



Australasia-Pacific Extension Network Ltd
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**Tender for
Organisation Management (Secretariat Services)
July 2021 to July 2023 (with an option to 2024)**

Who is APEN Ltd. and what we do?

Australasia-Pacific Extension Network Ltd. (APEN) is the leading organisation for the community of extension practitioners. Extension is about working with people to enable and facilitate change.

APEN Ltd is a non-government not-for-profit public company limited by guarantee. APEN Ltd is managed by a Board of Directors with the support of five Committees which advise and inform the Board. The APEN Ltd Board appoints an individual as the Company Secretary with legal responsibilities under the Australian Corporations Act 2001 as well as administrative responsibilities. The Board and Committee members play a very active role in setting strategic direction, policy formation as well as leading scoping and operationalising APEN's professional development events.

APEN

- *supports networking and professional development within the global extension community*
- *promotes research, theory and the practice of extension*
- *provides an invaluable network and specialised professional development opportunities*

Our network represents approximately 400 extension professionals across Australia, New Zealand, Asia, and the Pacific.

Vision

To be the leading organisation for extension professionals in Australia, New Zealand and the Asia-Pacific

Mission

To promote the value and advance the theory and practice of extension through advocacy, promoting best practice and building partnerships

Strategic Priorities

Influence

Strategy: Promote the use and value of extension by agencies and organisations

Outcome: Agencies and organisations use extension and extension thinking to improve their policies and practice

Relevance

Strategy: Strengthen the value proposition of APEN to its members

Outcome: APEN membership is highly valued within the extension sector

Professionalism

Strategy: Strengthen the capacity and professionalism of the extension sector

Outcome: the extension sector is highly capable and professional

Organisational Stability

Strategy: Maintain good governance and broaden our financial base

Outcome: Our financial base is strong, and our governance is sound

APEN Member services include:

- Regional and National events including webinars and workshops
- Biennial International Conferences
- Mentoring scheme
- Extension publications and communications including monthly eBulletin, quarterly ExtensionNet magazine and Social Media
- A journal (Rural Extension & Innovation Systems) providing the opportunity to publish extension research and practice findings
- A range of membership categories
- Awards for Excellence and Life Membership
- Discount rates for APEN workshops, conferences, and publications.

For more information on APEN Ltd and the Board Structure go to the APEN website: www.apen.org.au

Scope of Services

General Secretariat and Administrative Support

- Maintain an office base, services with modern communication equipment (phone, internet, computer, printer, photocopier).
- Provision of front-of-office support services including; telephone, mail and email services, with a dedicated phone number.
- Provision of a postal box and all mail handling. Manage postal communications utilising mail registers.
- Manage email account for member communications and monitor this at least daily on normal business days.
- Respond to enquiries accurately and within a reasonable time.
- Refer messages/correspondence to appropriate office bearers.
- Support services for electronic distribution of correspondence to members and other parties (e.g. notice of events, newsletters – not including authoring).
- Undertake postal mail-outs to stakeholders as required.
- General liaison with the Directors and Committees to ensure smooth running of the organisation.
- Management of the organisation's calendar.
- Maintaining filing system both hard copy and electronic, including a permanent file of statutory records.
- Procurement of organisation's stationery/products.
- Maintain limited storage facility (e.g. publications, hard copy records).
- Daily data and records backup.
- Manage website content updates.
- Maintain policies and procedures for all operational activities including an operational guide/handbook.
- Ensure all Company statutory reports are filed on time.

Membership Management

- Maintain complete and accurate membership database.
- Manage membership renewals including: preparation and distribution of renewal notices (and tax invoices) and reminders.
- Review and follow-up of outstanding membership dues.
- Issue membership receipts and confirmation email/letters of renewals/applications.
- Receipt and compile membership applications for approval.
- Prepare reports on membership statistics as requested by the Board.
- Provide prompt response to membership queries.
- Create/maintain an online members portal through the organisation's website.

Board Support including AGM Administration

- Maintain APEN Ltd Company registered office
- Coordination of meeting agenda.
- Attendance at Board meetings, video conference (dominate arrangement) or face-to-face.
- Minute taking, preparation and distribution.
- Maintain and follow-up Board action items.

- Coordinate arrangements for the face-to-face board meetings- e.g. book venue, flights, and accommodation under the direction of the Board Executive (no more than every three years)
- Maintain records of meetings.
- Coordinate arrangements for AGM including preparation and distribution of AGM notice of meeting, agenda, nomination forms, proxies, special resolutions, and reports to members in accordance with the Constitution.
- Coordinate reports for, and preparation of, the Annual Report to members.

Committee and Executive Support

- Support Committee Members in undertaking their roles.
- Maintenance of organisation documents and records.
- Maintenance of meeting calendar.

Event Management

Note that event management is covered under 'Special Projects'.

Marketing and communication Services

- Assistance with website development.
- Assist with currency and accuracy of information on the website, e.g. uploading newsletters, journal, event calendars and sponsorship details.
- Establish and maintain members' portal on the website.
- Manage website calendar of events.
- Publication of journals and newsletters.
- Coordination and production of print and web-based collateral.
- Implementation of social media strategy.

Financial Management

- Maintenance and preparation of organisation accounts through to audit.
- Reconciliation of accounts.
- Production and distribution of bi-monthly financial reports for the Treasurer and Board.
- Receipt and prompt banking of all monies.
- Issue receipts.
- Recording and preparation of accounts for payment including liaising with Treasurer for approval/co-signing.
- Maintain register of signatories.
- Preparation, lodgement, and payment of BAS returns in accordance with ATO requirements.
- Deliver accounts annually in a timely manner for Audit.
- Liaise with Auditor.
- Support the Treasurer in the preparation of the Annual Statements in readiness for the Annual General Meeting.
- Maintain liaison with bank.
- Management of cash reserves of organisation.
- Liaising with Treasurer and Board for the continuous and smooth running of the Organisation's finances.

Strategic Support Services

- Coordinate and support annual Strategic Planning sessions as required.

General requirements

- Adhere to all APEN Ltd Policies including but not limited to confidentiality.

Special Projects

We may, from time-to-time, call on assistance to undertake specific projects. Examples of potential special projects include: administration of a Mentoring Program, secretariat support for Conferences and secretariat support for professional development events both face to face and virtual. Support for special projects would be supported by a pre-agreed payment schedule.

Service Commitment

APEN Ltd anticipates that the Secretariat would require a commitment of approximately 0.5FTE. The commitment is demand driven and varies on a weekly and annual basis. It is critical the needs of Members and the Board are met in a timely manner. The proposed fee structure should include all labour costs (including on-costs) office servicing, maintenance and management costs and should include an hourly rate for additional time that may be required from time to time. Additional time is to be agreed to, in writing, before being incurred. It is anticipated that printing, photocopying, stationery etc, should be charged on a user pays basis direction to the Company on either a monthly or quarterly basis. Alternative proposals re this will be considered.

APEN Ltd is seeking a two-year term for the provision of Secretariat services with the option of a third year. Service providers should outline what performance measures they believe should be included in the agreement in terms of their commitment to the provision of a quality service to APEN Ltd. The performance of the successful tender would be reviewed six months after appointment against the agreed list of services. The review panel would be made up of three Board members including and chaired by the President.

We would expect to pay an hourly rate or lump sum for additional services based on the time and skills required. We would negotiate these rates or fees on a case-by-case basis. The Secretariat will also need to have the capacity to provide other activities from time to time. Service Providers are invited to propose ideas which might make this service more efficient in its operation, or which may differentiate the service of the Provider.

It is the Board's intention that the current APEN Secretariat provider support the successful tender provider to ensure an effective and smooth transition of services and support.

Tender Process and Timelines

The following will outline the tender process and timeframes

1. APEN Ltd releases tender on 15 April 2021
2. Briefing Session by zoom 4 May 2021 (12noon AEST)
https://us02web.zoom.us/meeting/register/tZMtdOivrz4iGNy5Z4sF1aIQ1wGztxQ_cRoX
After registering, you will receive a confirmation email containing information about joining the meeting.
3. Tender response due by midday (12 noon AEST) 15 May 2021
4. Selection panel review proposal by 1 June 2018
5. APEN Ltd Board will award tender and finalise contract by 10 June 2021

You are responsible for:

Tender Details

The Tender shall:

- provide sufficient information in your proposal to allow it to be assessed against the Scope of Services;
- provide an undertaking that the information provided is accurate and complete;

- that you will bear the costs of preparing, lodging and attending any presentations or meetings for your proposal in relation to this Tender; and
- disclose any actual or potential conflicts of interest.

APEN may:

- seek clarification or additional information from any respondent;
- short-list one or more respondents and seek further information from them;
- choose, at its discretion, not to short-list any respondent or proceed;
- enter into negotiations or discussions with one or more respondents;
- discontinue negotiations or discussions with a respondent and terminate participation by any party or decline to discuss the program/project further with any party;
- adopt different procedures and methods for this Tender process, including negotiating with one respondent in particular;
- vary or supplement the Tender;
- advise unsuccessful tenders of the outcome and that potential respondents are not entitled to inquire about the basis of APEN'S decisions; and
- take such other action as they consider appropriate in relation to this Tender process.

No obligation

No legal or other obligations will arise between a respondent and APEN unless, and until, a contract has been signed by all parties. APEN is not obliged to proceed with this procurement and no compensation will be payable if APEN does not proceed to contract.

The Tender is not, and must not be deemed to be, an offer to contract on the part of APEN. Nothing in this Tender will be construed to be or create a binding contract (express or implied, including a process contract), enforceable against APEN by any respondent.

Neither the release of this Tender, nor the lodgement of a proposal, will create or show any contractual or other enforceable obligations in relation to the conduct of the Tender process, whether or not APEN subsequently enters into a contract.

Jurisdiction

The laws of Victoria govern this Tender. By lodging a proposal, a respondent irrevocably and unconditionally submits to the non-exclusive jurisdiction of the Victoria courts.

We are looking to build a long-term relationship with a sole trader or specialist company management organisation. Our original term of appointment would be two years (with a possible third year) subject to satisfactory review of performance and annual performance reviews.

If you have any queries about APEN Ltd or would like to discuss the scope of services we require, please contact:

Name: Anthony Kachenko

Position: President Phone: 0429 221 443 Email: president@aoen.org.au

Preparation of Responses

Please include a description on the way you or your organisation would provide the service proposed in the attached documents and a breakdown of the associated fee structure.

We would be pleased to receive submissions addressing the Scope of Services required including a detailed breakdown of the management fees for these services. In addition, we ask that tenders provide clear statements with regard to the following:

1. Sole trader or Organisation's standing as a business entity and insurance
2. Description of the business structure and key staff
3. Letters from the business bank or accountant stating that the business is a 'going concern'
4. Services offered both in -house and those provided by external agents including a summary of the policy regarding kick-backs, mark-ups and commissions

Please also provide the names and contact numbers/detail of at least three relevant referees we may contact.

An electronic copy of the proposal should be submitted to the APEN President (president@apen.org.au) by midday (12 noon AEST) 15 May 2021.

The APEN Board and Finance Committee reserves the right to reject any and all tenders and to vary its requirements and timeframes. The APEN Board and Finance Committee is not obliged to provide any reasons for accepting or rejecting part or all of any tenders.

Submission Requirements

Respondents to this invitation to provide Secretariat Services are required to:

- Outline how they propose to meet the requirements of APEN Ltd, indicate the people they intend to commit to the service (and their individual experience), and include details of the legal entity which will enter in the agreement with APEN Ltd.
- Provide sufficient detail in the proposed fees and charges to give a clear understanding of the costs associated with accepting the proposal including:
 - a lump sum per year for provision of the services; and
 - an hourly rate or fee per transaction for additional services and special projects.
- All prices quoted are to include GST.
- Clearly outline their experience and track record in providing Secretariat Services generally and their capacity to maintain a high-quality service, particularly when internal staff changes occur.
- Identify any conflict, or potential conflict, of interest in providing these services to APEN Ltd.