thursday 31<sup>st</sup> March 2022**

1. Introduction
2. Background
3. ITT Outline
4. Process
5. Requirements
6. Specification
7. Quality Control
8. Inspection of the Services
9. Provision of Information
10. Regulatory Compliance
11. Training
12. Contractor
13. Contractor Interface
14. ITT Enquiries
15. Contractual Requirements
16. Payments
17. Documents
18. Evaluation Criteria
19. Final ITT

Appendix 1 – Service Specification

Appendix 2 – Key Performance Indicators

## **1. Introduction**

The British Academy of Audiology (the Academy) is the leading professional body for professionals in hearing and balance, within the United Kingdom, with 2000 members.

Its objectives are:

- To provide leadership, inspiration, and guidance
- To develop and promote excellence in service for patients
- To be a driving force for improving quality standards, training, and education
- To promote the profile of Audiology as an autonomous profession

The objectives also include formulating, adopting, and upholding professional and ethical standards within the Profession, promoting research and development within the field, and representing the Profession. This representation includes consulting, lobbying, and acting as a negotiating body with government departments, statutory bodies, voluntary agencies, and any individual on matters relating to audiology. The Academy also provides an information service for its members.

## **2. Background**

The Academy was formed in 2004 following the amalgamation of three existing professional bodies – the British Association of Audiological Scientists, the British Association of Audiologists, and the British Society of Hearing Therapists.

The Academy is a company limited by guarantee, which is managed by the Board of Directors, who may exercise all powers and manage the business of the Academy.

The Board of Management is comprised of the President, Vice President, Treasurer, Secretary, Past President and Board Directors whose responsibilities lie in the following areas – Education, Accreditation and Registration; Professional Development, Service Quality, Membership, Regional Groups, Conferences, Policies and Campaigns, Publicity and Communications, and Equality, Diversity, and Inclusion.

All Directors are officers of the Academy and are employed by other agencies.

The current contract for the provision of Academy administration services ends at the end of December 2022 and the Academy are inviting companies to tender on one or both areas for the new contract which will run from 1<sup>st</sup> January 2023 to 31<sup>st</sup> December 2025.

## **3. Invitation to Tender Outline (ITT)**

The ITT is designed to enable the Academy to select the most cost-effective and value-adding option for the future supply of administration services.

The process provides a format for the Academy to identify its requirements and a mechanism for you to share information with the intent of gaining an understanding of expectations and making commitments to quality, administration function and ongoing service provision.

The Academy reserves the right to place orders with alternative contractors whenever the awarded Contractor cannot meet the contract terms, or to comply with any reasonable directions of the Board Directors concerned.

The Academy asks that you read and understand this document, which specifies its requirements, expectations, and aspirations and that you submit to us your commitment for the provision of administration services.

Offers may only be submitted for all services within a Lot and not for selected items within that Lot.

The Offers and accompanying documents must be completed in full. Any Offer may be rejected which contains gaps, omissions, or obvious errors, amendments that have not been initialled by the authorised signatory or Offers received after the closing time.

#### **4. Process**

Contractors should be aware that Academy would require a presentation and interview as part of this tendering process. This will take place towards the end of April 2022. You are requested to provide indicative prices for your tender response. These indicative prices will NOT be the only considerations used to evaluate your response at this stage.

Shortlisted Contractors will be interviewed and should be prepared to give a presentation against the brief outlined in the document which includes the specification, as part of this process. The brief will include the company profile, major customers, management and IT skills and examples of current administration/event contracts.

#### **5. Requirements**

The Academy is looking to award a 3-year contract for both the following Lots:

Lot 1: The supply of administration services for the Academy

Lot 2: The supply of event & conference management for the Academy.

Companies may bid on either or both Lots.

It is intended that the Academy will work closely (in partnership) with the awarded Contractor/s with the main objective to provide effective administration and event services for the Academy and its members.

This tender exercise is not governed by any other contracts. This invitation and its accompanying documents shall remain the property of the Academy and must be returned on demand.

The essential requirements of this tender for Lot 1 are to supply the following services (as outlined in the specification): Accounting, Membership and Secretariat duties. The service will be the formal point of contact for the membership and voluntary, statutory, and regulatory bodies.

The essential requirements of this tender for Lot 2 are to supply the following services (as outlined in the specification): Event and Conference Management.

## **6. Specification**

### **Lot 1:**

To provide a professional, constructive, accountable administration service for the Academy and its members from 1st January 2023. The service needs to be delivered by an established administration service providing a permanently staffed and resourced headquarters that will be responsible for the day-to-day management. Offerors must state which IT systems and software packages they use and provide backup to the Academy.

#### **6.1 Accounting**

To maintain a standard accounting hierarchy compliant with UK legislation and regulations concerning requirements for companies as appropriate, with specific reference to the Companies Act, as required. The offeror will need to accept full responsibility for the day-to-day accounting and invoicing process of the Academy using a fully computerised accounts package to include financial planning, budgets, end of year accounts and liaison with the appropriate Accountants.

#### **6.2 Membership**

The service will need to produce and maintain a membership list of the Academy to enable effective communication with our members over a variety of mediums. This will include but is not limited to, the registration of new members according to agreed data and membership approval process, issuing new member packs, recording members personal detail changes, and issuing subscription renewals notices and invoices.

Currently, this database is managed through aMember, a professional, flexible, user-friendly membership software.

#### **6.3 Secretariat**

To provide a full secretarial/PA service, including but not limited to, preparing agendas for all Board and Contract Meetings including the Annual General Meeting, dealing with meeting logistics, collation and collection of reports, report on administrative matters, attendance at these meetings, to take minutes, and the compilation of the Academy's Annual report for Companies House.

#### **6.4 Backup**

The service will maintain an accurate and up to date membership database. Electronic storage – backup and server facilities must be of the highest specification for security and data protection of information.

#### **6.5 IT**

The services membership, accounting and conference administration will be expected to link with the Academy's website. The Academy uses Spindogs for the website.

#### **6.6 General Duties**

The service will oversee incoming and outgoing post, ordering of stationery and supplies, photocopying, filing (paper and electronic), deal with emails daily, maintain the Academy

diary, office filing system, electronic storage, and records, respond to enquiries and provide storage for existing paperwork/filing and any other reasonable duties as required.

See Appendix 1 – Service Provision and Specification

## **Lot 2:**

### **6.7 Event and Conference Management**

The service will provide full Conference Event Management for an annual Academy Conference of approximately 600 delegates – seeking suitable venues, conference registration, hotel arrangements, exhibition, coordinate written and online registrations forms, process payments, process online payments from the Academy website e-commerce facility, maintain accounts, marketing, provide on-site administration and administration support for the Academy Conference Committee.

### **7. Quality Control**

While the price will be an important determining factor for the successful Contractor, you must demonstrate previous experience; quality of the service and an understanding of the Academy's needs will also be considered. You should operate a quality control system that is acceptable to the Academy, within the terms of the contract.

### **8. Inspection of the Services**

The Academy reserves the right to inspect the Contractor's premises subject to reasonable notice of intention.

### **9. Provision of information**

The Contractor must provide on request of the Board, a report for each Board Meeting and Contract Meeting relating to the administration service.

### **10. Regulatory Compliance**

All services provided, and equipment used must conform to current British, European, and International standards e.g. Health and Safety regulations, Ethnicity and Diversity regulations, Data protection, financial regulations.

### **11. Training**

Time for staff training needs relating to the administration of the Academy must be made available at the cost of the Contractor. Background information will be provided using comprehensive written material for reference. Short-form protocols/standard operating procedures will need to be prepared for everyday use, for easy reference. Regular contract meetings will be organised to discuss problems and share experiences.

### **12. Contractor**

It is expected that for Lot 1 the selected Contractor will be able to demonstrate evidence of an ability to provide the administrative services. A track record of supplying administration services to a similar professional organisation is a benefit.

For Lot 2 the selected contractor will be able to demonstrate evidence of successful events of comparable size in the past.

Evidence of financial stability, insurance liability and professional indemnity should be included.

Quality Assurance is a major factor in the tendering process and an assessment of this will be part of the evaluation, supporting evidence of this should be included.

A Contractor should provide at least three references.

### **13. Contractor Interface**

The successful contractor must provide a service desk facility to answer queries relating to the administration of the Academy as part of the contract.

This must be available between 9-00 am – 5-00 pm Monday to Friday as a minimum. Full details of this should be provided.

### **14. ITT enquiries**

All enquiries or requests for further information regarding the tender should be directed to Victoria Adshead. [victoria@baaudiology.org](mailto:victoria@baaudiology.org)

### **15. Contractual Requirements**

Any deviation from these terms must be by agreement with the Academy. It will be assumed that any items of equipment would be currently available models.

### **16. Payments**

The successful contractor shall invoice the Academy based on the service being delivered to the Key Performance Indicators (KPIs). Payments will be staged in monthly payments, which are linked to the delivery of the service and the receipt of a valid invoice. Where KPIs have not been met over 6 months there will be a 2% financial penalty for each KPI not met of the 6-month total.

See Appendix 2 – Key Performance Indicators

### **17. Documents**

Applicants will, in the first instance, be required to submit an expression of interest outlining their financial status and adequate resources to deliver the contract, evidence of experience in delivering the contract and two referees in the form of a two-page A4 document. The Academy Interview Panel will then compile a shortlist of successful applicants who will be invited to interview which will be in the form of a presentation to the panel.

The successful applicant's response documents should include the following -

- The Offer Schedule
- The Form of Offer
- Details of the method of delivery

- Proof of conformity and ITT standards

The Form of Offer must be signed by an authorised signatory: in the case of a partnership, by a partner for and on behalf of the firm, in case of a limited company, by an officer duly authorised, the designation of the officer being stated. Any potential conflict of interest must be declared.

### 18. Evaluation Criteria

Following the interview, the Academy Interview Panel will evaluate the proposals against each other within the evaluation matrix outlined. The final selection by the Academy Board will be based on the ability of the contractor to provide the required service at the best price, at the optimum performance level and with a clear and demonstrable programme for the future. Please see the evaluation grid below.

<b>Percentage Rating</b>	
Quality	30%
Cost	30%
Support	25%
Financial Stability	10%
Ability to provide innovative options	5%
<b>Total</b>	<b>100%</b>

All other issues having been addressed, this is the point where the company with the most economically advantageous offer will gain the contract, the contract price being a major consideration.

The Academy reserves the right not to offer the contract to any offeror if none of the offers is deemed to be suitable.

### 19. Final ITT

All tenders shall indicate that they are valid for ninety (90) days from the date of the interview and must contain a covering letter signed by an authorised signatory to bind your company.

The Academy may, during the tender period, advise the potential contractors in writing of additions, omissions, or changes to the specification. All such changes shall be included in the tender and will become part of the specification as if originally submitted.

The Academy reserves the right to contact references and in providing their details all potential contractors agree to their references being approached.

The Academy will not be held responsible for any costs incurred by the Contractors concerning the preparation of their offer, attendance the interview or any subsequent post-offer clarification.

During the term of the contract, three years in the first instance, the prices will remain fixed, subject to agreed adjustment for inflation or efficiency savings.

The academy reserves the right to include a notice period to the contract, subject that they may leave any provider given 1-year notice without financial penalty.

Once the tender has been awarded review dates for Contract Meetings will be set at six-monthly intervals to monitor standards of performance to agreed quality standards and the needs of the Academy. If the Contractor does not meet the standards set by the Academy, they will be given three months to correct the issues and if these are not achieved a three months' notice period will be given.

At the end of the 2nd year, a retendering exercise will commence.



## APPENDIX ONE – SERVICE PROVISION AND SPECIFICATION

### Lot 1: Administration Services

This specification reflects the current requirements. It is expected that the needs of the Academy will change over time. The contractor is expected to be able to flexibly meet the changing needs, within the overall approximate contracted hours. These changes will be monitored and managed through the six-monthly contract review meetings.

#### 1. Accounting Services

- Deploy and Maintain Accounting Package
- Record Suppliers in Accounting Package
- Record Invoices Payable received in Accounting Package
- Prepare fortnightly pay run for authorisation (creditors and expenses)
- Perform fortnightly pay run via cheques and BACS
- Record Invoices Paid in Creditors and Bank
- Prepare Monthly Aged Creditor List
- Correspond with Suppliers regarding unauthorised/queried Invoices Payable Reconcile Supplier Statements
- Record Customers/Members in the Accounting Package
- Record Invoices Receivable issued in the Accounting Package
- Record cheque receipts in Debtors and Bank
- Record credit card receipts in Debtors and Bank
- Prepare monthly aged debtor list
- Prepare and issue Debtor statements
- Correspond with Customers regarding outstanding debts
- Audit expense claims to expense policy
- Record expenses in the Accounting Package
- Prepare Monthly Bank reconciliation
- Perform Monthly accruals and prepayment journals
- Prepare Quarterly VAT returns
- Prepare Annual Audit files for auditor
- Prepare annual Corporation Tax returns
- Liaise with Auditors and HMRC
- Prepare Annual Budget
- Prepare Monthly Management Accounts

Approximate hours per year	Part Time(<20%)
----------------------------	-----------------

#### 2. Sales and Membership Services

- Register New Members
- Issue New Member Packs
- Record members Personal detail changes
- Issue Subscription renewal notices/invoices
- Issue Annual Membership cards/packs/receipts
- De-register Members

Prepare Monthly membership report  
 Prepare Annual membership report  
 Record new events  
 Record registration to events  
 Promote membership  
 Feedback Form Collection and Collation  
 Deal with Member queries by email/phone  
 Deal with non-member queries by email/phone  
 Provide Monthly Membership Query Report  
 Fulfil publication orders  
 Manage ad-hoc email mailings  
 Sell advertising space for Website and Magazine (courses and job vacancies)  
 Develop advertising strategies for the Academy  
 Liaise with Marketing and Communications Manager on stand pack for events

Approximate hours per year	Part Time (up to 50%)
----------------------------	-----------------------

### 3. Personal Assistant Services to the President and Board Members

Monitor admin inbox and distribute emails for response or respond direct  
 Respond to incoming calls from BAA members and general enquiries  
 Creation of fortnightly enewsletter to members. Content provided by the Marketing & Communications Manager  
 Manage ad-hoc email mailings  
 Organise & Prepare Agenda for Executive, Board meetings AGM  
 Attend and take minutes of Executive and Board meetings and AGM  
 Maintain a register of minutes  
 Monitor Action Points from Minutes  
 Official document control – managing schedule and updates  
 Support Board Directors as requested – admin, travel arrangements, hotel bookings  
 Six monthly Planning/Contract Meeting  
 Preparation & submission of Companies House Annual Returns  
 Companies House compliance  
 Organise awards as required  
 Advise on membership criteria  
 Advise on all aspects of company administration and compliance  
 Maintain the Board Constituency and ensure proper notification and performance of elections  
 Liaison with and support to the Marketing & Communications Manager  
 Higher Training Scheme administration - Manage HTS email inbox and process applications for: Examiners, Supervisors, Module  
 Support for BAA schemes such as the Tinnitus Training modules/Mentor Scheme/CI Champs  
 Liaison with Conference Event Management Provider

Approximate hours per year	Full time
----------------------------	-----------

## **Lot 2: Conference and Event Management**

### **4. Conference Event Management**

Annual Event Planning Meeting  
Selection and Booking of venues  
Negotiation of Supplier contracts and liaise with Suppliers  
Management of hotel bookings  
Registering sponsors/exhibitors/speakers  
Distributing sponsor/exhibitors/speaker information packs  
Collating Conference/Seminar/Course Programmes  
Collating and distributing Event Materials  
Event and venue preparation  
Event attendance  
General assistance to sponsor/exhibitors/speakers  
General marketing by email to former sponsors  
Collating and distributing course programmes  
Draft and proof Conference literature  
Issue Event invoices  
Issue Event Invoices Payment receipts  
Issue Event Packs  
Prepare Event Management Reports  
Marketing of conference

Liaison with Marketing & Communications Manager

Liaison with the Administration services provider as appropriate

## **APPENDIX TWO – KEY PERFORMANCE INDICATORS**

### **Lot 1:**

#### **PA**

- All board meeting agendas are compiled and distributed to board members at least 2 weeks before the meeting
- Minutes of board meetings are compiled and distributed to board members within 2 weeks of the meeting
- Minutes of other meetings are compiled and distributed within 4 weeks of the meeting
- 90% of phone and email enquiries are actioned appropriately within 2 working days
- 95% of feedback from contacts is rated satisfactory or better - this will be reviewed at year-end in a customer survey

#### **Finance**

- 90% of invoices are actioned within 2 working days
- Monthly report of organisational financial performance produced within 1 week of month-end

These will be measured at 6 monthly intervals as per the contract review meeting. Where the KPIs have not been met over the 6 months, a 2% financial penalty will be imposed for each KPI not met.

### **Lot 2:**

#### **Events**

- 90% of feedback from delegates on the booking process is satisfactory or better
- 90% of feedback from delegates on event organisation rated satisfactory or better
- 90% of feedback from exhibitors rates the booking process as satisfactory or better
- 90% of enquiries from exhibitors/venue are actioned within 2 working days
- Annual conference delivered on budget

We would be open to discussions around a share of profits from the annual conference being awarded should all KPIs be met.

These will be measured 3 months following the annual conference. Where the KPIs have not been met, a 2% financial penalty will be imposed for each KPI not met.