



Procurement of Civil Legal Aid Services in England and Wales from 1 September 2018 Face to Face Invitation To Tender Information for Applicants

On 19 September 2017 the Legal Aid Agency (“LAA”) invited tenders for the delivery of publicly funded face to face civil legal aid services across England and Wales, under a procurement process referred to in this document as the “**Main Procurement Process**”.

The LAA has subsequently identified a small number of areas in the Family, Housing and Debt and Immigration and Asylum Categories of Law where it wishes to procure additional face to face services. The LAA is, therefore, inviting tenders in these areas as part of a new procurement process, referred to in this document as the “**Supplemental Face to Face Procurement Process**” or “**this procurement process**”.

Under the Supplemental Face to Face Procurement Process, the LAA is inviting responses from Applicants to its Invitations To Tender (“**ITTs**”) for the delivery of publicly funded civil legal aid services from 1 September 2018 under a 2018 Standard Civil Contract (also referred to in this document as a “**Face to Face Contract**” or “**Contract**”) in the following Categories of Law and Procurement Areas/Access Points:

Family Procurement Areas

Region	Procurement Area	Local Authorities included in the Procurement Area
Birmingham	Dudley	Dudley Metropolitan Borough Council
	Solihull	Solihull Metropolitan Borough Council
Bristol	Dorset	Dorset County Council
South Tyneside	Gateshead	Gateshead Council
	Hartlepool	Hartlepool Borough Council
Liverpool	Knowsley	Knowsley Metropolitan Borough Council
Manchester	Tameside	Tameside Metropolitan Borough Council

Housing and Debt Procurement Areas

Region	Housing and Debt Procurement Area	Local Authorities included in the Procurement Area
Birmingham	Dudley	Dudley Metropolitan Borough Council
	Herefordshire & Worcestershire	Herefordshire Council Worcestershire County Council
	Shropshire	Shropshire Council Telford & Wrekin Council
	Solihull	Solihull Metropolitan Borough Council
	Staffordshire	Staffordshire County Council
	Warwickshire	Warwickshire County Council

	City of Wolverhampton	Wolverhampton City Council
Cambridge	North Hertfordshire	East Hertfordshire District Council North Hertfordshire District Council Stevenage Borough Council Welwyn Hatfield Borough Council
	Suffolk	Suffolk County Council
Nottingham	City of Derby	Derby City Council
	North Derbyshire	Bolsover District Council Chesterfield Borough Council Derbyshire Dales District Council High Peak Borough Council North East Derbyshire District Council
	North Nottinghamshire	Ashfield District Council Bassetlaw District Council Mansfield District Council Newark and Sherwood District Council
	South Derbyshire	Amber Valley Borough Council Erewash Borough Council South Derbyshire District Council
Bristol	City of Plymouth	Plymouth City Council
	Cornwall	Cornwall County Council
	Devon	Devon County Council Torbay Council
	Dorset	Dorset County Council
Leeds	Barnsley	Barnsley Metropolitan Borough Council
	City of Kingston upon Hull	Hull City Council
	Doncaster	Doncaster Metropolitan Borough Council
	East Riding of Yorkshire	East Riding of Yorkshire Council
	Rotherham	Rotherham Metropolitan Borough Council
Newcastle	Hartlepool	Hartlepool Borough Council
	Northumberland	Northumberland County Council
	Redcar and Cleveland	Redcar & Cleveland Council
	South Tyneside	South Tyneside Council
	Stockton-on-Tees	Stockton Council
Liverpool	Knowsley	Knowsley Metropolitan Borough Council
	St. Helens	St Helens Metropolitan Borough Council
Manchester	Bury	Bury Metropolitan Borough Council
	Tameside	Tameside Metropolitan Borough Council
	East Lancashire	Blackburn with Darwen Council Burnley Borough Council Hyndburn Borough Council Pendle Borough Council Ribble Valley Borough Council Rossendale Borough Council
	Warrington & Halton	Halton Borough Council Warrington Borough Council
	Wigan	Wigan Metropolitan Borough Council
London	Bexley	Bexley London Borough Council
Reading	Oxfordshire	Oxfordshire County Council
	Portsmouth & Isle of Wight	Isle of Wight Council Portsmouth City Council

Brighton	The City of Brighton and Hove	Brighton and Hove City Council
	West Sussex	West Sussex County Council

Immigration and Asylum Access Points

Region	Procurement Area	Access Point	Local Authorities included in the Access Point
London and South East England	London and South East England	Hampshire, Southampton, Portsmouth & Isle of Wight	Hampshire County Council Isle of Wight Council Portsmouth City Council Southampton City Council
North East, Yorkshire and the Humber	North East, Yorkshire and the Humber	City of Kingston upon Hull	Hull City Council
North West England	North West England	East & West Lancashire	Blackburn with Darwen Council Blackpool Council Burnley Borough Council Chorley Borough Council Fylde Borough Council Hyndburn Borough Council Lancaster City Council Pendle Borough Council Preston City Council Ribble Valley Borough Council Rossendale Borough Council South Ribble Borough Council West Lancashire Borough Council Wyre Council
South West England	South West England	Swindon	Swindon Borough Council
		City of Plymouth and Devon	Devon County Council Plymouth City Council Torbay Council
Cardiff	Wales	North East Wales	Denbighshire County Council Flintshire County Council Wrexham County Borough Council

Tender Requirements: New Bidders and Previous Bidders

The tender requirements under this procurement process differ according to whether an Applicant is a new bidder or a previous bidder. The following table includes the definitions under which Applicants are classified as either new bidders or previous bidders and the tender requirements which apply to each:

Applicant classification	What constitutes a complete Tender	Additional confirmation regarding SQ Response
New Bidders: Applicants that did not submit a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process or who did submit a tender but	Response to: <ul style="list-style-type: none"> • Selection Questionnaire; and • one or more Supplemental Face to 	N/A

were excluded at Selection Questionnaire stage	Face Procurement Process ITTs	
<p>Previous Bidders:</p> <p>Applicants that have previously submitted a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process</p>	<p>Response to:</p> <ul style="list-style-type: none"> one or more Supplemental Face to Face Procurement Process ITTs 	<p>As part of their Supplemental Face to Face Procurement Process Tender, Previous Bidders must confirm that their response to the Selection Questionnaire (“SQ”) submitted in the Main Procurement Process (“Previous SQ Response”) remains valid. In this context “valid” means that the Previous SQ Response remains correct; there has been no change to the Applicant’s circumstances that would affect the answers given in that Applicant’s Previous SQ Response.</p>

Any Applicant whose Previous SQ Response is no longer valid must respond as a New Bidder.

For the avoidance of doubt, any Applicant notified under the Main Procurement Process that their Previous SQ Response was unsuccessful and that they were excluded from participating further in the Main Procurement Process is not a Previous Bidder under this IFA and must, therefore, respond as a New Bidder.

The Contract Work available under this Supplemental Face to Face Procurement Process is in addition to any awarded to bidders under the Main Procurement Process subject to the rules at paragraph 1.34 covering duplication across a Previous Bidder’s tender under the Main Procurement Process and Tender under this Supplemental Face to Face Procurement Process.

All Applicants who are successful under either the Main Procurement Process and/ or this Supplemental Face to Face Procurement Process will be awarded a single Face to Face Contract. This means that where an Applicant who is a Previous Bidder is successful under both the Main Procurement Process and this Supplemental Face to Face Procurement Process, its entire award will be made through a single Face to Face Contract.

Deadline

The Deadline for submitting Tenders is 5pm on Monday 21st May 2018 (“Deadline”)

This Information For Applicants document

This Information for Applicants document (“**IFA**”) provides information about the Face to Face Contract ITTs, including how Applicants submit a Tender, and the rules governing this Supplemental Face to Face Procurement Process.

Before submitting their Tender Applicants must read this IFA and all supplementary information provided, such as FAQs, in their entirety. Applicants are also strongly advised to read the Face to Face Contract in full to ensure that they understand the full nature and extent of the obligations they are proposing to accept.

Where an Applicant is notified of the LAA’s intention to award them a Face to Face Contract, subject to verification, it is the Applicant’s sole responsibility to ensure they provide the LAA with all necessary verification information at least two weeks before the Contract Start Date.

Where not defined in the body of this IFA, capitalised terms are defined either in the glossary at Annex E or in the Face to Face Contract which is available on the Gov.uk website: <https://www.gov.uk/government/publications/standard-civil-contract-2018>.

Timetable

Below is a list of indicative dates for key activities as part of this Supplemental Face to Face Procurement Process. These dates may be subject to change and the LAA will notify Applicants of any changes through the e-Tendering system.

Activity	Timescale
Supplemental Face to Face Procurement Process opens on e-Tendering portal	Monday 23 rd April 2018
Final date for submission of questions about the Supplemental Face to Face Procurement Process	23:59 on Monday 30 th April 2018
Final ‘Frequently Asked Questions’ to be published if required	Week commencing 7 th May 2018
Deadline for submission of Tenders	5pm on Monday 21 st May 2018
Notification of mandatory and discretionary rejection	June 2018
Deadline for submission of appeals	June 2018
Notification of appeal outcome	June 2018
Outcome of successful Tenders notified	July 2018
Final deadline for submitting Tender verification information	Two weeks before the Contract Start Date i.e. 23:59 on Friday 17 th August 2018
Contract Start Date	1 September 2018

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SECTION 1: INTRODUCTION AND BACKGROUND

About the Legal Aid Agency (“LAA”) and this procurement process

- 1.1 The LAA, on behalf of the Lord Chancellor, is responsible for commissioning and administering legal aid services (publicly funded advice and representation) across England and Wales in accordance with the Legal Aid, Sentencing and Punishment of Offenders Act 2012 (“**LASPO**”) and associated legislation. All contract documentation is issued by the LAA on behalf of the Lord Chancellor.
- 1.2 The Deadline for submitting Tenders is **5pm on 21 May 2018**. All Tenders must be completed and submitted using the e-Tendering system. Late submissions will not be accepted. It is the Applicant’s sole responsibility to ensure that the LAA receives its Tender before the Deadline.

About the Face to Face Contract

- 1.3 All Face to Face Contracts will be awarded for a period of three years from the Contract Start Date (subject to rights of early termination and the LAA’s right to extend for up to a further two years).
- 1.4 Applicants may be party to no more than one 2018 Standard Civil Contract. Therefore all Applicants who are successful under either the Main Procurement Process and/or this Supplemental Face to Face Procurement Process will be awarded a single Face to Face Contract (see para 1.22 for further information). This means that where an Applicant who is a Previous Bidder is successful under both the Main Procurement Process and this Supplemental Face to Face Procurement Process, its entire award will be made through a single Face to Face Contract.

About the services

- 1.5 The LAA will award Face to Face Contracts to deliver face to face legal advice and representation in the following Categories of Law from 1 September 2018:
 - Family;
 - Housing and Debt; and
 - Immigration and Asylum.
- 1.6 Applicants should refer to the Category Definitions 2018 for detail on the scope of work included within each Category of Law.
- 1.7 Contract Work in each Category of Law is organised by geographic areas known as Procurement Areas. In Immigration and Asylum these are further sub-divided into Access Points (see Annex A).
- 1.8 There is no limit to the number of Face to Face Contracts that may be awarded. Organisations that meet the LAA’s minimum requirements to hold a Face to Face Contract (the SQ requirements) and who can meet the relevant general and Category-specific requirements set out in this Supplemental Face to Face Procurement Process IFA will be awarded a Face to Face Contract.

- 1.9 In addition to the SQ there are 3 separate Category ITTs, as set out at paragraph 1.5. Applicants must bid to deliver Face to Face Contract Work in at least one Category of Law and complete the corresponding ITT(s).

Who can bid?

- 1.10 Any organisation which can meet the minimum contract requirements may tender to deliver services under a Face to Face Contract.
- 1.11 The LAA will only contract with single legal entities (including individuals). Subcontracting and consortium bids are not permitted. The contracting entity will be responsible for performing all provider obligations under any Face to Face Contract awarded as a result of this procurement process.
- 1.12 Each separate legal entity which submits a Tender will be known as an Applicant for the purposes of this procurement process.

What if organisations are considering merging or changing their status?

- 1.13 Applicants must bid as the contracting entity that they intend to be to deliver Contract Work.
- 1.14 Applicants for a Face to Face Contract may not assign, novate or otherwise transfer their Tender or any part of their Tender to any other organisation. Please note, this means that following the final submission of their Tender, an Applicant will not be able to make any changes to their status until after 1 September 2018 when Contracts are operational. For the avoidance of doubt, organisations seeking to change their status from a partnership to a Limited Company, for example, will only be considered once any Face to Face Contract is in operation.
- 1.15 The LAA understands that organisations may be thinking about the organisational structure they will use to deliver Contract Work and may be considering merging with other organisations to do so. Where this is the case, whilst it is not a requirement for the contracting entity to have been formed at the time it submits its Tender, the Applicant's Tender must be based on the single merged entity providing the Contract Work under any Face to Face Contract awarded.
- 1.16 By submitting a Tender, an Applicant bids for, and commits to delivering, all of the Contract Work tendered for. Where an organisation submits more than one Tender for Contract Work which it intends to deliver through different legal entities, that commitment applies to each of those Tenders. This means that the organisation is not permitted to 'transfer' the Contract Work awarded to a specific entity to any other entity under any of its other Tenders.

When do organisations need to have been formed as legal entities?

- 1.17 It is not necessary for the contracting entity to have been formed at the time an Applicant submits its Tender, however it must be clear from the Tender which organisation intends to hold the Contract(s) for which it bids.
- 1.18 The contracting entity must be fully constituted and be able to demonstrate it meets the minimum Face to Face Contract requirements two weeks before the Contract Start Date, i.e. by 23:59 on 17 August 2018.
- 1.19 Where the Applicant:
- has been dissolved or is, for any other reason, incapable of executing a contract;
 - is not fully constituted as the contracting entity named in its Tender; or
 - is unable to meet the Contract requirements by the applicable deadlines,
- any Contract offer made to it may be withdrawn.

Operation of the Face to Face Contact

- 1.20 Successful Applicants will be awarded a Face to Face Contract to provide the applicable Contract Work subject to them meeting all necessary verification requirements (see section 9).
- 1.21 Under this Supplemental Face to Face Procurement Process, Applicants may only tender for and, if successful, be party to a single Face to Face Contract. Under that Contract an Applicant will have one or more Schedules (i.e. one Schedule for each Office). Each Schedule will detail the Contract Work (including Categories of Law and Matter Start allocations) authorised at the Office. For example, if an Applicant successfully tenders to deliver Contract Work in the Family and the Housing and Debt Categories of Law from a single Office, the Applicant will be awarded a Face to Face Contract and one Schedule which will detail the Family and the Housing and Debt Contract Work they are authorised to deliver from their Office.
- 1.22 In the event that an Applicant successfully tenders under this Supplemental Face to Face Procurement Process and the Main Procurement Process, the Applicant's Individual Bids submitted under both processes will be merged for the purposes of issuing a Contract. Once the Applicant has completed all verification as part of the Main Procurement Process and this procurement process a single Contract will be awarded. That Contract will include one or more Schedules to reflect the Contract Work awarded across each of the Applicant's Offices from which they have successfully tendered under both procurement processes. For example, if an Applicant successfully tendered for Contract Work in the Mental Health Category from an Office as part of the Main Procurement Process and successfully tendered for Contract Work in the Housing and Debt Category from the same Office as part of this Supplemental Face to Face Procurement Process, the Applicant would, after completing verification, be issued with a single Contract and one Schedule. The Schedule would reflect the Mental Health and Housing and Debt Contract Work awarded under both procurement processes.

- 1.23 The Face to Face Contract will start on 1 September 2018 (the “Contract Start Date”) and will run for three years i.e. until 31 August 2021 (subject to the LAA’s rights of early termination and the LAA’s right to extend the Contract for up to a further 2 years i.e. until 31 August 2023).
- 1.24 Each Face to Face Contract consists of and is formed by the following parts:
- Contract for Signature;
 - Standard Terms (applicable to all contracts irrespective of the specific services to be provided);
 - Specification (governs how work must be delivered and includes the key performance indicators that Providers must meet. There are two parts to the Specification – the General Specification which applies to all services under the Face to Face Contract, except Family Mediation, and the Category Specific Specifications which only apply to individual Categories);
 - Schedules (sets out the Categories of Law a Provider is authorised to undertake work in, the volume of work and any bespoke terms relevant to the delivery of Services at a particular Office location); and
 - Category Definitions – sets out the work permitted in each Category of Law.
- 1.25 Face to Face Contract documentation, is available on the LAA’s website: <https://www.gov.uk/government/publications/standard-civil-contract-2018>.
- 1.26 Applicants providing services under current LAA contracts should note that the Contract contains new provisions (previously consulted on with Consultative Bodies). All Applicants are strongly advised to read the Face to Face Contract in full before submitting their ITT Response(s).
- 1.27 Contract Work is divided into two broad areas:
- Controlled Work: generally basic levels of advice and assistance prior to issue of proceedings; and
 - Licensed Work: generally representation – issue and conduct of proceedings and advocacy.
- 1.28 Controlled Work cases are known as ‘Matters’ or ‘Matter Starts’. Controlled Work permits Providers with available Matter Starts to assist clients directly without prior authority from the LAA. A certain number of Matter Starts will be allocated to Providers through this procurement process and then set out in the applicable Face to Face Contract Schedule.
- 1.29 There is no limit to the volume of Licensed Work that a Provider may undertake. However, funding applications must be submitted to the LAA for each Licensed Work case.
- 1.30 Whilst the LAA may allocate a certain volume of Matter Starts to Providers, no guarantee is provided in relation to the volume or value of work which individual Providers will receive/be paid for under any Face to Face Contract. Services are provided under open market conditions and clients are free to choose from those Providers holding a Face to Face Contract.

- 1.31 Payments under all Face to Face Contracts will be at the rates set out in Legal Aid Legislation.

What are Applicants tendering for?

- 1.32 An Applicant is tendering for authorisation to conduct Contract Work from an Office(s) in one or more Categories of Law under a Face to Face Contract. An Applicant is not permitted to hold more than one Face to Face Contract or more than one authorisation in a Category at any one Office.
- 1.33 A Tender to deliver Contract Work in a specific Category of Law from a particular Office is known as an “**Individual Bid**”. Consequently, the Tender of an Applicant wishing to deliver Contract Work from multiple Offices will contain an Individual Bid for each Office in each applicable Category of Law.
- 1.34 In the event that the LAA identifies that an Applicant has submitted Individual Bids under both the Main Procurement Process and Supplemental Face to Face Procurement Process for the same Category of Law from the same Office, the LAA will treat these as duplicate bids. Where the LAA identifies duplicate bids in these circumstances only, at the point it verifies successful Tenders the LAA will require the Applicant to select the single Individual Bid it wishes to proceed with. Once the Applicant has selected that Individual Bid, all bids which duplicate that bid will be treated as though they have been withdrawn. For example, if an Applicant were to have submitted a successful Individual Bid for the Family Category of Law from its Office under the Main Procurement Process and a Family Category Individual Bid from the same Office under the Supplemental Face to Face Procurement Process, the Applicant would be required, as part of verification, to select which one Family Category Individual Bid it wishes to proceed with at that Office.
- 1.35 There is no limit to the number of Matter Starts the LAA intends to award in any Procurement Area (or in the case of Immigration and Asylum, Access Point). Successful Applicants will be awarded the volume of work as relevant in the Category of Law they bid for (see the ‘Lots’ section below), subject to completing verification.
- 1.36 It is the Applicant’s sole responsibility to ensure they provide the LAA with all the necessary information to verify their Tender no later than two weeks before the Contract Start Date.

Lots

- 1.37 Lots will apply in all Categories except Debt.
- 1.38 When tendering for Family, Housing and/or Immigration and Asylum, Applicants must specify a Lot for each Individual Bid, based on the volume of Matter Starts they intend to be capable of delivering in the relevant Category in the first year of the Face to Face Contract.
- 1.39 In the Family, Housing and Immigration and Asylum Categories there are additional Lot-specific quality requirements (see the Category-specific requirements in section 2). Applicants intending to deliver the largest volumes of work may additionally be required to complete a Delivery Plan as part of their Individual Bid.

- 1.40 Where an Applicant is unable to evidence that they meet the requirements of the Lot for which they have bid, the relevant Individual Bid will be re-classified in accordance with the evidence supplied by the Applicant. For example, if an Applicant bidding in Lot 2 for Housing (which requires the Applicant to employ an Authorised Litigator from the relevant Office) is unable to provide the necessary evidence that they meet the requirement, they would have their Individual Bid re-classified to Lot 1 (for which there is no Lot-specific quality requirement) and be allocated a Lot 1 Matter Start allocation.
- 1.41 In all Categories, successful Applicants will be able to deliver up to the volume of Matter Starts awarded, subject to Face to Face Contract rules on the award of Supplementary Matter Starts (see paragraphs 1.51 – 1.54 below).
- 1.42 Matter Start allocations for Categories (and Lots, where applicable) are outlined below:

Category	Lot	Matter Start value (Matter Starts awarded to a successful Individual Bid)	Delivery Plan may be required?	Lot-specific quality requirements?
Family	Licensed Work Only	0	No	No
	Lot 1	20	No	No
	Lot 2	100	No	No
	Lot 3	250	No	Yes – additional accreditation required
	Above Lot 3	Over 250	Yes	Yes - additional accreditation required
Housing	Lot 1	100	No	No
	Lot 2	250	No	Yes – increased Authorised Litigator requirements
	Above Lot 2	Over 250	Yes	Yes – increased Authorised Litigator requirements
Immigration and Asylum	Lot 1	150	No	No
	Lot 2	300	No	Yes - required to undertake full range of work
	Above Lot 2	Over 300	Yes	Yes - required to undertake full range of work
Debt	N/A	4	No	No

- 1.43 In the Categories of Family, Housing and Immigration and Asylum, Applicants must tender for a volume of Matter Starts for the first year of the Face to Face Contract in specific geographic areas known as 'Procurement Areas'. In the Immigration and Asylum Category Procurement Areas have been sub-divided into smaller 'Access Points' and Matter Starts are available in those Access Points.
- 1.44 Applicants are not required to stipulate a specific number of Matter Starts as part of their Tender, unless they tender for above the top Lot. Rather, Applicants must choose the 'Lot' that corresponds with the volume they intend on delivering. A successful Applicant will be authorised to deliver up to the volume of Matter Starts associated with the Lot in which it bids, subject to meeting any Lot-specific requirements, assessment of any above top Lot Individual Bids and Delivery Plans and verification.
- 1.45 An Applicant submitting an Individual Bid for above the top Lot (e.g. for Family this would be 'Above Lot 3' (over 250 Matter Starts)) must confirm as part of their Individual Bid the volume of Matter Starts they anticipate being able to deliver in the first year of the Contract and either:
- i. confirm that from the Office associated with the Individual Bid they have started the same volume or more Matter Starts under a legal aid contract in the relevant Category of Law between 1 April 2017 and 31 March 2018; or
 - ii. complete a Delivery Plan.
- 1.46 A copy of the Delivery Plan is set out in Annex C as part of the relevant Category ITT questions and assessment. It includes questions on how the Applicant:
- intends to build capacity and caseload to deliver the volume bid for;
 - anticipates clients will access services; and
 - will ensure supervision arrangements are in place to effectively manage the intended volume of work.
- 1.47 An Applicant wishing to bid from multiple Offices within a single ITT (and therefore submitting multiple Individual Bids) may submit Individual Bids for different Lots. For example, an Applicant may have one Family Individual Bid from Office A for Lot 1 (up to 20 Matter Starts) and another Family Individual Bid from Office B for Lot 2 (up to 100 Matter Starts). Further detail on how to complete Individual Bids is contained at Section 5.
- 1.48 When submitting an Individual Bid an Applicant should take into account the scope of legal aid work available to ensure it is bidding for realistic volumes. Information on volumes of work started in previous years can be found in the LAA's published statistics, available at: <https://www.gov.uk/government/collections/legal-aid-statistics>. In addition, for Immigration and Asylum, further detail on the dispersal of asylum seekers at a local authority level can be found at: <https://www.gov.uk/government/collections/immigration-statistics-quarterly-release>. Within each quarter's data set, information on dispersal by local authority can be found under: 'List of tables' > 'Asylum data tables volume 4' > 'as 16 q Asylum seekers in receipt of Section 95 support, by local authority, as at end of quarter'.
- 1.49 An Applicant should ensure it bids for the correct Lot according to the number of Matter Starts it considers it can realistically deliver.

The Debt Category of Law

- 1.50 In the Debt Category of Law Lots do not apply. Applicants are not required to tender for a specific allocation of Matter Starts. All successful Individual Bids will be awarded a fixed allocation for the first year of the Face to Face Contract as specified in the table at paragraph 1.42.

Supplementary Matter Starts

- 1.51 Applicants awarded a Face to Face Contract will, subject to notifying their LAA Contract Manager and receiving Contract Manager confirmation, be able to self-grant up to an additional 50% of their Matter Start allocation at that Office each year if required. For example, where an Applicant has a successful Family Individual Bid for Lot 1 (up to 20 Matter Starts) they will be able to self-grant up to an additional 10 Matter Starts (50% of 20), resulting in a total of 30 Matter Starts for year one. Assuming the organisation has an allocation of 30 Matters at the beginning of the second year of the Face to Face Contract, they could self-grant an additional 15 Matter Starts (50% of 30) in year two.
- 1.52 During each year of the Contract Period Providers will also be able to re-allocate up to 50% of Matter Starts between Offices authorised to deliver the same Category of Law, subject to following the process at paragraph 1.51. For example, an Applicant with two successful Lot 2 Individual Bids (up to 100 Matter Starts at each Office) could re-allocate up to 50 Matter Starts (50% of 100) from one Office to another. This would result in an allocation of 50 Matter Starts at one Office and 150 Matter Starts at the other. Applicants will not be permitted to re-allocate Miscellaneous Matter Starts between Offices.
- 1.53 Where during the life of the Contract the self-grant of Matter Starts and/or the reallocation of Matter Starts, referred to at paragraphs 1.51-1.52, results in an allocation which is equivalent to a Lot in which higher quality requirements apply (for example, in the Family Category this would be 250 Matter Starts or more) Applicants will be required to meet the relevant Lot-specific requirement and receive confirmation from their LAA Contract Manager that these are met before Supplementary Matter Starts are authorised.
- 1.54 Applicants should familiarise themselves with the Face to Face Contract provisions regarding the award of Supplementary Matter Starts and re-allocating Matter Starts at clauses 1.21 - 1.24 of the General Specification.

Miscellaneous Contract Work

- 1.55 Applicants awarded a Face to Face Contract to undertake Contract Work in any Category of Law (except Family Mediation) will receive an additional allocation of 5 Miscellaneous Matter Starts included on each Schedule. This number applies irrespective of how many Categories of Law a Provider is authorised to deliver under a Schedule.
- 1.56 Detail on the work classified as 'Miscellaneous' for the purposes of the Face to Face Contract is included in the Category Definitions which forms part of the Face to Face Contract.

SECTION 2: PROCUREMENT PROCESS REQUIREMENTS

2.1 The tender requirements under this procurement process differ according to whether an Applicant is a new bidder or a previous bidder. The following table includes the definitions under which Applicants are classified as either new bidders or previous bidders and the tender requirements which apply to each:

Applicant classification	What constitutes a complete Tender	Additional confirmation regarding SQ Response
<p>New Bidders:</p> <p>Applicants that did not submit a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process or who did submit a tender but were excluded at Selection Questionnaire stage</p>	<p>Response to:</p> <ul style="list-style-type: none"> • Selection Questionnaire; and • one or more Supplemental Face to Face Procurement Process ITTs 	<p>N/A</p>
<p>Previous Bidders:</p> <p>Applicants that have previously submitted a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process</p>	<p>Response to:</p> <ul style="list-style-type: none"> • one or more Supplemental Face to Face Procurement Process ITTs 	<p>As part of their Supplemental Face to Face Procurement Process Tender, Previous Bidders must confirm that their response to the Selection Questionnaire (“SQ”) submitted in the Main Procurement Process (“Previous SQ Response”) remains valid. In this context “valid” means that the Previous SQ Response remains correct; there has been no change to the Applicant’s circumstances that would affect the answers given in that Applicant’s Previous SQ Response.</p>

2.2 Any Applicant whose Previous SQ Response is no longer valid must respond as a New Bidder.

2.3 For the avoidance of doubt, any Applicant notified under the Main Procurement Process that their Previous SQ Response was unsuccessful and that they were excluded from participating further in the Main Procurement Process is not a Previous Bidder under this IFA and must, therefore, respond as a New Bidder.

2.4 SQ and ITT Responses submitted must each be capable of assessment.

- 2.5 Applicants may not submit more than one response to the SQ and each Supplemental Face to Face Procurement Process ITT. Where an Applicant submits more than one SQ Response and/or more than one ITT Response for the same Category of Law, only the last submitted prior to the Deadline shall be assessed by the LAA.
- 2.6 If an Applicant is a New Bidder and a SQ Response is not submitted or is incapable of assessment it will be rejected.
- 2.7 If an ITT Response is not submitted, is incomplete or is incapable of assessment the Tender will be rejected.
- 2.8 An Applicant must ensure that its entire Tender, as well as any work successfully tendered for as part of the Main Procurement Process, is capable of concurrent delivery. Where it submits a response to multiple ITTs as part of the Main Procurement Process and/or the Supplemental Face to Face Procurement Process it is warranting that it will be able to deliver concurrent services under all of those ITTs, if successful.
- 2.9 By submitting a Tender, Applicants commit to meeting the Face to Face Contract requirements at least two weeks before the Contract Start Date. Some requirements vary by Category of Law and by Lot.
- 2.10 In accordance with the verification process set out at Section 9 of this IFA, the LAA will require evidence at least two weeks before the Contract Start Date of how an Applicant meets all necessary generic, Category-specific and Lot-specific requirements for the Category(ies) of Law successfully tendered for. Requirements are contained in Annex D of this IFA and summarised below. The LAA will not issue contract documentation to, or contract with any Applicant which is unable to provide such confirmation.

Generic requirements

- 2.11 All Applicants tendering for a Face to Face Contract must be able to provide evidence at least two weeks before the Contract Start Date as to how they meet the following requirements:

Requirement	Who must meet the requirement
The Applicant holds a relevant Quality Standard	All Applicants
The Applicant has appropriate authorisation from a Relevant Professional Body where required under the Legal Services Act 2007	All Applicants

Quality Standard requirement

- 2.12 Applicants awarded a Contract as a result of this Supplemental Face to Face Procurement Process will be required to hold a Quality Standard throughout the Contract Period.
- 2.13 Applicants must be able to evidence at least two weeks before the Contract Start Date that they hold either the LAA’s Specialist Quality Mark (“**SQM**”) following audit by the

LAA's SQM Audit Provider or the Law Society's Lexcel Practice Management standard ("Lexcel").

- 2.14 Applicants are solely responsible for paying all necessary fees to the Quality Standard auditing organisation.
- 2.15 Where an Applicant already holds the SQM following audit by the LAA's SQM Audit Provider or is in the process of being audited by them, it need not reapply for the SQM, unless it must do so to continue holding the SQM.
- 2.16 Requirements according to the Quality Standard an Applicant chooses to hold are detailed below:

Applicant Type	Requirement
Applicants who intend to hold the SQM	<ul style="list-style-type: none"> - Pass desktop audit at least two weeks before Contract Start Date - Fully pass the Pre-QM audit within six months of the Contract Start Date
Applicants who intend to hold Lexcel	<ul style="list-style-type: none"> - Achieve Lexcel accreditation at least two weeks before Contract Start Date
Applicants who already hold Lexcel	<ul style="list-style-type: none"> - Must hold a valid accreditation that will be in force until at least 1 September 2018
Applicants who already hold an SQM audited by the LAA's SQM Audit Provider	<ul style="list-style-type: none"> - Must hold a valid accreditation that will be in force until at least 1 September 2018

- 2.17 It is an Applicant's responsibility to ensure it meets the LAA's requirements at least two weeks before the Contract Start Date. Applicants are therefore advised to apply for their chosen Quality Standard as early as possible.
- 2.18 It is the sole responsibility of the Applicant to contact the Quality Standard auditing organisation and arrange any necessary audits. The LAA assumes no responsibility for monitoring Applicants' progress towards achieving a Quality Standard.
- 2.19 Further information about the SQM and how to register with the LAA's current SQM Audit Provider can be found at <http://www.recognisingexcellence.co.uk/sqm/>. Applicants intending to hold the SQM are advised that as from 1 April 2017, there have been some changes to the SQM audit process. Further details are available at: <https://www.gov.uk/guidance/legal-aid-agency-quality-standards#specialist-quality-mark>
- 2.20 Further information on Lexcel can be found on The Law Society's website: <http://www.lawsociety.org.uk/productsandservices/lexcel.page>.

Appropriate authorisation from a Relevant Professional Body

- 2.21 The required services include “reserved legal activities” which can only be carried on by authorised persons, exempt persons, or certain non-commercial organisations which are subject to transitional provisions, as defined within the Legal Services Act 2007. Applicants for a Face to Face Contract must, therefore, ensure that they have all necessary licences and authorisations from a Relevant Professional Body to conduct Contract Work by two weeks before the Contract Start Date.

Category-specific and Lot-specific requirements

- 2.22 In addition to meeting the requirements of the SQ and the above generic requirements, Applicants will need to meet the requirements specific to the Category of Law for which they are tendering. Where applicable, Applicants will additionally need to meet further quality requirements for Individual Bids in specific Lots. Applicants must warrant at the time of submitting their ITT Response that they will meet these requirements. Applicants must be able to evidence how they meet these requirements at least two weeks before the Contract Start Date.
- 2.23 Applicants should note the following when considering the Category-specific requirements.

Supervisor requirements

- 2.24 Supervisor Standards are set out at sections 2.10 – 2.25 of the General Specification and the Legal Competence Standards set out in detail in the relevant Category Specification. Minimum Supervisor ratios are detailed at 2.26 – 2.28 of the General Specification.
- 2.25 An individual Supervisor may not supervise more than two Offices in total.
- 2.26 Each Applicant must employ at least one Full Time Equivalent (“FTE”) Supervisor who meets the Supervisor Standard in the relevant Category. Each FTE Supervisor may supervise no more than 4 FTE caseworkers.
- 2.27 For the purposes of obtaining a Contract, use of external (i.e. non-employed) Supervisors is not permitted. To evidence that an Applicant employs an individual who: (1) meets the Supervisor Standard; and (2) works at the Office from which it has submitted an Individual Bid, at least one compliant Supervisor Declaration Form in the relevant Category must be provided at least two weeks before the Contract Start Date.

Offices

- 2.28 Office requirements vary for each Category of Law and are summarised below:

Category of Law	Presence requirement
Family	Each Office must be a Permanent Presence
Housing and Debt	Each Office must be a Permanent Presence
Immigration and Asylum	For each Procurement Area in which it tenders, the Applicant must have an Office in an Access Point which is a Permanent

	Presence. They may additionally deliver services from further locations in the wider Procurement Area which are either a Part Time Presence or a Permanent Presence.
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- 2.29 As part of a Response to each ITT Applicants must confirm the Procurement Area (or Access Point in the case of Immigration and Asylum) for each Office from which they intend to deliver services in the relevant Category of Law.
- 2.30 Applicants should check that they tender in the correct Procurement Area (or Access Point) for their Office(s). To do this, an Applicant must enter the postcode for their Office (or intended Office) into the 'Find your local council' tool on the Gov.uk website: <https://www.gov.uk/find-local-council>. Annex A lists the Procurement Areas for each Category (and Immigration and Asylum Access Points) and the local authorities included in each.
- 2.31 In all Categories Applicants may enter details of multiple Offices in the e-Tendering system as part of an ITT Response as follows:
- Family – up to 5 Offices
 - Housing and Debt – up to 5 Offices
 - Immigration and Asylum – up to 5 Offices
- 2.32 Where an Applicant wishes to tender to deliver Contract Work in a Category from more Offices than permitted within an ITT, they must contact the LAA in accordance with paragraph 5.8 no later than 23:59 on Monday 30th April 2018.
- 2.33 For Immigration and Asylum, Applicants must tender from a Permanent Presence in an Access Point as part of an Individual Bid. Where successful, they may additionally confirm at verification any additional locations in the wider Procurement Area (i.e. outside an Access Point) which are either a Part Time Presence or a Permanent Presence and from which they intend to deliver Immigration and Asylum Contract Work. These additional presences will not receive a separate allocation but, subject to validation of address details, will be added to the Schedule for the relevant Office and the Applicant will be able to use Matter Starts allocated to their linked Office from additional presences in the same Procurement Area. Providers will be able to add and/or remove additional presences during the Contract Period with the agreement of their LAA Contract Manager to respond to changing dispersal patterns.
- 2.34 Applicants are not required to have operational Offices at the point of submitting a Tender. Applicants are required to confirm they will meet the relevant Office requirements as part of their Tender. As part of an ITT Response Applicants should provide the address(es) from where they intend to deliver Contract Work, where known at the time of tender, together with the relevant LAA Account Number where the Applicant is a current LAA contract holder. An Applicant's Office must be in the Procurement Area/ Access Point for which it tenders. The LAA will validate address details provided.

- 2.35 All Applicants must be able to evidence by two weeks before the Contract Start Date that they meet the verification requirements, including those relating to Offices.
- 2.36 Where an Applicant's Individual Bid includes an Office which is not in the Procurement Area (or for Immigration and Asylum, the Access Point) stated in their Individual Bid, the LAA will not reject the Individual Bid outright. Rather, the LAA will inform the Applicant at the point of notification that their Office is not in the Procurement Area/ Access Point tendered for. Where an Applicant is unable to evidence at the point of verification that they have an Office which is in the Procurement Area (or Access Point) tendered for as part of the Individual Bid the LAA will reject the relevant Individual Bid.

Lot specific quality requirements

- 2.37 In the Categories of Family, Housing and Immigration and Asylum, Applicants bidding in some Lots will need to meet specific additional quality requirements.

Family Category-specific requirements

- 2.38 Applicants responding to the Family ITT must commit to meeting the following requirements by the Contract Start Date, as applicable:

Requirements which all Applicants responding to the Family ITT must meet by the Contract Start Date
Supervisor
The Applicant will: employ at least one FTE Supervisor who meets the Family Supervisor Standard and who will actively supervise the Family Contract Work tendered for; and meet the one FTE Supervisor: four FTE caseworkers ratio at each Office from which it is tendering to deliver Family Contract Work
Office Presence
Each Office in the Procurement Area in which the Applicant is tendering to deliver Family Contract Work will be a Permanent Presence.
Requirements which Applicants submitting Individual Bids for Lot 3 or above Lot 3 only must meet by the Contract Start Date
Accreditation
The Applicant will employ at least one PTE member of staff based and regularly working at the Office related to the Individual Bid and who is: <ul style="list-style-type: none"> • a member of the Law Society's Children Law Accreditation Scheme; or • a member of the Law Society's Family Law Advanced Accreditation Scheme (having passed the "violence in the home" module or previously held adult party representative status on the Children Law Accreditation Scheme); or • a Resolution Accredited Specialist in Domestic Abuse.

- 2.39 An Applicant submitting an Individual Bid for more than 250 Matter Starts (above Lot 3) must additionally confirm the volume of Matter Starts they intend to deliver in the first year of the Contract. Where the Applicant is unable to confirm that from the Office associated with the Individual Bid they have started the same volume or more Matter

Starts under a legal aid contract in the relevant Category of Law between 1 April 2017 and 31 March 2018, they must complete a Delivery Plan as part of their Tender, which will be assessed in accordance with paragraph 6.21-6.31.

Housing and Debt Category-specific requirements

- 2.40 Applicants responding to the Housing and Debt ITT must tender for the Categories of Housing and Debt.
- 2.41 Applicants responding to the Housing and Debt ITT must commit to meeting the following requirements by the Contract Start Date as applicable:

Requirements which all Applicants responding to the Housing and Debt ITT must meet by the Contract Start Date
Supervisor
The Applicant will: employ at least one FTE Supervisor who meets the Housing and Debt Supervisor Standard and who will actively supervise the Housing and Debt Contract Work tendered for; and meet the one FTE Supervisor: four FTE caseworkers ratio at each Office from which it is tendering to deliver Housing and Debt Contract Work.
Office Presence
Each Office in the Procurement Area in which the Applicant is tendering to deliver Housing and Debt Contract Work will be a Permanent Presence.
Authorised Litigator
The Applicant will employ at least one PTE Authorised Litigator with experience of delivering Housing and Debt cases, who will be available to each of its Offices to deliver Licensed Work
Requirement which Applicants submitting Individual Bids for Lot 2 or Above Lot 2 Contract Work in the Housing Category must meet by the Contract Start Date
Individual Bid Office Authorised Litigator
The Applicant will employ a PTE Authorised Litigator with experience of delivering Housing and Debt cases who is based and regularly working at the Office related to the Individual Bid for at least 17.5 hours each week

- 2.42 An Applicant submitting an Individual Bid for more than 250 Matter Starts (above Lot 2) must confirm the volume of Matter Starts they intend to deliver in the first year of the Contract. Where the Applicant is unable to confirm that from the Office associated with the Individual Bid they have started the same volume or more Matter Starts under a legal aid contract in the relevant Category of Law between 1 April 2017 and 31 March 2018, they must complete a Delivery Plan as part of their Tender, which will be assessed in accordance with paragraph 6.21-6.31.

Immigration and Asylum Category-specific requirements

- 2.43 In the 2018 Standard Civil Contract, the LAA has made several changes to the current contractual requirements for Immigration and Asylum Providers to improve quality. These are detailed in the Immigration and Asylum Category Specification and summarised below:

Legal Aid Agency – Civil Contracts from September 2018 Supplemental Face to Face Procurement Process IFA v1.0

- Reserved Matters have been introduced and the level of accreditation required to conduct certain Contract Work has been stipulated. A full list of Reserved Matters can be found at 8.18 of the Immigration and Asylum Category Specification;
- only individuals who are IAAS accredited to the level of Senior Caseworker or above will be able to conduct Contract Work, although certain types of Contract Work may be delegated to individuals with a lower level of IAAS accreditation. The volume and types of work that can be conducted by non-accredited individuals has been restricted (see 8.18 of the Immigration and Asylum Category Specification);
- the ability of any advisor who is not fully accredited to have 'conduct' of any legal aid matters has been removed;
- all work with clients who are minors are Reserved Matters and will require the advisor to have a valid Disclosure and Barring Service check; and
- before the Contract Start Date, the MOJ will amend regulations under the Legal Aid, Sentencing and Punishment of Offenders Act 2012 to provide for civil legal aid work in the Immigration and Asylum Chamber of the Upper Tribunal to be funded as Licensed Work.

2.44 Applicants responding to the Immigration and Asylum ITT must commit to meeting the following requirements by the Contract Start Date as applicable:

Requirements which all Applicants responding to the Immigration and Asylum ITT must meet by the Contract Start Date
Supervisor
The Applicant will: employ at least one Full Time Equivalent (FTE) Supervisor who meets the Immigration and Asylum Supervisor Standard and who will actively supervise the Immigration and Asylum Contract Work tendered for; and meet the one FTE Supervisor: four FTE caseworkers ratio at each Office from which it is tendering to deliver Immigration and Asylum Contract Work.
Office Presence
Each Office in the Access Point in which the Applicant is tendering to deliver Immigration and Asylum Contract Work will be a Permanent Presence. Each Office in the wider Procurement Area (i.e. outside the Access Point) will be at least a Part Time Presence
Controlled Work
The Applicant will be able and willing to conduct the full range of Controlled Work in the Immigration and Asylum Category of Law.
Accreditation
All of the Applicant's caseworkers delivering the Immigration and Asylum Contract Work will be accredited by the Law Society's Immigration and Asylum Accreditation Scheme (IAAS)
Caseworkers
All of the Offices from which the Applicant is tendering to deliver Immigration and Asylum Contract Work will have at least one FTE IAAS Senior Caseworker employed for every two FTE IAAS Trainee Caseworker Assistants and/or Casework Assistant caseworkers
Requirement which Applicants submitting Individual Bids for Lot 2 and/or Above Lot 2 must meet by the Contract Start Date
Licensed Work

The Applicant will be able and willing to undertake the full range of Licensed Work in the Immigration and Asylum Category of Law

- 2.45 An Applicant submitting an Individual Bid for more than 300 Matter Starts (above Lot 2) must confirm the volume of Matter Starts they intend to deliver in the first year of the Contract. Where the Applicant is unable to confirm that from the Office associated with the Individual Bid they have started the same volume or more Matter Starts under a legal aid contract in the relevant Category of Law between 1 April 2017 and 31 March 2018, they must complete a Delivery Plan as part of their Tender, which will be assessed in accordance with paragraph 6.21 - 31.

SECTION 3: e-TENDERING SYSTEM

- 3.1 All Tenders must be completed and submitted using the e-Tendering system. This can be accessed either through a link on the tender pages of the LAA website or directly at www.legalaid.bravosolution.co.uk
- 3.2 Applicants already registered on the e-Tendering system whose registration details remain up to date do not need to register again. Applicants are encouraged to ensure that they review the contact details held in the e-Tendering system to ensure these are up to date.
- 3.3 Where an Applicant already has multiple registrations on the e-Tendering system it should ensure that it uses the registration which matches the name and trading status of the organisation on whose behalf the Tender is submitted.
- 3.4 Applicants who have forgotten their password, must click on the 'Forgotten your password?' link on the e-Tendering system homepage to get their password reset.
- 3.5 Applicants must familiarise themselves with the e-Tendering system guides available through the 'Technical Support and Guidance' link on the e-Tendering system home page. These provide detailed guidance on how to complete a Tender.
- 3.6 The LAA will communicate with Applicants about this procurement process through the e-Tendering system message board. Applicants must check the message board regularly to ensure that any messages are read promptly. The LAA highly recommends that Applicants set up multiple additional users under their e-Tendering system registration (see 'Technical Support and Guidance' link) as back-up to ensure that urgent messages, which may affect an Applicant's Tender, can be actioned as necessary.
- 3.7 The SQ and Category ITTs are available via the 'Project' or 'ITT Open to all Suppliers' link on the front page of the e-Tendering system.
- 3.8 New Bidders must submit a Response to the SQ and at least one of the Category ITTs.
- 3.9 Previous Bidders must submit a Response to at least one of the Category ITTs. As part of their Response to each ITT Previous Bidders must confirm that their SQ Response submitted in the Main Procurement Process remains valid.

- 3.10 Applicants are not obliged to respond to all of the Category ITTs. Applicants must ensure that they access and respond to the SQ (where applicable) and the correct ITT(s) for the Category(ies) of Law they wish to deliver under the Face to Face Contract.
- 3.11 Applicants must click 'Edit response' to be able to complete their responses to the questions asked. Applicants must click the 'Save Changes' or 'Save and Exit Response' buttons to ensure information inputted is saved.
- 3.12 Once Applicants have completed their response to the SQ or a Category ITT, they must submit it by clicking on the "Submit Response" button.
- 3.13 Applicants may amend and re-submit their response at any time up to the Deadline. If so amended and re-submitted, only the last response shall be assessed.
- 3.14 An Applicant may check that it has successfully submitted its SQ and Category ITT Response(s) by going to the 'My ITTs' screen, which should show the 'Response status' as 'Response submitted to Buyer'. The registered email address will also receive confirmation when the Applicant submits its ITT Response(s) for the first time. It is therefore important for an Applicant to ensure that any and all contact details held in the e-Tendering system are up to date.
- 3.15 SQ and ITT Responses are sealed. This means that the LAA is unable to access submitted SQ or ITT Responses prior to the Deadline. The LAA cannot confirm receipt of a SQ Response, ITT Response or Tender, nor can it confirm or if a SQ Response, ITT Response or Tender has been completed correctly.
- 3.16 All questions marked with a red asterisk on the e-Tendering system are mandatory. The e-Tendering system will not permit an Applicant to submit its ITT Response(s) unless answers to those questions are provided.
- 3.17 There is a button in the e-Tendering system called 'check mandatory questions'. By clicking on this the e-Tendering system will check that an Applicant has provided a response to all mandatory questions and will flag where a response to a mandatory question has not been given. For the avoidance of doubt, it does not provide an assessment of the responses to those questions or confirmation that they have been answered correctly.
- 3.18 When an Applicant submits its SQ/ ITT Response(s) for the first time, it will receive an automated message confirming that its response has been successfully submitted. This only provides an indication of whether the SQ/ITT Response has been transmitted to the LAA and not whether the SQ/ITT Response is fully completed and/or will be assessed as being successful.

SECTION 4: COMPLETION OF THE SELECTION QUESTIONNAIRE

- 4.1 A Response to the SQ must be submitted by New Bidders only.
- 4.2 The SQ can be found in Project 85 at ITT 566 – ‘Selection Questionnaire for the Supplemental Face to Face Procurement Process’ in the e-Tendering system.
- 4.3 The SQ contains a series of questions covering the following areas:
 - Section A (non-assessed) - Organisation and contact details
 - Section B - Grounds for mandatory exclusion
 - Section C - Grounds for discretionary exclusion
 - Section D – Declarations
- 4.4 A full breakdown of each of the questions and what would constitute a pass or a fail is set out in Annex B

Section A - Organisation and contact details

- 4.5 This information is non-assessed but may be used in the verification of the Applicant’s Tender. Applicants who have yet to form legal entities may provide “N/A” responses to some questions within this section. Where successful, and as part of verification, they will be required to confirm, for example, their head office address or other details not provided as part of the Tender.

Sections B and C – Grounds for mandatory and discretionary rejection

- 4.6 For each question the Applicant is presented with a series of drop down options from which to select a response.
- 4.7 Where a requirement is not met outright the Applicant will be provided with a series of ‘free text’ boxes in which to give further details (known as ‘exceptional circumstances’). These will be used by the LAA to consider whether those exceptional circumstances are deemed to be satisfactory for the Applicant to meet the SQ requirement.
- 4.8 Where the opportunity to provide exceptional circumstances is given, specific details in response to the supplemental questions are requested within the SQ. This must not be used as an opportunity to provide other supplementary information to an Applicant’s SQ response and any information provided that is not relevant to the particular SQ requirement and explanation of exceptional circumstances will not be considered.
- 4.9 Subject to paragraph 4.10 below, the LAA will assess SQ responses on the basis of information submitted by the Applicant in its SQ Response. SQ Responses for Sections B and C will be assessed on a pass or fail basis.
- 4.10 Where an Applicant’s SQ Response states it does not meet the SQ requirements outright in questions C.8 (LAA contract terminations), C.9 (Peer Review) and C.10 (individuals prohibited from undertaking publicly funded work) the LAA will review its own records in assessing whether the requirements have been met. For all other questions in Section B and C, the LAA’s assessment will be solely reliant on information provided

by the Applicant. That information must be complete and accurately expressed. Applicants' attention is drawn to the LAA's right to disqualify an Applicant for submitting false and/or misleading information as provided at paragraphs 10.30-10.32 of this IFA.

Section D – Declaration

- 4.11 A declaration in the form set out at Section D of the SQ (see Annex B below) must be provided by:
- (a) the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
 - (b) the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where Applicant is or intends to be authorised by the Bar Standards Board (BSB); or
 - (c) the Compliance Manager (CM) or the individual intending to be the CM where Applicant is or intends to be authorised by CILEx Regulation (CILEx); or
 - (d) where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, a member of Key Personnel who either (i) has decision and / or veto rights over decisions relating to the running of the Applicant; or (ii) has the right to exercise, or actually exercises, significant influence or control over the Applicant.

SECTION 5: COMPLETION OF THE SUPPLEMENTAL FACE TO FACE PROCUREMENT PROCESS ITTS

- 5.1 A Tender will consist of a response made through the e-Tendering system to the SQ, where applicable, and one or more of the Category ITTs.
- 5.2 The Category ITTs can be found in the e-Tendering system as follows:
- ITT 567 – Supplemental Face to Face Procurement Process ITT for Family
 - ITT 568 – Supplemental Face to Face Procurement Process ITT for Housing and Debt
 - ITT 569 – Supplemental Face to Face Procurement Process ITT for Immigration and Asylum
- 5.3 Applicants must complete an ITT Response for each Category of Law they wish to deliver. Applicants must also submit a SQ Response if they are a New Bidder.
- 5.4 Each ITT contains a series of questions covering the following areas:
- New Bidders and Previous Bidders (Section N)
 - Bid details (Section A)
 - Warranties and Declarations (Section B)
- 5.5 A full breakdown of each of the questions for each Category ITT is included in the relevant ITT and is replicated at Annex C

- 5.6 Applicants must respond to each question in the relevant ITT by selecting the correct drop down option or by providing a typed answer in the free text box provided. Each free text box is limited to 2000 characters (including spaces).
- 5.7 Where a question requires a response from a drop down menu, Applicants may either select an option from the drop down list or, if they know the answer option they wish to select, use the quick search functionality by typing in the 'response' box in the e-Tendering system.
- 5.8 For all Categories, where an Applicant wishes to tender from more Offices as part of an ITT Response than is catered for in an ITT, the Applicant must send a message to the LAA via the e-Tendering messaging portal no later than **Monday 30th April 2018** requesting a form on which they can provide details about additional offices. The LAA will then supply a form which the Applicant must complete and save it to their own computer before attaching it to a message in the e-Tendering system and sending this to the LAA before the Deadline.
- 5.9 Where an Applicant completes a Delivery Plan (for an Individual Bid 'above the top Lot' in a Category of Law) as part of its response to Section A of an ITT, it must ensure it provides specific details in response to each question. Questions are included in Category ITTs where applicable and are replicated at Annex C.
- 5.10 An Applicant must only provide information relevant to the particular question in its Delivery Plan. Any information provided that is not relevant to the particular question will not be considered.
- 5.11 Before submitting its ITT Response an Applicant must check that it has answered all questions correctly. If an ITT Response is incomplete it may be assessed as unsuccessful.
- 5.12 Tenders, including ITT Responses, will not be opened by the LAA until after the Deadline and therefore if an Applicant's Tender is incomplete, this will only be identified on assessment, at which point it shall be too late for Applicant to submit any further information.

SECTION 6: TENDER ASSESSMENT

- 6.1 ITT Responses will be assessed in the following stages:
- Stage 1 – SQ check or assessment
 - Stage 2 – ITT requirements check
 - Stage 3 – Assessment of above top Lot Individual Bids and Delivery Plans (if applicable)
 - Stage 4 – Contract award (subject to verification)
 - Stage 5 – Verification

Stage 1 - SQ check or assessment

New Bidders

- 6.2 Where an Applicant has confirmed in answer to question N.1 of any ITT Response that it is a New Bidder, the LAA will check that the Applicant has submitted an SQ Response as part of this Supplemental Face to Face Procurement Process. In the event that no SQ Response has been submitted by a New Bidder, this will be considered an incomplete Tender and the LAA will reject the Applicant's Tender in its entirety.
- 6.3 Where an SQ Response has been submitted as part of this procurement process the LAA will conduct an assessment of a New Bidder's SQ Response in accordance with the assessment approach detailed in Annex B.
- 6.4 The sole right of appeal is set out at paragraph 10.41 of this IFA. For the avoidance of doubt, for New Bidders that right of appeal applies solely where the LAA assesses the Applicant's SQ Response as unsuccessful.
- 6.5 A New Bidder whose SQ Response is assessed as successful will proceed to Stage 2 (ITT requirements check).

Previous Bidders

- 6.6 Where an Applicant has confirmed in answer N.1 of any ITT Response that it is a Previous Bidder, the LAA will check its own records to confirm that a Previous SQ Response was received from the Applicant and assessed as successful as part of the Main Procurement Process.
- 6.7 Where the LAA identifies a Previous SQ Response from the Applicant that was successful as part of the Main Procurement Process, the Applicant's Tender will proceed to stage 2 (ITT requirements check).
- 6.8 In the event that LAA records identify no Previous SQ Response or a Previous SQ Response that was assessed as unsuccessful as part of the Main Procurement Process, this will be considered an incomplete Tender the LAA will reject the Applicant's Tender in its entirety.
- 6.9 The sole right of appeal is set out at paragraph 10.41 of this IFA. For the avoidance of doubt, for Previous Bidders that right of appeal applies solely where the LAA has identified no successful Previous SQ Response as part of the Main Procurement Process.

Stage 2 – ITT requirements check

- 6.10 The LAA will conduct an assessment of:
- any address and postcode details provided as part of an Individual Bid; and
 - the declarations and warranties provided as part of an ITT Response.

Address and postcode assessment

- 6.11 The LAA will review any address and postcode details provided as part of an Individual Bid for an Office. The LAA will check the Office is in the relevant Procurement Area (or Access Point in the case of Immigration and Asylum).
- 6.12 Where an Applicant is assessed as having provided the address of an Office which is not in the Procurement Area (or Access Point for Immigration and Asylum) stated in the corresponding Individual Bid, the LAA will act in accordance with paragraph 2.36.
- 6.13 Where no address details are supplied as part of an Individual Bid, an address check will be conducted as part of verification (stage 5). Applicants must be able evidence an Office in the relevant Procurement Area / Access Point at least two weeks before the Contract Start Date.

Declarations and warranties assessment

- 6.14 The LAA will review the warranties and declarations given in an Applicant's ITT Response (Section B of each ITT) to ensure the Applicant has provided the necessary declarations and warranties.
- 6.15 The LAA will assess the declarations and warranties on the basis of the information submitted by the Applicant in their ITT Response. Responses will be assessed on a pass or fail basis.
- 6.16 Where the Applicant fails to provide the necessary declarations and warranties, the whole ITT Response may fail.
- 6.17 Applicants who are assessed as having provided the necessary declarations and warranties will be eligible for the award of a Face to Face Contract, and their Tender will be assessed as successful subject to verification (stage 5).
- 6.18 In the Category of Debt, successful Tenders will, subject to verification, be awarded 4 Matter Starts, as detailed at paragraph 1.50.
- 6.19 In the Categories of Family, Housing and Immigration and Asylum, successful Individual Bids which are not classified as 'above the top Lot' (for example, up to Lot 3 or 250 Matter Starts in the Family Category), will be awarded the volume of Matter Starts associated with the Lot tendered for, subject to verification (stage 5).
- 6.20 Where an Applicant's Individual Bid is for an 'above the top Lot' volume of Matter Starts in any Category, the number of Matter Starts awarded to the Applicant will be subject to stage 3 assessment.

Stage 3 - Assessment of above top Lot Individual Bids and Delivery Plans (if applicable)

- 6.21 If an Applicant bids for a volume of Matter Starts which is below the volume which applies to the top Lot, the LAA will re-classify the Individual Bid to the correct Lot. For example, an Applicant confirms as part of its Family tender that it is submitting an above top Lot Individual Bid (i.e. over 250 Matter Starts). Were it then to bid for 50 Matter Starts the LAA would re-classify this Individual Bid as Lot 2 and award the Individual Bid up to 100 Matter Starts.

- 6.22 The LAA will validate the number of Matter Starts bid for against its own data where the Applicant confirms it has delivered at least the volume bid for in the 12 months preceding this procurement process. The LAA will be able to do this only where an Applicant provides a valid, current LAA Account Number for the Office associated with the Individual Bid. Where LAA data does not support an Applicant's Individual Bid i.e. LAA records show that the Applicant has not started at least the volume tendered for in the relevant Category from the relevant Office, the LAA will award the Applicant the volume of Matter Starts reported as opened from that Office between 1 April 2017- 31 March 2018.
- 6.23 For example, an Applicant, as part of its Individual Bid for Family tenders for 300 Matter Starts (i.e. above Lot 3, or over 250 Matter Starts) and also self-certifies that they started at least this volume from this Office between 1 April 2017 and 31 March 2018. If LAA records show them to have started 275 Matter Starts from this Office in the relevant time period the Applicant's Individual Bid would be awarded up to 275 Matter Starts for this Individual Bid, subject to verification.
- 6.24 The LAA will not be able to perform the check outlined at paragraph 6.22-6.23 for new Applicants or Offices or where an Applicant fails to provide a current, valid LAA Account Number for the relevant Office. Applicants that do not currently hold a LAA contract, or are submitting an Individual Bid for a new Office should answer 'No' to question A.3.ii. Where an Applicant answers 'Yes' to question A.3.ii but does not provide a valid, current LAA Account Number as part of its Individual Bid, the LAA will be unable to compare the volume of work bid for against its own data and the Applicant's Individual Bid will re-classified down to the next Lot.
- 6.25 For example, an Applicant as part of its Individual Bid for Family tenders for 300 Matter Starts (i.e. above Lot 3, or over 250 Matter Starts) and also self certifies that they started at least this volume from this Office between 1 April 2017 and 31 March 2018. Where the Applicant does not provide a valid, current LAA Account Number, the Applicant's Individual Bid would be re-classified to Lot 3 (up to 250 Matters). The Applicant would be awarded 250 Matter Starts for this Individual Bid, subject to verification (including meeting any higher quality requirements).
- 6.26 Where an Applicant tenders for above the top Lot and confirms in answer to question A.3.ii that they have not started at least the volume of Matter Starts tendered for in that Category of Law and from that Office, the LAA will assess the Applicant's answers to questions A.3.iii – A.3.v.
- 6.27 Where an Applicant fails to provide sufficient information to allow the LAA to make an assessment of a Delivery Plan it will be rejected.
- 6.28 Delivery Plans will otherwise be accepted. However, the LAA reserves the right to award fewer Matter Starts than bid for if it considers an Applicant has tendered for more Matter Starts than can be realistically delivered based on the information provided in the Delivery Plan.
- 6.29 The LAA's decision to accept a Delivery Plan is subject to the Applicant satisfactorily verifying the information they provided in their Delivery Plan (stage 5). The award of Matter Starts will therefore be subject to verification and the LAA reserves the right to
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award fewer Matter Starts than bid for or to reclassify an Individual Bid to a lower Lot, based on the information the Applicant can verify.

- 6.30 Where a Delivery Plan is rejected, the Individual Bid will re-classified to the next Lot. For example if a Delivery Plan for 300 Matter Starts (above Lot 3, or over 250 Matter Starts) in the Family Category of Law is rejected, the Individual Bid will be re-classified as a Lot 3 Bid. The Applicant would be awarded 250 Matter Starts for this Individual Bid, subject to verification (stage 5).
- 6.31 The LAA's assessment is final. There is no right of appeal against the LAA's decision to reject a Delivery Plan, or to award fewer Matter Starts than bid for by an Applicant.

Stage 4 – Contract award (subject to verification)

- 6.32 All Applicants will be notified of the outcome of their Tender through the e-Tendering message board. Notifications to Applicants whose Tender is unsuccessful will include details of why their Tender is unsuccessful.
- 6.33 The LAA intends to notify Applicants of the outcome of this tender for a 2018 Face to Face Contract in July 2018.
- 6.34 There is no right of appeal against the LAA's assessment of ITT Responses.

Stage 5 – Verification

- 6.35 Applicants who are notified that they have been successful in this procurement process will be required to verify their Tender following the verification process detailed at Section 9 of this IFA.

SECTION 7: APPLICANTS' QUESTIONS

- 7.1 If an Applicant has a question about this procurement process to which they cannot find an answer either in this document or in the guidance provided in the e-Tendering system, it will be able to direct it through two different channels depending on the nature of the query.

Questions about this IFA

- 7.2 If an Applicant has any questions about the content of this IFA, it may submit them up until **23:59 on Monday 30th April 2018**. This is referred to in the e-Tendering system as the 'End date for supplier clarification messages'.
- 7.3 All such questions must be submitted using the e-Tendering system message boards.
- 7.4 Because of the way the LAA downloads messages from the e-Tendering system, it may appear that Applicants' messages have not been read. Applicants should not assume that this is the case and re-send messages to the LAA. All messages will be responded to, however, during peak periods of activity it may take the LAA longer to respond due to the increased volumes of messages received.

- 7.5 Applicants should assume that questions and answers may be published. Questions that the LAA considers to be of wider interest may be collated and answered centrally in writing to ensure that all potential Applicants have equal access to information. Questions and answers will be published on the LAA's tender pages <https://www.gov.uk/government/publications/civil-2018-contracts-tender> in the 'Supplemental Face to Face Procurement Process for Face to Face Contracts from September 2018 Frequently Asked Questions (FAQ)'.
- 7.6 Applicants should note that this is the only opportunity to ask questions about the procurement process. The LAA will not be able to provide responses to questions about the process through any other method.

Technical questions about how to operate the e-Tendering system

- 7.7 There is an e-Tendering helpdesk to provide technical support in relation to the use of the e-Tendering system. The helpdesk is **unable** to assist with problems with Applicants' own computer hardware or systems. For these types of issues Applicants should contact their own IT support.
- 7.8 Questions for the e-Tendering helpdesk should be emailed to: help@bravosolution.co.uk Alternatively, the telephone number for the helpdesk is 0800 069 8630 and lines are open from 8am to 6pm Monday to Friday.
- 7.9 The LAA recommends that Applicants start to complete their Tenders early so that they identify any areas in which they need help as soon as possible as the helpdesk is likely to be very busy in the days leading up to the Deadline. The LAA cannot guarantee that queries received close to the Deadline will be dealt with in time and accepts no responsibility if they are not.
- 7.10 Applicants should note that the e-Tendering helpdesk is the only method by which they can receive assistance on using the e-Tendering system.

SECTION 8: NOTIFICATION OF TENDER OUTCOMES

- 8.1 The LAA will notify Applicants whose SQ Response has been assessed as unsuccessful in accordance with the timetable set out earlier in this IFA at page 5.
- 8.2 Where unsuccessful, Applicants will be notified of the outcome of their SQ Response through the e-Tendering system message board. Notifications to those Applicants will include reasons why their SQ Response has been assessed as unsuccessful.
- 8.3 Where an Applicant's SQ Response is assessed as unsuccessful the Applicant's ITT response(s) will not be assessed, unless any appeal made by the Applicant is successful.
- 8.4 The sole right of appeal right is set out at paragraph 10.41 of this IFA. For New Bidders the sole right of appeal applies to the outcome of the LAA's assessment of an Applicant's SQ Responses as unsuccessful. For Previous Bidders the sole right of appeal for applies

solely where the LAA has identified no successful Previous SQ Response submitted by an Applicant as part of the Main Procurement Process.

- 8.5 Where the LAA assesses an Applicant's SQ Response as being successful, the ITT Response(s) submitted by the Applicant will then be assessed and Applicants will be notified in accordance with the timelines set out in this IFA.

SECTION 9: VERIFICATION OF SUPPLEMENTAL FACE TO FACE PROCUREMENT PROCESS TENDERS

- 9.1 All successful Applicants will be required to verify their Individual Bids and all Contract awards will be conditional on Individual Bids being satisfactorily verified by the LAA. Details of the verification requirements for each Category of Law are set out at Annex D of this IFA. Verification must be concluded at least two weeks before the Contract Start Date i.e. by 23:59 on Friday 17 August 2018 unless otherwise stated at Annex D.
- 9.2 Requests for verification information will be sent to Applicants at the same time as they are notified that they have been successful.
- 9.3 It is the Applicant's sole responsibility to ensure they provide us with all the necessary information to evidence they meet the relevant verification requirements for this procurement process no later than 23:59 on Friday 17 August 2018. Previous Bidders should note that there are different deadlines for providing verification information under the Main Procurement Process and the Supplemental Face to Face Procurement Process. Awards made under the Main Procurement Process will need to be verified in accordance with the process and timescales detailed in the IFA for the Main Procurement Process.
- 9.4 Where the Applicant has not submitted information in accordance with the verification process for this procurement process for either an Individual Bid or its entire face to face Contract award 23:59 on Friday 17 August 2018, then the award in respect of an Individual Bid or the entire Face to Face Contract may be withdrawn as applicable.
- 9.5 The LAA will reclassify an Individual Bid in the Family, Housing and Immigration and Asylum Categories of Law where an Applicant is unable to provide satisfactory evidence that they meet the requirements of a higher Lot but is able to provide satisfactory evidence that they meet the requirements of a lower Lot. For example, if an Applicant is unable to provide satisfactory evidence that its Family Individual Bid meets the requirements of Lot 3 but is able to provide satisfactory evidence that they meet the requirements of Lot 2 then the Individual Bid will be awarded a Lot 2 Matter Start allocation (100 Matter Starts).
- 9.6 Where an Applicant is unable to satisfactorily evidence the commitments made in a Delivery Plan for an above the top Lot Individual Bid, the Matter Starts awarded to the Individual Bid will be reduced based on the evidence the Applicant can provide. This may mean the Individual Bid is reclassified to a lower Lot.

- 9.7 For the avoidance of doubt, if it becomes necessary for the LAA to withdraw the award to an Individual Bid or an entire Face to Face Contract as a consequence of an Applicant's failure to satisfactorily verify any aspect of their Tender, the LAA shall have no responsibility whatsoever to the Applicant (or any related party) for any cost, expense or any other liability they have incurred or may incur in the course of submitting their Tender.
- 9.8 Please note, the LAA will not enter into contract with Applicants until pre-contract verification process is concluded i.e. the Applicant satisfactorily verifies information required at least two weeks before the Contract Start Date.
- 9.9 In addition to meeting the verification requirements, Applicants must complete the two following administrative processes where relevant before the LAA can issue Contract documentation to an Applicant:
- Provide a completed indemnity where an organisation with a limited liability; and
 - Provide a completed AC1 form and associated documentation for each new Office
- 9.10 The LAA will be unable to enter into contract with an Applicant that fails to provide this information where necessary. Where an Applicant fails to provide a properly completed indemnity by the Contract Start Date, the LAA will withdraw its offer of a Contract. Where an Applicant fails to provide a completed AC1 form and associated documentation by the Contract Start Date, the LAA will withdraw its offer of Contract Work to the relevant Office(s).

Indemnity

- 9.11 Applicants with limited liability (unless a registered charity) must supply the LAA with a properly completed indemnity.
- 9.12 The indemnity must be signed by the ultimate owners of the Applicant and/or such persons as the LAA might reasonably regard as being controllers and/or senior managers of the Applicant and/or where the Applicant is a limited company, from any company which is its holding company.
- 9.13 A copy of the indemnity form is available at:
<https://www.gov.uk/government/publications/personal-guarantee-and-indemnity>

AC1 form

- 9.14 Where Applicants intend to open an Office to deliver the Contract Work tendered for, in addition to confirming the Office address and postcode, they will be required to complete and return an AC1 form and supporting documents so the new Office can be allocated a LAA Account Number and set up on the LAA systems. Applicants cannot be issued with Contract documentation or start, or be paid for, Contract Work until a completed AC1 form has been received and processed by the LAA. The AC1 form is available at:
www.gov.uk/guidance/update-your-details-with-laa.

Issuing of Face to Face Contract documentation

- 9.15 When an Applicant satisfactorily verifies their Individual Bids through the verification process, they will be notified that their Face to Face Contract documentation is available
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to view and execute online. For the avoidance of doubt and subject to the rules on duplicate bids at paragraph 1.34, the Face to Face Contract will include any award made to a Previous Bidder under the Main Procurement Process.

- 9.16 Face to Face Contract documentation will be issued and executed electronically in the LAA's Controlled Work and Administration ("CWA") system. Successful Applicants will need to access this system to execute their Face to Face Contract by clicking the "Accept Contract" button within the system. By doing this, a successful Applicant agrees to be bound by the terms of the Contract in full.
- 9.17 To execute their Face to Face Contract an Applicant must have been set up on the LAA systems and issued with an account number for each new Office.
- 9.18 In addition, an Applicant must have set up the requisite number of 'Designated Signatories' on CWA before they can execute their Contract. Guidance on how to do this will be provided at the verification stage. Guidance on how to allocate the Designated Signatory role in CWA can be found on the LAA's website at: <https://www.gov.uk/government/publications/cwa-detailed-user-guides>.
- 9.19 Contracts that have not been executed two weeks after the Contract Start Date may be withdrawn at the LAA's sole discretion. The LAA will have no liability to an Applicant whatsoever as a consequence of any such withdrawal.

SECTION 10: 2018 Civil Contract procurement process

Introduction

- 10.1 This procurement process is governed by this IFA which represents a complete statement of the rules of the procurement process. This IFA supersedes all prior negotiations, representations or undertakings, whether written or oral. References to 'Tender' include, as applicable, any submission forming part of a Tender such as the SQ Response and Response to ITTs.
- 10.2 'Legal services' are classified as Social and Other Specific Services to which The Public Contracts Regulations 2015 (the "Regulations") only apply in part. The LAA is not bound by any of the Regulations except those which specifically apply to the procurement of Social and Other Specific Services.
- 10.3 This IFA and any supplementary documents issued as part of this procurement process (including the SQ and the ITTs) are governed and construed in accordance with English Law.

Submitting a Tender

- 10.4 The Applicant agrees to comply with the rules (contained in this Section 10 and elsewhere in this IFA) of this procurement process, the terms of the user agreement governing the use of the LAA e-Tendering system and any contract awarded to them by the LAA (including any conditions of contract award). If the Applicant fails to comply with

the rules of this procurement process and/or the terms of the user agreement, the LAA will assess the Applicant's Tender as unsuccessful.

10.5 The Applicant must submit a complete Tender (in accordance with paragraph 10.8) by the Deadline. For the purposes of the Deadline, the time specified on the e-Tendering system shall be the definitive time. A Tender will be rejected if it is submitted by the Applicant after the Deadline. The LAA will not consider:

- (a) any requests by the Applicant to amend or submit the Tender after the Deadline; or,
- (b) any requests by the Applicant for an extension of the time or date fixed for the submission of the Tender

and the Applicant accepts all responsibility for ensuring all parts of its Tender are submitted through the e-Tendering system by the Deadline.

10.6 The Applicant must submit a complete Tender (in accordance with paragraph 10.8) using the e-Tendering system at www.legalaid.bravosolution.co.uk. The LAA will not consider any Tender submitted by the Applicant in any other form, or by any other method.

10.7 A Tender must be authorised by one of the following:

- (a) the Applicant's COLP, HOLP or CM (or proposed COLP, HOLP or CM); or,
- (b) where the Applicant is not authorised by a Relevant Professional Body, a member of Key Personnel who either:
 - (i) has decision and / or veto rights over decisions relating to the running of the Applicant; or
 - (ii) has the right to exercise, or actually exercises, significant influence or control over the Applicant

10.8 The Applicant must submit a complete Tender prior to the Deadline. The Applicant must reply to every question in the Tender and upload all requested documentation, even if it has previously provided this information or if it is otherwise of the view that the LAA is already aware of such information.

10.9 The Applicant may only submit one Tender (i.e. one SQ Response and a maximum of one ITT Response per Category). Where an Applicant submits more than one ITT Response for a Contract in the same Category of Law, the LAA will assess only the last ITT Response submitted prior to the Deadline.

10.10 The Applicant may amend and re-submit its Tender at any time up to the Deadline. Only the last Tender submitted by an Applicant prior to the Deadline will be considered by the LAA.

- 10.11 The Applicant must ensure that its Tender is fully and accurately completed. The Applicant must ensure that information provided as part of its response is of sufficient quality and detail that an informed assessment of it can be made by the LAA.
- 10.12 Subject to the LAA's right to clarify at paragraph 10.27, the Applicant will not be permitted to amend or alter the Tender after the Deadline except in circumstances expressly permitted by the LAA.
- 10.13 In the event of any conflict between the information, answers or responses submitted as part of a Tender, without prejudice to the other rules of the procurement process, including the LAA's right to clarify, the conflict will be resolved by accepting the information, answer or document least favourable to the Applicant. This may mean that the LAA may reject the Tender in whole or in part.
- 10.14 When providing Contract Work within Wales, the Applicant must ensure it is accessible to, and understandable by, clients whose language of choice is Welsh, in accordance with the Welsh Language Act 1993 and Welsh Language (Wales) Measure 2011 and any other relevant statutory instruments which come into force from time to time.
- 10.15 The Applicant, by submitting a Tender, warrants to the LAA that:
- (i) it has complied with all the rules and instructions applicable to this IFA and the e-Tendering system in all respects;
 - (ii) all information, representations and other matters of fact communicated (whether in writing or otherwise) to the LAA by the Applicant are true, complete and accurate in all respects; and
 - (iii) it has capacity to concurrently deliver all of the services it has submitted a Tender for.
- 10.16 The Applicant must keep any Tender valid and capable of acceptance by the LAA up to the Contract Start Date.
- 10.17 By submitting a Tender the Applicant agrees to be bound by the Face to Face Contract without further negotiation or amendment.
- 10.18 In submitting its Tender, the Applicant acknowledges that, save for the provision for Previous Bidders to rely on a valid Previous SQ Response, the prohibition on duplicate bids and the fact that a single Face to Face Contract is awarded across both the Main Procurement Process and the Supplemental Face to Face Procurement Process, this procurement process is entirely independent of any other procurement processes that have been run by the LAA or any predecessor organisation. Accordingly, no previous conduct or decisions of the LAA can be relied upon by the Applicant as setting any precedent for the LAA's conduct in respect of this procurement process.
- 10.19 The Applicant must monitor and respond as appropriate to messages received through the e-Tendering system throughout this procurement process and the LAA accepts no liability where the Applicant fails to do so. All communication with Applicants through

the e-Tendering system, including that outlined in 10.22 will be deemed to have been received by the Applicant at the time of transmission in the e-Tendering system. The time specified in the e-Tendering system shall be the definitive time.

- 10.20 Any Frequently Asked Questions published through the e-Tendering system in accordance with Section 5 of this IFA will form part of the documentation for this procurement process. Applicants should have regard to the relevant Frequently Asked Questions documents prior to submitting a Tender.
- 10.21 Without prejudice to any warranties given, these rules of the procurement process do not form a separate collateral contract between the Applicant and the LAA. The Applicant's Tender will form part of any Contract subsequently awarded.

Right to Cancel or Amend the Procurement Process

- 10.22 The LAA reserves the right to amend the procurement process (including any related documentation) at any time. Any notices of amendments will be published on the LAA's website at <https://www.gov.uk/government/publications/civil-2018-contracts-tender> and notified to individual Applicants through a message on the e-Tendering system.
- 10.23 A Tender submitted by an Applicant which does not comply with any amendments made in accordance with 10.22 before the Deadline may be rejected.
- 10.24 The LAA reserves the right to suspend or cancel the procurement process in its entirety or in part, and not to proceed to award contracts at any time at its absolute discretion.
- 10.25 While the LAA has taken all reasonable steps to ensure, as at the date of the issue of the IFA, that the facts which are contained both within it and associated documents are true and accurate in all material respects, it does not make any representation or warranty as to the accuracy or completeness or otherwise of these documents, or the reasonableness of any assumptions on which these documents may be based. If contradictory information is contained in this IFA and / or associated documents, the provisions of this Section 10 will take precedence.
- 10.26 All information supplied by the LAA to the Applicant, including that within the IFA, is subject to that Applicant's own due diligence. The LAA accepts no liability to the Applicant whatsoever resulting from the use of the IFA and any associated documents, or any omissions from or deficiencies in them.

Right to Clarify / Verify

- 10.27 The LAA may at its sole discretion seek to clarify or verify the Applicant's Tender. It will not do so where this would afford an Applicant the opportunity to improve its Tender by submitting a changed bid which would constitute a new tender. Where it does exercise its discretion to seek clarification or verification, in making its decision following receipt of an Applicant's response, the LAA will not take into account any information received which falls outside of the scope of the specific clarification or verification it is seeking.

- 10.28 Where the LAA contacts the Applicant in circumstances outlined in 10.27, the Applicant must provide the information requested by the date specified by the LAA. Any information provided by the Applicant after the specified date may not be taken into account by the LAA when evaluating the Applicant's Tender.
- 10.29 The ITTs request some non-assessed information that the LAA requires to be able to progress the issuing of contract documentation. Where this non-assessed information is not provided or is inaccurate in the Tender, the LAA may contact the Applicant for these details. If the Applicant fails to provide the accurate information requested this will not result in a Tender being unsuccessful. However, this may delay the issuing of contract documentation to an Applicant who has been successful. That may prevent the Applicant from commencing and being paid for services under the Contract.

Right to Exclude

- 10.30 If the LAA receives information to suggest that any aspect of the Applicant's Tender is false, misleading or incorrect in any material way it may undertake such enquiries as it considers necessary to determine the accuracy of the Tender. The Applicant must assist with any such enquiries.
- 10.31 The LAA reserves the right at its absolute discretion to disqualify from the procurement process any Applicant for submitting:
- (i) false information; and/or
 - (ii) information which misrepresents the Applicant's actual position; and/or
 - (iii) misleading information.
- 10.32 Paragraph 10.31 of this IFA applies regardless of whether the information concerned was submitted with the intention of misleading the LAA or misrepresenting the Applicant's actual position or whether it was submitted recklessly, negligently or innocently.

Canvassing

- 10.33 The Applicant (including its employees and agents) must not, whether directly or indirectly:
- (a) canvass, or attempt to obtain any information from, any Ministers, officers, employees, agents or advisers of the LAA in connection with this procurement process; or
 - (b) offer or agree to pay or give any sum of money, inducement or valuable consideration to any person for doing or having done or causing or having caused to be done any act or omission in relation to this procurement process.

Collusion

- 10.34 The Applicant must not collude with any other person or organisation in any way during this procurement process. This would include, but not be limited to, the following examples:
- (a) fixing or adjusting any element of its Tender by agreement with any other person, unless such an act would reasonably be permitted as part of this procurement process;
 - (b) communicating to any other person any information relating to any fees or rates contained in the Applicant's Tender which will be competitively assessed as part of the procurement process, unless such communication is with a person who is a participant in the Applicant's Tender;
 - (c) entering in to any agreement with any person for the purpose of inciting that person to refrain from submitting a Tender;
 - (d) sharing, permitting or disclosing access to any information relating to its Tender.
- 10.35 If the LAA reasonably believes that the Applicant has colluded with another person in any way that breaches paragraph 10.34, the LAA may (without prejudice to any other criminal or civil remedies available to it) immediately exclude the Applicant from any further involvement in this procurement process.

Award

- 10.36 Where a material change occurs to the Tender information submitted by an Applicant, including issues relating to any current contract the Applicant holds, the Applicant must inform the LAA. The LAA will conduct a re-assessment to ensure the Tender is not adversely impacted. If upon re-assessment, the Applicant's Tender is deemed to be unsuccessful or any conditions of contract award are not met, the LAA will not proceed with any decision made to award a contract. Failure to notify the LAA of a material change may result in disqualification from the procurement process and/or termination of the contract.
- 10.37 The LAA reserves the right, prior to any execution of a Contract, to carry out further due diligence checks as it deems necessary or appropriate. Where, as part of any due diligence, an Applicant is found not to comply with any of the minimum contract requirements which the Applicant committed to meeting in its Tender, the LAA will not proceed with any decision made to award a contract.
- 10.38 The LAA reserves the right to place additional contractual conditions on the award of a contract to an individual Applicant.
- 10.39 The award of a contract does not guarantee a minimum amount of work for the Applicant or that a minimum level of income will be generated for the Applicant as a result of that contract.

Appeal and costs and expenses of Tender

- 10.40 There is no right of appeal against the LAA's assessment of Face to Face Contract ITT Responses.
- 10.41 The Applicant's sole right of appeal is limited to circumstances where:
- i) as a New Bidder, it reasonably, on the information contained in the SQ Response (subject to paragraph 10.28), considers that the LAA has made an error in its assessment of the Applicant's SQ Response; or
 - ii) as a Previous Bidder, it reasonably considers that the LAA has made an error in having identified no successful Previous SQ Response submitted by the Applicant as part of the Main Procurement Process.
- There is no other right of appeal, including, for example, in respect of any mistakes, inaccuracies or errors made by the Applicant in its Tender. Where an Applicant seeks to appeal on other grounds not covered by this paragraph, any such appeal will be rejected. For the avoidance of doubt there is no right of appeal based on a purported failure of the LAA to clarify Tender information.
- 10.42 Appeals must relate to the specific grounds of failure set out in the notification letter received from the LAA.
- 10.43 Appeals should be submitted using the appeals pro forma which will be made available at <https://www.gov.uk/government/publications/civil-2018-contracts-tender>. The LAA will not accept any appeal submitted after the date detailed in the notification letter for receipt of appeals.
- 10.44 The LAA's Principal Legal Adviser (or an appointed representative) will review all appeals on the papers only and make a determination on the outcome of the appeal. For the avoidance of doubt, there is no further right of appeal.
- 10.45 The Applicant is solely responsible for its own costs and expenses incurred in connection with the preparation and submission of a Tender irrespective of any subsequent cancellation or suspension of this procurement process by the LAA. Under no circumstances will the LAA, or any of its employees, be liable for any costs incurred by the Applicant.

Confidentiality, Data Protection & Freedom of Information

- 10.46 The LAA may share any information contained in an Applicant's Tender with the provider of the e-Tendering system for the purposes of administering the procurement process.
- 10.47 The Applicant should note that under the Freedom of Information Act 2000 (the "FOIA") the LAA may be required to disclose details of its Tender in response to a request from third parties, either during or after the procurement process. The LAA can only withhold information where it is covered by a valid exemption as set out in the FOIA.

- 10.48 If an Applicant is concerned about possible disclosure it should contact the LAA and clearly identify the specific parts of the Tender that it considers commercially sensitive or confidential (within the meaning of the FOIA), the harm that disclosure may cause and an estimated timescale for that sensitivity. The Applicant must familiarise itself with the Information Commissioner's current position on the disclosure and non-disclosure of commercially sensitive information and accordingly should not notify the LAA of a blanket labelling of its entire Tender as confidential.
- 10.49 The Applicant must be aware that the receipt by the LAA of information marked 'confidential' does not mean that the LAA accepts any duty of confidence in relation to that marking. Neither does the LAA guarantee that information identified by the Applicant as confidential will not be disclosed where the public interest favours disclosure pursuant to the LAA's obligations under FOIA.
- 10.50 The LAA, will collect, hold and use Personal Data obtained from and about the Applicant and its Key Personnel during the course of the procurement process.
- 10.51 By submitting a Tender an Applicant consents and confirms they have obtained all necessary consents to such Personal Data being collected, held and used in accordance with and for the purposes of administering the procurement process as contemplated by the IFA and for the management of any Contract subsequently awarded.
- 10.52 The Applicant warrants, on a continuing basis, that it has:
- (a) all requisite authority and has obtained and will maintain all necessary consents required under the Data Protection Legislation (which includes the Data Protection Act 1998, the General Data Protection Regulation (Regulation (EU) 2016/679) and the Data Protection Act 2018 (from the respective date when each is in force) the Privacy and Electronic Communications (EC Directive) Regulations 2003 and all applicable law about the processing of personal data and privacy together with any codes of conduct and guidance issued by the Information Commissioner); and
 - (b) otherwise fully complied with all of its obligations under the Data Protection Legislation, in order to disclose to the LAA the Personal Data, and allow the LAA to carry out the procurement process. The Applicant shall immediately notify the LAA if any of the consents is revoked or changed in any way which affects the LAA's rights or obligations in relation to such Personal Data.
- 10.53 The LAA may disclose any documentation or information submitted by the Applicant as part of a Tender, whether commercially sensitive or not, for the purposes of complying with any control and/or reporting obligations, to any other central Government Department or Executive Agency. For the avoidance of doubt, information will not be disclosed outside Government for these purposes. By

submitting a Tender, Applicants consent to documentation and information being held and used for these purposes.

- 10.54 The LAA will publish details of all contracts awarded in accordance with the Government's transparency standards.
- 10.55 Following completion of this procurement process, the LAA will retain copies of the Tender for such time as it considers reasonable to satisfy the LAA's audit obligations and for any associated contract management purposes.

Copyright & Intellectual Property Rights

- 10.56 The information contained in this IFA is subject to Crown Copyright. Applicants may, subject to 10.57, re-use this document (excluding logos) free of charge in any format or medium, under the terms of the Open Government Licence v3.0. To view this licence, visit: <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3> or write to the Information policy team, The National Archives, Kew, London, TW9 4DU, complete the online enquiry form: <https://www.nationalarchives.gov.uk/contact/contactform.asp?id=8>
- 10.57 If an Applicant uses this IFA under the Open Government Licence v3.0, it should include the following attribution: "Supplemental Procurement of Civil Legal Aid Services in England and Wales from 1 September 2018, Face to Face Invitation To Tender, Legal Aid Agency, Licensed under the Open Government Licence v3.0."

ANNEX A: PROCUREMENT AREAS

This Annex provides details of Procurement Areas for each ITT.

Applicants should check that they tender in the correct Procurement Area (or Access Point) for their Office(s). To do this, Applicants must enter the postcode for their Office (or intended Office) into the 'Find your local council' tool on the Gov.uk website: <https://www.gov.uk/find-local-council>. This Annex A lists the Procurement Areas for each Category and the local authorities included in each. For Immigration and Asylum, the LAA is commissioning services in specific Access Points and only the local authorities included in these Access Points are detailed at Annex A. Applicants must subject to paragraph 2.33 have an Office in the relevant Access Point to tender for the Immigration and Asylum Category.

Family Procurement Areas

Below is a list of Procurement Areas for the purposes of the Family ITT.

Region	Procurement Area	Local Authorities included in the Procurement Area
Birmingham	Dudley	Dudley Metropolitan Borough Council
	Solihull	Solihull Metropolitan Borough Council
Bristol	Dorset	Dorset County Council
South Tyneside	Gateshead	Gateshead Council
	Hartlepool	Hartlepool Borough Council
Liverpool	Knowsley	Knowsley Metropolitan Borough Council
Manchester	Tameside	Tameside Metropolitan Borough Council

Housing and Debt Procurement Areas

Below is a list of Procurement Areas for the purposes of the Housing and Debt ITT.

Region	Housing and Debt Procurement Area	Local Authorities included in the Procurement Area
Birmingham	Dudley	Dudley Metropolitan Borough Council
	Herefordshire & Worcestershire	Herefordshire Council Worcestershire County Council
	Shropshire	Shropshire Council Telford & Wrekin Council
	Solihull	Solihull Metropolitan Borough Council

	Staffordshire	Staffordshire County Council
	Warwickshire	Warwickshire County Council
	City of Wolverhampton	Wolverhampton City Council
Cambridge	North Hertfordshire	East Hertfordshire District Council North Hertfordshire District Council Stevenage Borough Council Welwyn Hatfield Borough Council
	Suffolk	Suffolk County Council
Nottingham	City of Derby	Derby City Council
	North Derbyshire	Bolsover District Council Chesterfield Borough Council Derbyshire Dales District Council High Peak Borough Council North East Derbyshire District Council
	North Nottinghamshire	Ashfield District Council Bassetlaw District Council Mansfield District Council Newark and Sherwood District Council
	South Derbyshire	Amber Valley Borough Council Erewash Borough Council South Derbyshire District Council
Bristol	City of Plymouth	Plymouth City Council
	Cornwall	Cornwall County Council
	Devon	Devon County Council Torbay Council
	Dorset	Dorset County Council
Leeds	Barnsley	Barnsley Metropolitan Borough Council
	City of Kingston upon Hull	Hull City Council
	Doncaster	Doncaster Metropolitan Borough Council
	East Riding of Yorkshire	East Riding of Yorkshire Council
	Rotherham	Rotherham Metropolitan Borough Council
Newcastle	Hartlepool	Hartlepool Borough Council
	Northumberland	Northumberland County Council
	Redcar and Cleveland	Redcar & Cleveland Council

	South Tyneside	South Tyneside Council
	Stockton-on-Tees	Stockton Council
Liverpool	Knowsley	Knowsley Metropolitan Borough Council
	St. Helens	St Helens Metropolitan Borough Council
Manchester	Bury	Bury Metropolitan Borough Council
	Tameside	Tameside Metropolitan Borough Council
	East Lancashire	Blackburn with Darwen Council Burnley Borough Council Hyndburn Borough Council Pendle Borough Council Ribble Valley Borough Council Rossendale Borough Council
	Warrington & Halton	Halton Borough Council Warrington Borough Council
	Wigan	Wigan Metropolitan Borough Council
London	Bexley	Bexley London Borough Council
Reading	Oxfordshire	Oxfordshire County Council
	Portsmouth & Isle of Wight	Isle of Wight Council Portsmouth City Council
Brighton	The City of Brighton and Hove	Brighton and Hove City Council
	West Sussex	West Sussex County Council

Immigration and Asylum Procurement Areas

Below is a list of Procurement Areas and Access Points for the purposes of the Immigration and Asylum ITT.

Region	Procurement Area	Access Point	Local Authorities included in the Access Point
London and South East England	London and South East England	Hampshire, Southampton, Portsmouth & Isle of Wight	Hampshire County Council Isle of Wight Council Portsmouth City Council Southampton City Council
North East, Yorkshire and the Humber	North East, Yorkshire and the Humber	City of Kingston upon Hull	Hull City Council
North West England	North West England	East & West Lancashire	Blackburn with Darwen Council Blackpool Council Burnley Borough Council Chorley Borough Council Fylde Borough Council Hyndburn Borough Council Lancaster City Council Pendle Borough Council Preston City Council Ribble Valley Borough Council Rossendale Borough Council South Ribble Borough Council West Lancashire Borough Council Wyre Council
South West England	South West England	Swindon	Swindon Borough Council
		City of Plymouth and Devon	Devon County Council Plymouth City Council Torbay Council
Cardiff	Wales	North East Wales	Denbighshire County Council Flintshire County Council Wrexham County Borough Council

ANNEX B: SUPPLEMENTAL FACE TO FACE PROCUREMENT PROCESS SQ QUESTIONS AND ASSESSMENT

Section A – organisation and contact details

Note	<p>The tender requirements under this procurement process differ according to whether an Applicant is a New Bidder or a Previous Bidder.</p> <p>If you are a New Bidder (i.e. an Applicant that did not submit a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process, or who did submit a tender but were excluded at Selection Questionnaire stage, or whose Previous SQ Response is no longer valid) must submit a Response to this Selection Questionnaire and one or more Supplemental Face to Face Procurement Process ITTs.</p> <p>If you are a Previous Bidder (i.e. an Applicant that has previously submitted a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process and whose Previous SQ Response remains valid) you must respond to one or more Supplemental Face to Face Procurement Process ITTs and must confirm as part of your ITT Response(s) that your response to the Selection Questionnaire submitted in the Main Procurement Process remains valid.</p>	
No.	Question	Response options and assessment
A.1	Full name of Applicant including trading name(s) that will be used if successful in this procurement process	Free text
A.2	<p>Registered or head office address</p> <p>Where the Applicant does not yet have a registered or head office please enter “N/A”</p>	Free text
A.3	<p>Postcode of registered or head office address</p> <p>Where the Applicant does not yet have a registered or head office please enter “N/A”</p>	Free text

A.4.i	Intended trading status	Options list a) Public limited company b) Limited company c) Limited liability partnership d) Other partnership e) Sole trader f) Third sector g) Other
A.4.ii	If you answered "Other" to question A.4.i, please explain your trading status	Free text
A.4.iii	Will the Applicant be delivering the Contract Work as an Alternative Business Structure?	Options list: i) Yes ii) No
A.4.iv	Date of registration with Companies House or Charities Commission Where the Applicant does not yet have a registered trading status please enter "N/A"	Free text
A.4.v	Company registration number (if applicable) If this does not apply to the Applicant please answer "N/A"	Free text
A.4.vi	Charity registration number (if applicable) If this does not apply to the Applicant please answer "N/A"	Free text
A.4.vii	Registered VAT number If this does not apply to the Applicant please answer "N/A"	Free text

A.5	<p>Where the Applicant is required to provide a Personal Guarantee and Indemnity (e.g. where it is an LLP or limited company), please confirm the names of the individuals required and authorised to sign.</p> <p>An Applicant with limited liability (unless a registered charity) must supply the LAA with a properly completed indemnity when requested.</p> <p>Where the Applicant is not required to provide a Personal Guarantee and Indemnity please answer “N/A”</p>	Free Text
A.6	<p>LAA Account Number for registered or head office</p> <p>LAA Account Numbers are alpha-numeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant’s current LAA Contract Schedule documentation (where applicable).</p> <p>Where the Applicant does not currently have an LAA Account Number for this office please enter “N/A”</p>	Free text
A.7.i	<p>Predecessor bodies – has the Applicant been subject to any change to its status in the three years preceding the date of its Selection Questionnaire Response submission? This may include (but is not limited to) merger, de-merger or change in legal status such as becoming a limited liability partnership.</p>	<p>Options list:</p> <p>i) Yes</p> <p>ii) No</p>
A.7.ii	<p>If you answered “Yes” to question A.7.i, please provide details of all status changes in this time period.</p>	Free text
A.8	<p>Parent companies – please list any organisation which owns more than 50 percent of the voting shares of the Applicant or has an overriding material influence over its operations (the largest individual shareholder</p>	Free text

	<p>or if they are placed in control of the running of the operation by non-operational shareholders). In your response please include:</p> <ul style="list-style-type: none"> - Full name of the parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office VAT number (if applicable) <p>If the Applicant does not have any parent companies please answer "N/A"</p>	
A.9.i	<p>Does the Applicant currently hold the appropriate authorisation to provide Contract Work from one of the Relevant Professional Bodies?</p> <p>Where, in accordance with the Legal Services Act 2007, the Applicant is able to deliver reserved legal services without authorisation from a Relevant Professional Body, please answer "iii) N/A, Applicant is able to deliver reserved legal services without authorisation"</p> <p>Where the Applicant answers "ii) No, not currently authorised" they must obtain authorisation from a Relevant Professional Body by the deadline stipulated in the relevant ITT IFA.</p>	<p>Options list:</p> <ul style="list-style-type: none"> i) Yes, currently authorised (answer questions A.9.ii and A.9.iii) ii) No, not currently authorised (answer question A.10) iii) N/A, Applicant is able to deliver reserved legal services without authorisation (answer question A.10)
A.9.ii	<p>If the Applicant has answered "Yes" to A.9i, which Relevant Professional Body is the Applicant authorised by?</p> <p>Please note: The OISC is recognised by the LAA as a Relevant Professional Body for the Immigration and Asylum Category of Law only. OISC is not recognised as a Relevant Professional Body by the</p>	<p>Options list:</p> <ul style="list-style-type: none"> i) Solicitors Regulation Authority ii) Bar Standards Board iii) CILEx Regulation iv) OISC regulation

	LAA in relation to any other Category. Only Applicants bidding to deliver Immigration and Asylum only, and who are or who intend to be regulated only by OISC and conduct only Contract Work within the scope of OISC’s statutory authority should select “iv) OISC regulation”	
A.9.iii	If the Applicant has answered “Yes” to A.9.i please provide the authorisation number/reference	Free text
A.10	Contact telephone number for the purposes of this procurement process	Free text

Section B – grounds for mandatory exclusion

Where the Applicant answers “Yes” to any question within this section the LAA will exclude it from participating further in this procurement process, unless there are mitigating circumstances which the LAA deems to be satisfactory.

In the event that an Applicant answers “Yes” to any of the following questions, it must provide information in the free text box to the supplementary questions provided, outlining the circumstances including exceptional circumstances that it wishes the LAA to consider in assessing the response. If there is more than one incident, the Applicant must give the information about each incident.

	<p>If the Applicant answers “Yes” to question B.1 on convictions it may still avoid exclusion if it is able to demonstrate mitigating circumstances which the LAA deems to be satisfactory. If the Applicant is in that position please provide details in the free text box to the supplementary question B.1(a) - (e).</p> <p>If the Applicant answers “Yes” to question B.2 on the non-payment of taxes or social security contributions, and has not paid or entered into a binding arrangement to pay the full amount, it may still avoid exclusion if only minor tax or social security contributions are unpaid or if it has not yet had time to fulfil its obligations since learning of the exact amount due. If the Applicant is in that position please provide details in the free text boxes to the supplementary question B.2(a) - (f).</p> <p>Applicants must be explicit and comprehensive in responding to these questions as failure to do may result in the LAA rejecting their Selection Questionnaire Response.</p>	
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B.1	<p>Regulations 57(1) and (2)</p> <p>The detailed grounds for mandatory exclusion of an organisation are set out on the following webpage, which should be referred to before completing these questions: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf</p> <p>Please indicate if, within the past five years the Applicant or any of its Key Personnel have been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage referred to above:</p> <ul style="list-style-type: none"> a) Participation in a criminal organisation; b) Corruption; c) Fraud; d) Terrorist offences or offences linked to terrorist activities; e) Money laundering or terrorist financing; f) Child labour and other forms of trafficking in human beings. 	<p>Yes (Fail, subject to information in B.1(a) – (e))</p> <p>No (Pass)</p>
B.1(a)	If the Applicant has answered “Yes” in relation to Key Personnel, please give the name and position of the person(s) convicted. If the response relates to the Applicant please enter “Relates to Applicant”	Free text
B.1(b)	Please explain which of the grounds listed the conviction was for and the reasons for conviction	Free text
B.1(c)	Please give the date of the conviction	Free text
B.1(d)	If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents	Free text
B.1(e)	Have measures been taken to demonstrate the reliability of the Applicant despite the existence of a relevant ground for exclusion? If so, please give details of the steps taken by the Applicant.	Free text

B.2	<p>Regulation 57(3) Within the past five years has the Applicant or any of its Key Personnel been established by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), to be in breach of obligations related to the payment of tax or social security contributions?</p> <p>Please note that if the Applicant is a new organisation which does not yet have obligations relating to payment of social security and taxes, it should still answer the question above in relation to its Key Personnel.</p>	Yes (Fail, subject to information in B.2(a) – (f)) No (Pass)
	If the Applicant has answered “Yes” to question B.2, it must give details by answering questions B.2(a)– (f) below.	
B.2(a)	Please give the name and position of the person(s) involved. If the response relates to the Applicant please enter “Relates to Applicant”	Free text
B.2(b)	Please explain what the obligations were, which the Applicant or any of its Key Personnel has failed to meet, including the name of the social security contribution or tax, the date(s) it fell due and the date of the binding decision referred to in B.2 above.	Free text
B.2(c)	Please confirm that you have paid the outstanding sum (including the date paid in full) or give the value of unmet obligation(s)	Free text
B.2(d)	If the social security contribution or tax relates to the Applicant please confirm the percentage value of the unmet obligation(s) of the Applicant’s annual turnover. If the social security contribution or tax relates to Key Personnel please enter "N/A".	Free text
B.2(e)	Please give details of any binding agreement to fulfil the obligation(s) with a view to paying, including, where applicable: <ul style="list-style-type: none"> - the date the agreement was made; and - any accrued interest and/or fines; and - the date by which the amount(s) were or will be repaid. 	Free text

	If no agreement is in place, please enter “No agreement”	
B.2(f)	Please attach evidence of the binding agreement reached, where appropriate. Where you do not have evidence of a binding agreement there is no need to attach a document.	Attachment

Section C – grounds for discretionary exclusion

The LAA may exclude Applicants that submit a response designated as ‘discretionary fail’ to any one of the following questions but will consider the exceptional circumstances submitted by Applicants.

In the event that an Applicant submits a response designated as ‘discretionary fail’ to any of the following questions, it must provide information in the free text box to the supplementary questions provided, outlining the circumstances including exceptional circumstances that it wishes the LAA to consider in assessing the response. If there is more than one incident, the Applicant must give the information about each incident.

Applicants must be explicit and comprehensive in responding to these questions as, other than as set out at paragraph 4.10 in the IFA, failure to do may result in the LAA rejecting their Selection Questionnaire Response.

	<p>Regulation 57 (8) The detailed grounds for discretionary exclusion of an organisation are set out on the following webpage, which should be referred to before completing these questions: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf</p> <p>Unless a different time period is specified in any question, please indicate if, within the past three years, anywhere in the world any of the following situations have applied to the Applicant or any of its Key Personnel.</p>	
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C.1	Breach of environmental obligations, breach of social obligations and/or breach of labour law obligations?	Yes (discretionary fail) No (pass)
	Exceptional circumstances – if the Applicant has answered “Yes” to question C.1 it must give details by answering questions C.1(a) - (d) below.	
C.1(a)	Please give details about the nature of the event(s) leading to this violation	Free text
C.1(b)	Please give details about the nature of the violation and any sanction applied	Free text
C.1(c)	Please give the date when the violation occurred	Free text
C.1(d)	Please confirm any steps taken to ensure there is no repeat of the circumstances leading to a violation	Free text
C.2	Is/has the Applicant or any of its Key Personnel (been) bankrupt or the subject of insolvency or winding-up proceedings, where the assets are being administered by a liquidator or by the court, where it is/has been in an arrangement with creditors, where its business activities are/have been suspended or it is/has been in any analogous situation arising from a similar procedure under the laws and regulations of any State? For the avoidance of doubt this includes the imposition of Individual Voluntary Arrangements (IVA) or Company Voluntary Arrangements (CVA).	Yes (discretionary fail) No (pass)
	Exceptional circumstances – if the Applicant has answered “Yes” to question C.2, it must give details by answering questions as appropriate below.	
C.2(a)	Where it relates to the Applicant please enter “Relates to Applicant”. Where this relates to a member of your Key Personnel please give the name and position of the person(s) involved.	Free text
C.2(b)	Is/has the Applicant or any member of its Key Personnel either at this organisation or any previous organisation (been) the subject of an IVA or a CVA as a result of the non-payment of taxes or social security contributions?	Yes (Answer C.2(c) to C.2(h))

		No (Answer C.2(j) to C.2(l))
C.2(c)	Please provide the value of the IVA or CVA when entered into	Free text
C.2(d)	Please provide the date on which the IVA or CVA was entered into	Free text
C.2(e)	<p>Where the IVA or CVA has been subject to any rescheduling of repayments, please provide:</p> <ul style="list-style-type: none"> • details of what changes were agreed, including the date when the rescheduling occurred; and • confirmation of changes to the repayment amount (including the amount the repayments were changed from); and • confirmation of any change to the date of discharge (including the original date of discharge). <p>Where the IVA or CVA has not been subject to any rescheduling of repayments please enter "N/A".</p>	Free text
C.2(f)	When is the IVA or CVA due to be discharged?	Free text
C.2(g)	<p>On what dates do each of the next payments of taxes and social security contributions for which the Applicant or any of its Key Personnel is liable fall due?</p> <p>For the avoidance of doubt this includes, but is not limited to, Income Tax, PAYE, National Insurance contributions, Corporation Tax and VAT.</p>	Free text
C.2(h)	Have all payments of taxes and social security contributions for both the Applicant and each of its Key Personnel following the imposition of the IVA/CVA been met?	Yes No (Answer C.2(i))
C.2(i)	<p>Where the Applicant has answered "No" to C.2.(h), please provide details of:</p> <ul style="list-style-type: none"> - the type liability owing (which tax or social security contribution); and 	Free text

	<ul style="list-style-type: none"> - to whom the liability relates (either Applicant or provide the name and position of the person(s) involved); and - the amount of the outstanding liability; and - the date on which the amount became due; and - whether there is a binding agreement in place to repay the amount. 	
C.2(j)	Please give details of the type of event and the date on it occurred	Free text
C.2(k)	Please give details about the situation, including the amount of money involved and the date when the issue arose	Free text
C.2(l)	Please give details about any measures the Applicant has taken to ensure that the situation is resolved and confirm the current position on repayments including the date by which the amount will be repaid.	Free text
C.3	Issued with a County Court Judgment (“CCJ”) under which liabilities will not be discharged by the Contract Start Date?	Yes (discretionary fail) No (Pass)
	Exceptional circumstances – if the Applicant has answered “Yes” to question C.3, it must give details by answering questions C.3 (a) - (e) below.	
C.3(a)	If the Applicant has answered “Yes” in relation to Key Personnel, please give the name and position of the person(s) involved. If the response relates to the Applicant please enter “Relates to Applicant”	Free text
C.3(b)	Please give the date(s) when the incident(s) occurred leading to the CCJ(s), and the date when the CCJ(s) was/were issued	Free text
C.3(c)	Please give details of the situation, including the amount owed, resulting in the CCJ(s) being issued	Free text
C.3(d)	Please give details of any written plan in place to discharge these liabilities including the date by which the amount(s) will be repaid	Free text

C.3(e)	Please give details about any measures the Applicant has taken to ensure that similar situations will not arise in the future	Free text
C.4	Guilty of professional misconduct or has been referred to a disciplinary body following allegations of grave professional misconduct, or has been disqualified as charity trustee?	Yes (discretionary fail) No (pass)
	Exceptional circumstances – if the Applicant has answered “Yes” to question C.4, it must give details by answering questions C.4 (a) - (e) below.	Free text
C.4(a)	If the Applicant has answered “Yes” in relation to Key Personnel, please give the name and position of the person(s) involved. If the response relates to the Applicant please enter “Relates to Applicant”	Free text
C.4(b)	Please give the date when the event(s) occurred	Free text
C.4(c)	Please confirm the nature of the event(s) leading to the finding or allegations of grave professional misconduct or disqualification	Free text
C.4(d)	Please give: <ul style="list-style-type: none"> the date that the finding of grave professional misconduct/disqualification was made. If no finding has been made to date, please give the date of any disciplinary body hearing date if known; detail of any sanction applied; and which body made the finding of guilt / is investigating the allegations 	Free text
C.4(e)	Please give details about any measures the Applicant has taken to ensure that there is no repeat of the circumstances leading to the finding or allegations of grave professional misconduct or disqualification.	Free text
C.5	Entered into agreements with other economic operators aimed at distorting competition?	Yes (discretionary fail) No (pass)

	Exceptional circumstances – if the Applicant has answered “Yes” to question C.5, it must give details by answering questions C.5 (a) - (d) below.	
C.5(a)	If the Applicant has answered “Yes” in relation to Key Personnel, please give the name and position of the person(s) involved. If the response relates to the Applicant please enter “Relates to Applicant”	Free text
C.5(b)	Please give the date when the event(s) occurred	Free text
C.5(c)	Please confirm the nature of the event(s) leading to an agreement with other market operators aimed at distorting competition	Free text
C.5(d)	Please give details about any measures the Applicant has taken to ensure that there is no repeat of the circumstances leading to the distortion of competition.	Free text
C.6	Aware of any conflict of interest within the meaning of regulation 24 of the Public Contracts Regulations 2015 due to the participation in the procurement procedure or been involved in the preparation of the procurement procedure?	Yes (discretionary fail) No (pass)
	Exceptional circumstances – if the Applicant has answered “Yes” to question C.6, it must give details by answering question C.6(a) below.	Free text
C.6(a)	Please describe the nature of the conflict, including how this might be perceived to compromise the Applicant’s impartiality and independence in the context of the procurement procedure.	Free text
C.7	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract (other than with the LAA), a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? The Applicant must also answer “Yes” to this question if any of its Key Personnel worked as Key Personnel at another organisation that has had a contract terminated (other than by the LAA) within the last three years.	Yes (discretionary fail) No (pass)
	Exceptional circumstances – if the Applicant has answered “Yes” to question C.7, it must give details by answering questions C.7(a) - (h) below.	

C.7(a)	Please give the name of the organisation with whom this contract was held	Free text
C.7(b)	Please give the date on which this contract commenced	Free text
C.7(c)	Please give the value of the contract and the time period for which the full contract was due to run	Free text
C.7(d)	Please confirm the nature of the sanction that was applied	Free text
C.7(e)	Please give the date when the early termination/damages/comparable sanction took effect	Free text
C.7(f)	If the Applicant has answered “Yes” in relation to Key Personnel working at a previous organisation please confirm the name of the member of Key Personnel and the organisation to which the termination relates. If the termination relates to the Applicant please answer "Relates to Applicant"	Free text
C.7(g)	Please confirm the reason for the early termination/damages/comparable sanction	Free text
C.7(h)	Please confirm any steps taken to ensure there is no repeat of the circumstances leading to the early termination/damages/comparable sanction	Free text
C.8	<p>Had any contract with the LAA or its predecessor body terminated in whole or in part within the last five years (not restricted to civil contracts), or is it currently in receipt of a notice to terminate?</p> <p>The Applicant must also answer “Yes” to this question if any of its Key Personnel worked as Key Personnel at another organisation who has had a contract with the LAA or its predecessor body terminated in whole or in part within the last five years, or is currently in receipt of a notice to terminate.</p> <p>For the avoidance of doubt, do not answer “Yes” if the termination was by the LAA in accordance with its “no fault” termination rights.</p>	<p>Yes (discretionary fail)</p> <p>No (Pass)</p>
	Exceptional circumstances – if the Applicant has answered “Yes” to question C.8, it must give details by answering questions C.8(a) - (f) below.	

C.8(a)	Please indicate whether the Applicant's termination or notice to terminate relates to the whole contract or a particular Category of Law. If the termination relates to a particular Category of Law, please state which.	Free text
C.8(b)	Please give the date when the termination took effect/notice to terminate was received	Free text
C.8(c)	If the Applicant has answered "Yes" in relation to Key Personnel working at a previous organisation please confirm the name of the member of Key Personnel and the organisation to which the termination/notice to terminate relates. If the termination/notice to terminate relates to the Applicant please answer "Relates to Applicant"	Free text
C.8(d)	Please confirm the reason for the termination/notice to terminate	Free text
C.8(e)	If the Applicant has received a notice to terminate, please tell us what has happened since the notice was received, and what stage the Applicant is at in any appeal process. If the appeal process has concluded, or the Applicant chose not to appeal, please confirm the outcome of the appeal or that the Applicant chose not to appeal, as appropriate.	Free text
C.8(f)	Please confirm any steps taken to ensure there is no repeat of the circumstances leading to the notice to terminate or termination	Free text
C.9	Received either: a) two consecutive Peer Review ratings of 4; or b) a Peer Review rating of 5, in any Civil Category of Law following the outcome of any appeal in the last 5 years? The Applicant must also answer "Yes" to this question if any of its Key Personnel received two consecutive Peer Review ratings of 4 or a Peer Review rating of 5 whilst working as Key Personnel at another organisation in the last 5 years.	Yes (discretionary fail) No (Pass)

	Exceptional circumstances – if the Applicant has answered “Yes” to question C.9, you must give details by answering questions C.9(a) - (d) below.	
C.9(a)	Please confirm the Category(ies) of Law in which the Peer Review rating(s) have been received	Free text
C.9(b)	Please confirm the Peer Review rating(s) received	Free text
C.9(c)	Please give the dates when you were notified of the relevant Peer Review rating(s)	Free text
C.9(d)	Please confirm any steps taken to ensure there is no repeat of the circumstances leading to the Peer Review rating(s)	Free text
C.10	<p>Has anyone in your organisation received notification from the LAA that they may not conduct publicly funded work under any LAA Contract?</p> <p>Any individual who has received notification from the LAA that they may not conduct publicly funded work under an LAA contract may not conduct publicly funded work under a 2018 Contract.</p> <p>Where the Applicant answers “Yes” and responds to the questions below, the LAA will, in addition, contact the Applicant to obtain further information regarding the exclusion.</p>	<p>Yes (discretionary fail)</p> <p>No (pass)</p>
	Exceptional circumstances – if the Applicant has answered “Yes” to question C.10, you must give details by answering questions C.10(a) - (e) below.	
C.10(a)	Please provide the full name(s) of the individual(s) who have been notified that they may not conduct publicly funded work under an LAA contract?	Free text
C.10(b)	Was/were the individual(s) a member of Key Personnel at the time they received notification?	<p>Option:</p> <p>Yes</p> <p>No</p>

C.10(c)	Please confirm the status of the individual(s) who has/have been notified that they may not conduct publicly funded work under an LAA contract within the Applicant	Free text
C.10(d)	Please provide the date on which the individual(s) was/were notified	Free text
C.10(e)	Please provide details of the events which led to the individual(s) being excluded from conducting publicly funded work under an LAA contract.	Free text
	Please answer the following statements:	
C.11	The Applicant — (i) is/has been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria; or (ii) has withheld such information or is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015	Yes (discretionary fail) No (pass)
	Exceptional circumstances – if the Applicant has answered “Yes” to question C.11, it must give details by answering questions C.11(a) - (e) below.	
C.11(a)	Please give the name of the contracting authority from whom your organisation withheld/misrepresented information	Free text
C.11(b)	Please confirm the nature of the affected contract(s)	Free text
C.11(c)	Please give the date when the event(s) occurred	Free text
C.11(d)	Please confirm the action taken by the contracting authority as a result of the Applicant withholding/misrepresenting information	Free text

C.11(e)	Please confirm any steps taken to ensure there is no repeat of the circumstances leading to the Applicant misrepresenting/withholding information	Free text
C.12	The Applicant or any of its Key Personnel has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.	Yes (discretionary fail) No (pass)
	Exceptional circumstances – if the Applicant has answered “Yes” to question C.12, it must give details by answering questions C.12(a) - (e) below.	
C.12(a)	Please give the name of the contracting authority(ies) affected	Free text
C.12(b)	Please confirm the nature of the affected contract(s)	Free text
C.12(c)	Please give the date when the event(s) occurred	Free text
C.12(d)	Please confirm the action taken by the contracting authority as a result of the Applicant’s action	Free text
C.12(e)	Please confirm any steps taken to ensure there is no repeat of the circumstances leading to undue influence/undue advantage/negligently or materially influencing procurements and/or contracting authorities	Free text
C.13	Have any of the Applicant’s Key Personnel (irrespective of which organisation they were working for) received any conditions on their practising certificates imposed by a regulatory body, Relevant Professional Body or Complaints Body within the last three years?	Yes (discretionary fail) No (Pass)
	Exceptional circumstances – if the Applicant has answered “yes” to question C.13, it must give details by answering questions C.13(a) – (e) below.	
C.13(a)	If the Applicant has answered “Yes” in relation to Key Personnel, please give the name and position of the person(s) involved.	Free text

C.13(b)	Please give details about the nature of the event(s) leading to the imposition of the condition(s), including the date when the event(s) occurred	Free text
C.13(c)	Please give details of the condition(s) that were imposed, including the date they were imposed	Free text
C.13(d)	Please give details of the nature of any current condition(s) on practising certificates	Free text
C.13(e)	Please confirm any steps taken to ensure there is no repeat of the circumstances leading to the imposition of condition(s)	Free text
C.14	Is the Applicant a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	Yes (Answer C.14(a)) No (Pass)
C.14(a)	If you have answered yes to question C.14 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?	Yes (pass) (Answer C.14(b)) No (discretionary fail)
C.14(b)	Please provide the relevant url to view the statement	Free text
	Exceptional circumstances – if the Applicant has answered “No” to question C.14(a), it must give details by answering question C.14(c) below.	
C.14(c)	Please provide all relevant information for the LAA to consider your exceptional circumstances including why you are currently not compliant and what steps are being taken to become compliant with the Act. Please provide timescales for activity to be completed.	Free text

Section D – Declaration

I give my undertaking that I am either

- the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where the Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
- the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where Applicant is or intends to be authorised by the Bar Standards Board (BSB); or
- the Compliance Manager (CM) or the individual intending to be the CM where Applicant is or intends to be authorised by CILEx Regulation (CILEx); or
- where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, a member of Key Personnel who either (i) has decision and / or veto rights over decisions relating to the running of the Applicant; or (ii) has the right to exercise, or actually exercises, significant influence or control over the Applicant;

and so authorised to make this submission on behalf of the Applicant and confirm that the answers submitted in this Selection Questionnaire Response are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered a Face to Face Contract. I understand that the LAA may conduct verification checks and may reject this Selection Questionnaire Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way.

	Question	Response Type
D.1	Name of the individual making declaration on behalf of the Applicant	Free text
D.2	Status within the Applicant organisation	Option List: i) COLP or intended COLP ii) HOLP or intended HOLP iii) CM or intended CM iv) Key Personnel

ANNEX C: SUPPLEMENTAL FACE TO FACE PROCUREMENT PROCESS ITT QUESTIONS AND ASSESSMENT

ITT Questions and Assessment – Family ITT

Section N- New Bidders and Previous Bidders

No.	Question	Response options
Note	<p>The tender requirements under this procurement process differ according to whether an Applicant is a New Bidder or a Previous Bidder.</p> <p>If you are a New Bidder (i.e. an Applicant that did not submit a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process, or who did submit a tender but were excluded at Selection Questionnaire stage, or whose Previous SQ Response is no longer valid) must submit a Response to this Selection Questionnaire and one or more Supplemental Face to Face Procurement Process ITTs.</p> <p>If you are a Previous Bidder (i.e. an Applicant that has previously submitted a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process and whose Previous SQ Response remains valid) you must respond to one or more Supplemental Face to Face Procurement Process ITTs and must confirm as part of your ITT Response(s) that your response to the Selection Questionnaire submitted in the Main Procurement Process remains valid.</p>	
N.1.	<p>Are you a New Bidder or a Previous Bidder?</p> <p>An Applicant that answers this question as a New Bidder must complete and submit a SQ Response in addition at least one ITT Response.</p>	<p>Options:</p> <p>i) New Bidder (complete and submit a SQ Response in addition to at least one ITT Response)</p> <p>ii) Previous Bidder (answer N2)</p>
N.2	<p>Has there been any change to the Applicant's circumstances that affects the answers provided in its Selection Questionnaire Response submitted as part of the Main Procurement Process? ("Previous SQ Response")</p>	<p>Options:</p>

	<p>In the event that there have been changes to the Applicant's circumstances that would affect the answers provided in its Previous SQ Response such that those answers would no longer be correct, the Applicant must not answer "No – no change". Rather, it must respond to this procurement opportunity as a New Bidder by completing and submitting a new SQ Response.</p>	<p>No – no change (the LAA will rely on the Applicant's Previous SQ Response)</p> <p>Yes – have been changes (the Applicant must complete and submit new SQ Response as part of this Supplemental Face to Face Procurement Process)</p>
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Section A – Bid details

	Question	Response Type
A.1.i	Please confirm the Procurement Area in which Office 1 is (or will be) based	Options List
Note	Where the Applicant indicates that it is tendering to deliver Contract Work from multiple Offices, it will then be required to enter the relevant details as applicable for a second Office. It will then be asked to indicate whether it wishes to deliver work from another Office and give the details, and so on for up to 5 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 5 Offices, it must contact the LAA in accordance with paragraph 5.8 of the IFA.	
A.1.ii	Is the Applicant intending to deliver Family Contract Work from another Office?	Yes No
A.1.iii	If the Applicant knows the address for Office 1 please enter the Office address (excluding postcode). Where you do not yet know the address for this Office please enter 'N/A'.	Free text
A.1.iv	If the Applicant knows the postcode for Office 1 please enter the Office postcode.	Free text

	Where you do not yet know the postcode for this Office please enter 'N/A'.	
A.1.v	<p>If the Applicant currently delivers legal aid contract work from Office 1 please enter the LAA Account Number for this Office.</p> <p>LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation.</p> <p>Where you do not currently have LAA Account Number for this Office please enter 'N/A'.</p>	Free text
A.2.i	Please confirm the Lot the Applicant wishes to deliver from this Office	Options List Licensed Work Only Lot 1 - 20 Matter Starts Lot 2 - 100 Matter Starts Lot 3 - 250 Matter Starts Above Lot 3 (Answer A.3.i to A.3.v as applicable)
Note	INDIVIDUAL BIDS FOR ABOVE LOT 3 The following questions must be answered as applicable only for Applicants' Individual Bids for above Lot 3.	
A.3.i	Please confirm the number of Family Matter Starts you are tendering to deliver from this Office	Numeric

A.3.ii	<p>Between 1 April 2017 - 31 March 2018, from the Office associated with this Individual Bid did you start at least the number of Family Matter Starts bid for in answer to question A.3.i?</p> <p>In answering this question an Applicant may only include Matter Starts under a current face to face legal aid standard civil contract. Applicants may not rely on Matter Starts started under other funding to evidence delivering an equivalent number of Matter Starts.</p> <p>Please note; where an Applicant answers 'Yes' to question A.3.ii, the LAA will check its own records to confirm whether the number of Family Matter Starts delivered from this Office under your standard civil contract between 1 April 2017 and 31 March 2018 is the same or greater than the number of Matter Starts bid for in response to Question A.3.i.</p> <p>Please note; where an Applicant answers 'No' to question A.3.ii, it must complete a Delivery Plan by answering questions A.3.iii – A.3.v.</p>	<p>Yes</p> <p>No (Answer questions A.3.iii – A.3.v)</p>
Note	DELIVERY PLAN	
A.3.iii	<p>Please provide details of how you intend to build your capacity and caseload in order to deliver the full volume of cases bid for, including:</p> <ul style="list-style-type: none"> - How you will set and assess the key milestones (with dates) which will need to be met to ensure the delivery of the full volume of Matter Starts bid for; and - Any recruitment required to deliver the volume of Matter Starts bid for (including the position recruits will hold in respect of this Face to Face Contract (e.g. Supervisor or caseworker), key qualifications and experience required, milestones and dates for the employment and training of those staff) 	Free text
A.3.iv	<p>Please confirm how clients will access your services.</p> <p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and 	Free text

	<p>- Any other methods by which clients will be able to access your services.</p> <p>Where these sign posting and referral arrangements are not currently in place, please include detail of how you will establish them (including milestones and dates)</p>	
A.3.v	<p>Please describe the arrangements in place for supervision, specifically to address:</p> <ul style="list-style-type: none"> - The increased volume of cases being conducted; and - How specific tasks will be allocated and supervised where more than one caseworker will be conducting work on a client's case; and - How the short-term absence of caseworkers and Supervisors will be managed; and - A summary of the contingency or succession plans for long-term absence or resignations 	Free text

Section B – Warranties and Declaration

By completing and submitting this ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a Face to Face Contract and confirms it will evidence that it meets these requirements at least two weeks before the Contract Start Date:

- Will be authorised by a Relevant Professional Body. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the Face to Face Contract must have all necessary licences and authorisations to conduct Contract Work by the Contract Start Date; and
- Will hold a relevant Quality Standard; and
- Will employ at least one Full Time Equivalent (FTE) Supervisor who meets the Family Supervisor Standard and who will actively supervise the Family Contract Work tendered for; and

- Will meet the one FTE Supervisor: four FTE caseworkers ratio at each Office from which it is tendering to deliver Family Contract Work; and
- Each Office will be a Permanent Presence in the Procurement Area in which it is tendering to deliver Family Contract Work; and
- Where tendering for Lot 3 or above Lot 3, will employ at least one Part Time Equivalent individual who is based and regularly working at the Office related to the Individual Bid and who is:
 - a member of the Law Society's Children Law Accreditation Scheme; or
 - a member of the Law Society's Family Law Advanced Accreditation Scheme (having passed the "violence in the home" module or previously held adult party representative status on the Children Law Accreditation Scheme); or
 - a Resolution Accredited Specialist in Domestic Abuse.

By completing and submitting this ITT Response I give my undertaking that I am either:

- the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where the Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
- the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where the Applicant is or intends to be authorised by the Bar Standards Board (BSB); or
- the Compliance Manager (CM) or the individual intending to be the CM where the Applicant is or intends to be authorised by CILEx Regulation (CILEx); or
- where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, a member of Key Personnel who either (i) has decision and / or veto rights over decisions relating to the running of the Applicant; or (ii) has the right to exercise, or actually exercises, significant influence or control over the Applicant;

and am authorised to make this submission on behalf of the Applicant and confirm that the answers submitted in this ITT Response are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered a Face to Face Contract for Contract Work in the Family Category of Law. I understand that the LAA may conduct verification checks and may reject this ITT Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will verify my Tender and I will be required to evidence the information and warranties in the Applicant's Tender, including in this ITT Response, at least two weeks before the Contract Start Date.

	Question	Response Type
B.1	Name of the individual making declaration on behalf of the Applicant	Free text
B.2	Status within the Applicant organisation	Option List: i) COLP or intended COLP ii) HOLP or intended HOLP iii) CM or intended CM iv) Key Personnel

ITT Questions and Assessment – Housing and Debt ITT

Section N- New Bidders and Previous Bidders

No.	Question	Response options
Note	<p>The tender requirements under this procurement process differ according to whether an Applicant is a New Bidder or a Previous Bidder.</p> <p>If you are a New Bidder (i.e. an Applicant that did not submit a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process, or who did submit a tender but were excluded at Selection Questionnaire stage, or whose Previous SQ Response is no longer valid) must submit a Response to this Selection Questionnaire and one or more Supplemental Face to Face Procurement Process ITTs.</p> <p>If you are a Previous Bidder (i.e. an Applicant that has previously submitted a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process and whose Previous SQ Response remains valid) you must respond to one or more Supplemental Face to Face Procurement Process ITTs and must confirm as part of your ITT Response(s) that your response to the Selection Questionnaire submitted in the Main Procurement Process remains valid</p>	
N.1.	<p>Are you a New Bidder or a Previous Bidder?</p> <p>An Applicant that answers this question as a New Bidder must complete and submit a SQ Response in addition at least one ITT Response.</p>	<p>Options:</p> <p>i) New Bidder (complete and submit a SQ Response in addition to at least one ITT Response)</p> <p>ii) Previous Bidder (answer N2)</p>
N.2	<p>Has there been any change to the Applicant’s circumstances that affects the answers provided in its Selection Questionnaire Response submitted as part of the Main Procurement Process? (“Previous SQ Response”)</p>	<p>Options:</p> <p>No – no change (the LAA will rely on the Applicant’s Previous SQ Response)</p>

	<p>In the event that there have been changes to the Applicant's circumstances that would affect the answers provided in its Previous SQ Response such that those answers would no longer be correct, the Applicant must not answer "No – no change". Rather, it must respond to this procurement opportunity as a New Bidder by completing and submitting a new SQ Response.</p>	<p>Yes – have been changes (the Applicant must complete and submit new SQ Response as part of this Supplemental Face to Face Procurement Process)</p>
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Section A – Bid details

	Question	Response Type
A.1.i	Please confirm the Procurement Area in which Office 1 is (or will be) based	Options List
Note	<p>Where the Applicant indicates that it is tendering to deliver Contract Work from multiple Offices, it will then be required to enter the relevant details as applicable for a second Office. It will then be asked to indicate whether it wishes to deliver work from another Office and give the details, and so on for up to 5 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 5 Offices, it must contact the LAA in accordance with paragraph 5.8 of the IFA.</p>	
A.1.ii	Is the Applicant intending to deliver Housing and Debt Contract Work from another Office?	<p>Yes</p> <p>No</p>
A.1.iii	<p>If the Applicant knows the address for Office 1 please enter the Office address (excluding postcode).</p> <p>Where you do not yet know the address for this Office please enter 'N/A'.</p>	Free text
A.1.iv	<p>If the Applicant knows the postcode for Office 1 please enter the Office postcode.</p> <p>Where you do not yet know the postcode for this Office please enter 'N/A'.</p>	Free text

A.1.v	<p>If the Applicant currently delivers legal aid contract work from Office 1 please enter the LAA Account Number for this Office.</p> <p>LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation.</p> <p>Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.</p>	Free text
A.2.i	Please confirm the Lot corresponding to the volume of Housing Matter Starts the Applicant wishes to deliver from this Office	<p>Options List</p> <p>Lot 1 – 100 Matter Starts (Answer A.2.ii as applicable)</p> <p>Lot 2 – 250 Matter Starts (Answer A.2.ii)</p> <p>Above Lot 2 (Answer A.2.ii, and A.3.i - A.3.v as applicable)</p>
Note	<p>INDIVIDUAL BIDS FOR ABOVE LOT 2</p> <p>The following questions must be answered as applicable only for Applicants' Individual Bids for above Lot 2.</p>	
A.3.i	Please confirm the number of Housing Matter Starts you are tendering to deliver from this Office	Numeric

A.3.ii	<p>Between 1 April 2017 - 31 March 2018, from the Office associated with this Individual Bid did you start at least the number of Housing Matter Starts bid for in answer to question A.3.i?</p> <p>In answering this question an Applicant may only include Matter Starts under a current face to face legal aid standard civil contract. Applicants may not rely on Matter Starts started under other funding to evidence delivering an equivalent number of Matter Starts.</p> <p>Please note; where an Applicant answers 'Yes' to question A.3.ii, the LAA will check its own records to confirm whether the number of Housing Matter Starts delivered from this Office under your standard civil contract between 1 April 2017 and 31 March 2018 is the same or greater than the number of Matter Starts bid for in response to Question A.3.i.</p> <p>Please note; where an Applicant answers 'No' to question A.3.ii, it must complete a Delivery Plan by answering questions A.3.iii – A.3.v</p>	<p>Yes</p> <p>No (Answer questions A.3.iii – A.3.v)</p>
Note	DELIVERY PLAN	
A.3.iii	<p>Please provide details of how you intend to build your capacity and caseload in order to deliver the full volume of cases bid for, including:</p> <ul style="list-style-type: none"> - How you will set and assess the key milestones (with dates) which will need to be met to ensure the delivery of the full volume of Matter Starts bid for; and - Any recruitment required to deliver the volume of Matter Starts bid for (including the position recruits will hold in respect of this Face to Face Contract (e.g. Supervisor or caseworker), key qualifications and experience required, milestones and dates for the employment and training of those staff) 	Free text

A.3.iv	<p>Please confirm how clients will access your services.</p> <p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services <p>Where these signposting and referral arrangements are not currently in place, please include detail of how you will establish them (including milestones and dates)</p>	Free text
A.3.v	<p>Please describe the arrangements in place for supervision, specifically to address:</p> <ul style="list-style-type: none"> - The increased volume of cases being conducted; and - How specific tasks will be allocated and supervised where more than one caseworker will be conducting work on a client's case; and - How the short-term absence of caseworkers and Supervisors will be managed; and - A summary of the contingency or succession plans for long-term absence or resignations 	Free text

Section B – Warranties and Declaration

By completing and submitting this ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a Face to Face Contract and confirms it will evidence that it meets these requirements at least two weeks before the Contract Start Date:

- Will be authorised by a Relevant Professional Body. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the Face to Face Contract must have all necessary licences and authorisations to conduct Contract Work by the Contract Start Date; and
- Will hold a relevant Quality Standard; and
- Will employ at least one Full Time Equivalent (FTE) Supervisor who meets the Housing and Debt Supervisor Standard and who will actively supervise the Housing and Debt Contract Work tendered for; and
- Will meet the one FTE Supervisor: four FTE caseworkers ratio at each Office from which it is tendering to deliver Housing and Debt Contract Work; and
- Each Office will be a Permanent Presence in the Procurement Area in which it is tendering to deliver Housing and Debt Contract Work; and
- Will employ at least one PTE Authorised Litigator with experience of delivering Housing and Debt cases, who will be available to each of its Offices to deliver Licensed Work; and
- Where tendering for Lot 2 or above Lot 2 in the Housing Category, will employ a PTE Authorised Litigator with experience of delivering Housing and Debt cases who is based and regularly working at the Office related to the Individual Bid for at least 17.5 hours each week.

By completing and submitting this ITT Response I give my undertaking that I am either:

- the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where the Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
- the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where Applicant is or intends to be authorised by the Bar Standards Board (BSB); or
- the Compliance Manager (CM) or the individual intending to be the CM where Applicant is or intends to be authorised by CILEx Regulation (CILEx); or

- where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, a member of Key Personnel who either (i) has decision and / or veto rights over decisions relating to the running of the Applicant; or (ii) has the right to exercise, or actually exercises, significant influence or control over the Applicant;

and am authorised to make this submission on behalf of the Applicant and confirm that the answers submitted in this ITT Response are correct. I understand that the information will be used in the process to assess the Applicant’s suitability to be offered a Face to Face Contract for Contract Work in the Housing and Debt Categories of Law. I understand that the LAA may conduct verification checks and may reject this ITT Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will verify my Tender and I will be required to evidence the information and warranties in the Applicant’s Tender, including in this ITT Response, at least two weeks before the Contract Start Date.

B.1	Name of the individual making declaration on behalf of the Applicant	Free text
B.2	Status within the Applicant organisation	Option List: i) COLP or intended COLP ii) HOLP or intended HOLP iii) CM or intended CM iv) Key Personnel

ITT Questions and Assessment – Immigration and Asylum ITT

Section N- New Bidders and Previous Bidders

No.	Question	Response options
Note	<p>The tender requirements under this procurement process differ according to whether an Applicant is a New Bidder or a Previous Bidder.</p> <p>If you are a New Bidder (i.e. an Applicant that did not submit a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process, or who did submit a tender but were excluded at Selection Questionnaire stage, or whose Previous SQ Response is no longer valid) must submit a Response to this Selection Questionnaire and one or more Supplemental Face to Face Procurement Process ITTs.</p> <p>If you are a Previous Bidder (i.e. an Applicant that has previously submitted a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process and whose Previous SQ Response remains valid) you must respond to one or more Supplemental Face to Face Procurement Process ITTs and must confirm as part of your ITT Response(s) that your response to the Selection Questionnaire submitted in the Main Procurement Process remains valid</p>	
N.1.	<p>Are you a New Bidder or a Previous Bidder?</p> <p>An Applicant that answers this question as a New Bidder must complete and submit a SQ Response in addition at least one ITT Response.</p>	<p>Options:</p> <p>i) New Bidder (complete and submit a SQ Response in addition to at least one ITT Response)</p> <p>ii) Previous Bidder (answer N2)</p>
N.2	<p>Has there been any change to the Applicant’s circumstances that affects the answers provided in its Selection Questionnaire Response submitted as part of the Main Procurement Process? (“Previous SQ Response”)</p>	<p>Options:</p>

	<p>In the event that there have been changes to the Applicant's circumstances that would affect the answers provided in its Previous SQ Response such that those answers would no longer be correct, the Applicant must not answer "No – no change". Rather, it must respond to this procurement opportunity as a New Bidder by completing and submitting a new SQ Response.</p>	<p>No – no change (the LAA will rely on the Applicant's Previous SQ Response)</p> <p>Yes – have been changes (the Applicant must complete and submit new SQ Response as part of this Supplemental Face to Face Procurement Process)</p>
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Section A – Bid details

	Question	Response Type
A.1.i	Please confirm the Access Point in which Office 1 is (or will be) based	Options list
Note	<p>Where the Applicant indicates that it is tendering to deliver Contract Work from multiple Offices, it will then be required to enter the relevant details as applicable for a second Office. It will then be asked to indicate whether it wishes to deliver work from another Office and give the details, and so on for up to 5 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 5 Offices, it must contact the LAA in accordance with paragraph 5.8 of the IFA.</p>	
A.1.ii	Is the Applicant intending to deliver Immigration and Asylum Contract Work from another Office?	<p>Yes</p> <p>No</p>
A.1.iii	<p>If the Applicant knows the address for Office 1 please enter the Office address (excluding postcode).</p> <p>Where you do not yet know the address for this Office please enter 'N/A'.</p>	Free text
A.1.iv	If the Applicant knows the postcode for Office 1 please enter the Office postcode.	Free text

	Where you do not yet know the postcode for this Office please enter 'N/A'.	
A.1.v	<p>If the Applicant currently delivers legal aid contract work from Office 1 please enter the LAA Account Number for this Office.</p> <p>LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation.</p> <p>Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.</p>	Free text
A.2.i	Please confirm the Lot the Applicant wishes to deliver from this Office	Options List Lot 1 – 150 Matter Starts Lot 2 - 300 Matter Starts Above Lot 2 (Answer A.3.i – A.3.v as applicable)
Note	INDIVIDUAL BIDS FOR ABOVE LOT 2 The following questions must be answered as applicable only for Applicants' Individual Bids for above Lot 2.	
A.3.i	Please confirm the number of Immigration and Asylum Matter Starts you are tendering to deliver from this Office	Numeric
A.3.ii	<p>Between 1 April 2017 - 31 March 2018, from the Office associated with this Individual Bid did you start at least the number of Immigration and Asylum Matter Starts bid for in answer to question A.3.i?</p> <p>In answering this question an Applicant may only include Matter Starts under a current face to face legal aid standard civil contract. Applicants may not rely on matters started under other funding to evidence delivering an equivalent number of Matter Starts.</p>	Yes No (Answer questions A.3.iii – A.3.v)

	<p>Please note; where an Applicant answers 'Yes' to question A.3.ii, the LAA will check its own records to confirm whether the number of Immigration and Asylum Matter Starts delivered from this Office under your standard civil contract between 1 April 2017 and 31 March 2018 is the same or greater than the number of Matter Starts bid for in response to Question A.3.i.</p> <p>Please note; where an Applicant answers 'No' to question A.3.ii, the Applicant must complete a Delivery Plan by answering questions A.3.iii – A.3.v.</p>	
Note	DELIVERY PLAN	
A.3.iii	<p>Please provide details of how you intend to build your capacity and caseload in order to deliver the full volume of cases bid for, including:</p> <ul style="list-style-type: none"> - How you will set and assess the key milestones (with dates) which will need to be met to ensure the delivery of the full volume of Matter Starts bid for; and - Any recruitment required to deliver the volume of Matter Starts bid for (including the position recruits will hold in respect of this Face to Face Contract (e.g. Supervisor or caseworker), key qualifications and experience required, milestones and dates for the employment and training of those staff) 	Free text
A.3.iv	<p>Please confirm how clients will access your services.</p> <p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services <p>Where these signposting and referral arrangements are not currently in place, please include detail of how you will establish them (including milestones and dates).</p>	Free text
A.3.v	Please describe the arrangements in place for supervision, specifically to address:	Free text

	<ul style="list-style-type: none"> - The increased volume of cases being conducted; and - How specific tasks will be allocated and supervised where more than one caseworker will be conducting work on a client's case; and - How the short-term absence of caseworkers and Supervisors will be managed; and - A summary of the contingency or succession plans for long-term absence or resignations 	
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Section B – Warranties and Declaration

By completing and submitting this ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a Face to Face Contract and confirms it will evidence that it meets these requirements at least two weeks before the Contract Start Date:

- Will be authorised by a Relevant Professional Body. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the Face to Face Contract must have all necessary licences and authorisations to conduct Contract Work by the Contract Start Date; and
- Will hold a relevant Quality Standard; and
- Will employ at least one Full Time Equivalent (FTE) Supervisor who meets the Immigration and Asylum Supervisor Standard and who will actively supervise the Immigration and Asylum Contract Work tendered for; and
- Will meet the one FTE Supervisor: four FTE caseworkers ratio at each Office from which it is tendering to deliver Immigration and Asylum Contract Work; and
- For each Procurement Area in which it tenders, will have an Office in an Access Point which is a Permanent Presence; and
- Will be able and willing to conduct the full range of Controlled Work; and

- All caseworkers delivering the Immigration and Asylum Contract Work will be accredited by the Law Society's Immigration and Asylum Accreditation Scheme (IAAS); and
- Each Office from which it is tendering to deliver Immigration and Asylum Contract Work will have at least one FTE IAAS Senior Caseworker employed for every two employed IAAS Trainee Caseworker Assistant/Casework Assistant FTE caseworkers; and
- Where tendering for Lot 2 or above Lot 2, will be able and willing to undertake the full range of Controlled Work and Licensed Work in the Immigration and Asylum Category of Law.

By completing and submitting this ITT Response I give my undertaking that I am either:

- the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where the Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
- the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where the Applicant is or intends to be authorised by the Bar Standards Board (BSB); or
- the Compliance Manager (CM) or the individual intending to be the CM where the Applicant is or intends to be authorised by CILEx Regulation (CILEx); or
- where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, a member of Key Personnel who either (i) has decision and / or veto rights over decisions relating to the running of the Applicant; or (ii) has the right to exercise, or actually exercises, significant influence or control over the Applicant;

and am authorised to make this submission on behalf of the Applicant and confirm that the answers submitted in this ITT Response are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered a Face to Face Contract for Contract Work in the Immigration and Asylum Category of Law. I understand that the LAA may conduct verification checks and may reject this ITT Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will verify my Tender and I will be required to evidence the information and warranties in the Applicant's Tender, including in this ITT Response, at least two weeks before the Contract Start Date.

	Question	Response Type
B.1	Name of the individual making declaration on behalf of the Applicant	Free text
B.2	Status within the Applicant organisation	Option List: i) COLP or intended COLP ii) HOLP or intended HOLP iii) CM or intended CM iv) Key Personnel

ANNEX D: INFORMATION THE LAA WILL REQUEST TO VERIFY APPLICANTS' SUCCESSFUL TENDERS

Applicants should note that in all Categories, the LAA may seek evidence of employment where the same individual is named by different Applicants. This is to determine that the conditions of tender and the Contract are met. For example, if two Applicants were reliant on the same FTE Supervisor to meet the Tender requirements the LAA may seek evidence of the basis upon which each individual organisation employs this individual. The LAA reserves the right to request this evidence during verification and after the Contract Start Date.

Family Category verification

An Applicant which is notified of the LAA's intention to award them a Face to Face Contract to conduct Contract Work in the Family Category of Law must be able to demonstrate it meets the following minimum Face to Face Contract requirements two weeks before the Contract Start Date, i.e. by 23:59 on 17 August 2018:

Verification which will be requested from all Applicants who are successful in tendering to deliver Family Contract Work	
What the LAA will verify	What evidence will be required
The Applicant holds appropriate authorisation to deliver legal services from a Relevant Professional Body See paragraph 2.21 for further information	Confirmation of the Applicant's SRA or BSB number or CILEx Regulation ID Where, in accordance with paragraph 2.21, transitional provisions apply to an Applicant, they must confirm this in their verification response
The Applicant holds a valid Quality Standard See paragraph 2.11 – 2.20 for further information on Quality Standards	Lexcel Certificate or SQM Certificate, valid at 1 September 2018. Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided
The Applicant employs at least one FTE Supervisor that meets the requirements of the Contract and the Supervisor Standard in the Family Category of Law	At least one compliant Supervisor Declaration Form for each Supervisor in the Family Category of Law. As set out at paragraph 2.25 of the Face to Face Contract Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each
The Applicant meets the one FTE Supervisor: four FTE caseworkers ratio at each Office delivering Family Contract Work under the Face to Face Contract	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date
Each Office from which the Applicant is applying to conduct Contract Work is in the relevant Procurement Area is a Permanent Presence	Full address including postcode for the Office and, if applicable, the Office's current LAA Account Number
Verification which will be requested from Applicants' successful Individual Bids for Lot 3 or above Lot 3	
What the LAA will verify	What evidence will be required
The Applicant employs at least one PTE at the Office who is: a member of the Law Society Children Panel; or an advanced member of the Law Society's Family Law Accreditation Scheme (having passed the 'violence in	Certificate of accreditation which is valid at 1 September 2018 for the individual(s) that comprise the PTE at each Office

the home' module or previously held adult party representative status on the Children Panel); or a Resolution Accredited Specialist in Domestic Abuse; or a Resolution Accredited Specialist in Domestic Abuse	
Verification which will be requested from Applicants' above top Lot Individual Bids which rely on a Delivery Plan	
What the LAA will verify	What evidence will be required
The commitments made in the Applicant's Delivery Plan	The request will be tailored, based on the information supplied by the Applicant in its Delivery Plan

Housing and Debt Category verification

An Applicant which is notified of the LAA's intention to award them a Face to Face Contract to conduct Contract Work in the Housing and Debt Categories of Law must be able to demonstrate it meets the following minimum Face to Face Contract requirements two weeks before the Contract Start Date, i.e. by 23:59 on 17 August 2018:

Verification which will be requested from all Applicants who are successful in tendering to deliver Housing and Debt Contract Work	
What the LAA will verify	What evidence will be required
The Applicant holds appropriate authorisation to deliver legal services from a Relevant Professional Body See paragraph 2.21 for further information	Confirmation of the Applicant's SRA or BSB number or CILEx Regulation ID Where, in accordance with paragraph 2.21, transitional provisions apply to an Applicant, they must confirm this in their verification response
The Applicant holds a valid Quality Standard See paragraph 2.11 – 2.20 for further information on Quality Standards	Lexcel Certificate or SQM Certificate, valid at 1 September 2018. Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided
The Applicant employs at least one FTE Supervisor that meets the requirements of the Contract and the Supervisor Standard in the Housing and Debt Categories of Law	At least one compliant Supervisor Declaration Form for each Supervisor in the Housing and Debt Categories of Law. As set out at paragraph 2.25 of the Face to Face Contract Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each
The Applicant meets the one FTE Supervisor: four FTE caseworkers ratio at each Office delivering Housing and Debt Contract Work under the Face to Face Contract	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date
Each Office from which the Applicant is applying to conduct Contract Work is in the relevant Procurement Area and is a Permanent Presence	Full address including postcode for the Office and, if applicable, the Office's current LAA Account Number
The Applicant employs at least one PTE Authorised Litigator with experience of delivering Housing and Debt cases	Authorised Litigator name and roll number
Verification which will be requested from Applicants' successful Housing Individual Bids for Lot 2 or above Lot 2	
What the LAA will verify	What evidence will be required

The Applicant employs an Authorised Litigator with experience of delivering Housing cases who is based and regularly working at the Office related to the Individual Bid on at least a PTE basis.	The name and roll number for the for the individual(s) that comprise the PTE Authorised Litigator at each Office
Verification which will be requested from Applicants' above top Lot Individual Bids for Housing which rely on a Delivery Plan	
What the LAA will verify	What evidence will be required
The commitments made in the Applicant's Delivery Plan	The request will be tailored, based on the information supplied by the Applicant in its Delivery Plan

Immigration and Asylum Category verification

An Applicant which is notified of the LAA's intention to award them a Face to Face Contract to conduct Contract Work in the Immigration and Asylum Category of Law must be able to demonstrate it meets the following minimum Face to Face Contract requirements two weeks before the Contract Start Date, i.e. by 23:59 on 17 August 2018:

Verification which will be requested from all Applicants who are successful in tendering to deliver Immigration and Asylum Contract Work	
What the LAA will verify	What evidence will be required
The Applicant holds appropriate authorisation to deliver legal services from a Relevant Professional Body See paragraph 2.21 for further information	Confirmation of the Applicant's: <ul style="list-style-type: none"> • SRA or BSB number; or • CILEx Regulation ID; or • OISC organisation ID (where an Applicant has bid to deliver Immigration and Asylum only, and is or intends to be regulated only by OISC) Where, in accordance with paragraph 2.21, transitional provisions apply to an Applicant, they must confirm this in their verification response
The Applicant holds a valid Quality Standard See paragraph 2.11-2.20 for further information on Quality Standards	Lexcel Certificate or SQM Certificate, valid at 1 September 2018. Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided
The Applicant employs at least one FTE Supervisor that meets the requirements of the Contract and the Supervisor Standard in the Immigration and Asylum Category of Law	At least one compliant Supervisor Declaration Form for each Supervisor in the Immigration and Asylum Category of Law. As set out at paragraph 2.25 of the Face to Face Contract Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each
The Applicant meets the one FTE Supervisor: four FTE caseworkers ratio at each Office delivering Immigration and Asylum Contract Work under the Face to Face Contract	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date
Each Office from which the Applicant is applying to conduct Contract Work is in the relevant Access Point and is a Permanent Presence	Full address including postcode for the Office and, if applicable, the Office's current LAA Account Number
All the Applicant's caseworkers delivering Immigration and Asylum Contract Work will be accredited by the	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date

Law Society's Immigration and Asylum Accreditation Scheme (IAAS)	
The Applicant has at least one FTE IAAS Senior Caseworker employed for every two FTE IAAS Trainee Caseworker Assistants/Casework Assistants	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date
Verification which will be requested from Applicants who confirm during verification that they wish to deliver Immigration and Asylum Contract Work from additional locations, in accordance with paragraph 2.33	
What the LAA will verify	What evidence will be required
Each additional location is an Office which meets the Permanent Presence or Part Time Presence definition and which is located in the relevant wider Procurement Area	Full address including postcode for the Office and, if applicable, the Office's current LAA Account Number
Verification which will be requested from Applicants' successful Individual Bids for Lot 2 or above Lot 2	
What the LAA will verify	What evidence will be required
The Applicant is able and willing to conduct the full range of Licensed Work in the Immigration and Asylum Category of Law	Authorised Litigator name and roll number
Verification which will be requested from Applicants' above top Lot Individual Bids which rely on a Delivery Plan	
What the LAA will verify	What evidence will be required
The commitments made in the Applicant's Delivery Plan	The request will be tailored, based on the information supplied by the Applicant in its Delivery Plan

As referred to at paragraph 2.33 of this IFA, Applicants that successfully tender to deliver Immigration and Asylum Contract Work from an Office in an Access Point may confirm as part of verification any additional locations from which they wish to deliver Immigration and Asylum Contract Work.

Any additional presence must be a) in the same Procurement Area as the relevant Office but outside a specific Access Point; and b) either a Part Time Presence or a Permanent Presence. Additional presences will not receive a separate Matter Start allocation but will be added to the Schedule for the relevant Office. An Applicant will be able to open Matter Starts allocated to their Office from additional presences listed on the same Schedule.

ANNEX E: GLOSSARY OF DEFINED TERMS

Defined Term	Definition
Access Point	The geographic level at which the LAA will procure Contract Work where a Procurement Area has been further sub-divided into smaller areas
AC1 form	The form that must be used for an Applicant to apply for a LAA Account Number for an Office. The AC1 form is available from: https://www.gov.uk/guidance/update-your-details-with-laa
Advanced Caseworker	A level of accreditation within the Law Society's Immigration and Asylum Accreditation Scheme (IAAS), previously known as 'level 3' accreditation
Alternative Business Structure	<p>A firm where a non-lawyer:</p> <ul style="list-style-type: none"> • is a manager of the firm, or • has an ownership-type interest in the firm <p>A firm may also be an ABS where another body:</p> <ul style="list-style-type: none"> • is a manager of the firm, or • has an ownership-type interest in the firm <p>and at least 10 per cent of that body is controlled by non-lawyers.</p> <p>A non-lawyer is a person who is not authorised under the Legal Services Act 2007 to carry out reserved legal activities</p>
Applicant	<p>A single legal entity (including an individual) tendering to deliver the advertised services.</p> <p>"You" and "your" shall hold the same meaning</p>
Authorised Litigator	An individual who conducts litigation services as an authorised person in accordance with the Legal Services Act 2007
BSB	Bar Standards Board; a Relevant Professional Body
Casework Assistant	A level of accreditation within the Law Society's Immigration and Asylum Accreditation Scheme (IAAS), previously known as 'level 1' accreditation
Category, Categories or Categories of Law	The category or categories of law, which are publicly funded legal services being tendered for and listed on page 1 of this IFA, the definitions of which are set out in the Category Definitions 2018
Category Definitions 2018	The document published on the LAA's website that outlines the Categories of Work that apply to this Specification, which is incorporated into this Contract.
Children Law Accreditation Scheme or Children Panel	An accreditation scheme operated by the Law Society to accredit family law practitioners
CILEx	Chartered Institute of Legal Executives; a Relevant Professional Body
Complaints Body	A body or organisation, which handles complaints in relation to your professional or service activities, including Ombudsmen

CM	Compliance Manager for an organisation authorised by CILEx
COLP	Compliance Officer for Legal Practice for an organisation authorised by the SRA.
Consultative Bodies	The Law Society (TLS), the Bar Council, the Legal Aid Practitioners Group (LAPG), and the Advice Services Alliance (ASA).
Contract Management	A department within the LAA, responsible for managing relationships with Providers and their performance under contract.
Contract Manager	An individual employed within LAA's Contract Management department with responsibility for managing relationships with Providers.
Contract Period	As defined in the Contract for Signature.
Contract Start Date	1 September 2018
Contract Specification	Services that may be performed for clients as specified in the Schedule(s) and the Specification under or by virtue of the Civil Contracts covered by this procurement process
Contract Work	Services to be delivered under a legal aid contract in accordance with the requirements of the relevant 2018 Contract
Controlled Work	As defined in Section 1 of the Contract Specification and regulation 2 of the Procedure Regulations
Controlled Work and Administration ('CWA')	A digital billing service that contains all Providers' contracts and schedules
Crown Copyright	As defined under section 163 of the Copyright, Designs and Patents Act 1988
Deadline	5pm on Monday 21 May 2018
Debt	Publicly funded face to face advice and representation to clients in the Debt Category of Law as defined in the Category Definitions 2018 document
Delivery Plan	Additional questions an Applicant making an Individual Bid for 'above the top Lot' in a Category who cannot evidence delivery of at least the same number of cases as Matter Starts they are bidding for needs to answer
Designated Signatories	The user 'role' within the CWA system which is able to accept, reject or query contract offers
Disclosure and Barring Service	The Government's Disclosure and Barring Service responsible for processing requests for criminal records checks (DBS checks)
e-Tendering system	The LAA's secure Internet site at www.legalaid.bravosolution.co.uk through which Tenders and the procurement process as a whole are managed
Executive Agency	A body tasked with carrying out executive functions within government
Face to Face Contract or Contract	The 2018 Standard Civil Contract
Family	Publicly funded face to face advice and representation to clients in the Family Category of Law as defined in the Category Definitions 2018 document

Family Law Advanced Accreditation Scheme	An accreditation scheme operated by the Law Society to accredit family law practitioners conducting certain specialist areas of family law work.
Frequently Asked Questions (“FAQs”)	Questions that the LAA considers to be of wider interest which will be published to ensure that all potential Applicants have equal access to information.
Full Time Equivalent (FTE)	The equivalent of one individual working 5 days a week and 7 hours on each such day (excluding breaks). For example the following working pattern would represent on Full Time Equivalent: <ul style="list-style-type: none"> - Person A – 20 hours per week - Person B - 10 hours per week - Person C – 5 hours per week <p>One FTE is based on a 35 hour working week. Applicants are not permitted to claim an individual member of staff as more than one FTE even if they work more than 35 hours per week</p>
HOLP	Head of Legal Practice for an organisation authorised by the BSB
Housing	Publicly funded face to face advice and representation to clients in the Housing Category of Law as defined in the Category Definitions 2018 document
Immigration and Asylum	Publicly funded face to face advice and representation to clients in the Immigration and Asylum Category of Law as defined in the Category Definitions 2018 document
Immigration and Asylum Accreditation Scheme (“IAAS”)	An accreditation scheme operated by the Law Society to accredit immigration and asylum law practitioners.
Individual Bid	A bid for Contract Work in a particular Category of Law from a particular Office.
Information For Applicants (“IFA”)	This Information for Applicants (in its entirety)
Invitation to Tender (“ITT”)	Part of the procurement process containing Category-specific requirements
ITT Response	An Applicant’s response to an ITT as part of this procurement process
Key Personnel	Any individual who has or is held out as having either expressly or impliedly, or exercises, (or will have, be held out as having or exercise by the Contract Start Date) powers of representation, decision, veto, influence or control in relation to an Applicant including partners, directors, trustees and other senior managers and employees of the Applicant. <p>Where a trust or company would satisfy the above in relation to an Applicant, any individual who has the right to exercise significant influence or control over the activities of that trust or company.</p>
LAA Account Number	The unique reference assigned to each provider Office from which legal aid work is undertaken
Lead Office	The Applicant’s principal Office for the purpose of the Face to Face Contract.

Legal Aid Agency or LAA	The Executive Agency of the Ministry of Justice that from 1 April 2013 is responsible for the administration of legal aid (including this procurement process)
Legal Aid Legislation	The Legal Aid, Sentencing and Punishment of Offenders Act 2012 and statutory instruments made under it that are relevant to the 2018 Civil Contract
Legal Competence Standards	As detailed in the relevant Category Specification
Legal Representation	has the meaning given in regulation 18 of the Merits Regulations.
Lexcel Practice Management standard (“Lexcel”)	The Law Society’s legal practice quality mark, which is a relevant Quality Standard
Lexcel Certificate	Certification evidencing that an entity holds the Lexcel Quality Standard
Licensed Work	Has the meaning given in regulation 2 of the Procedure Regulations. Generally this covers legal representation. There is no limit to the volume of Licensed Work a Provider can undertake. However, funding applications need to be submitted to the LAA for each Licensed Work case and the LAA decides whether the relevant criteria are met.
Lot	A band into which an Applicant must categorise each of its Individual Bids for Family, Housing, Immigration and Asylum.
Main Procurement Process	The LAA’s procurement opportunity which opened on 19 September 2017 and closed on 10 November 2017 for the award of a 2018 Standard Civil Contract for the delivery of publicly funded face to face civil legal aid services across England and Wales
Matter Start or Matter	A Controlled Work case as defined at Section 1 of the Contract Specification
Merits Regulations	The Civil Legal Aid (Merits Criteria) Regulations 2013 (as amended)
Minister	A member of the House of Commons or House of Lords who is chosen by the Prime Minister to be responsible for the actions of their departments
Miscellaneous	Publicly funded face to face advice and representation to clients in the Miscellaneous Category of Law as defined in the Category Definitions 2018 document
New Bidder	An Applicant that: <ul style="list-style-type: none"> • did not submit a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process; or • did submit a tender as part of the Main Procurement Process but was excluded at Selection Questionnaire stage; or • did submit a tender as part of the Main Procurement Process but whose Previous SQ Response is no longer valid

Office	As defined at paragraph 2.32 of the 2018 Standard Civil Contract Specification
OISC	Office of the Immigration Services Commissioner; the organisation recognised by the LAA as a Relevant Professional Body for the Immigration and Asylum Category of Law only
Part Time Equivalent (PTE)	The equivalent of an individual working 17.5 hours a week during business hours excluding breaks One PTE is based on a 35 hour working week (i.e. half of one FTE). Applicants are not permitted to claim an individual member of staff as more than one FTE even if they work more than 35 hours per week.
Part Time Presence	As defined at paragraphs 2.36 - 2.37 of the 2018 Standard Civil Contract Specification
Permanent Presence	As defined at paragraphs 2.33 - 2.34 of the 2018 Standard Civil Contract Specification
Peer Review	A quality assessment tool operated by or on behalf of the LAA which directly measures the quality of advice and legal work carried out by legal aid providers
Previous Bidder	An Applicant that has previously submitted a tender for a 2018 Standard Civil Contract as part of the Main Procurement Process
Previous SQ Response	A Previous Bidder's response to the Selection Questionnaire submitted in the Main Procurement Process
Pre QM	An onsite audit to assess an organisation's application to be granted the SQM Quality Standard where the entity is applying for the SQM Quality Standard for the first time
Procedure Regulations	The Civil Legal Aid (Procedure) Regulations 2012 (as amended)
Procurement Area	A geographical area in which the LAA will procure Contract Work in all Categories advertised under this procurement process.
Provider	A party to a contract with the LAA in respect of the provision of Legal Aid
Quality Standard	The LAA Specialist Quality Mark (SQM) or the Law Society's Lexcel Practice Management Standard (Lexcel).
Recognising Excellence Limited	The body which, since 1 April 2017 has been the SQM Audit Provider
Relevant Professional Body	The body or organisation which regulates or exercises control over your professional or service activities or such activities of any of your personnel and/or any other body to whose rules you have elected to be subject to. For the avoidance of doubt this includes any relevant approved regulator for the purposes of the Legal Services Act 2007
Reserved Matters	As set out at paragraph 8.18 of the Immigration and Asylum Category Specification
Resolution Accredited Specialist in Domestic Abuse	An accreditation scheme operated by Resolution to accredit family law practitioners.
Response	An Applicant's response to the SQ and/ or any of the ITTs which form part of this procurement process, including a Previous Bidder's Previous SQ Response.

Roll Number	The number or SRA ID given to all solicitors admitted by the Law Society of England and Wales
Schedule	A Contract document issued by the LAA as specified in the 2018 Standard Civil Contract
Selection Questionnaire or SQ	The Selection Questionnaire which forms part of this procurement process
Senior Caseworker	A level of accreditation within the Law Society's Immigration and Asylum Accreditation Scheme (IAAS), previously known as 'level 2' accreditation
Specialist Quality Mark ("SQM")	The LAA's legal practice quality mark which is a relevant Quality Standard
SQM Audit Provider	The SQM Delivery Partnership or Recognising Excellence Limited
SQM Certificate	Certification issued by the SQM Audit Provider evidencing that an entity holds the SQM Quality Standard
SQM Delivery Partnership	The body which, prior to 1 April 2017 was the SQM Audit Provider
SRA	Solicitors Regulation Authority; a Relevant Professional Body
Standard Terms	The contractual document which governs the commercial relationship between the Legal Aid Agency and providers
Supervisor	Any person employed by the Applicant who meets the Supervisor Standard set out in the LAA's Contract Specification in the relevant Category of Law, and who will be actively supervising the Contract Work tendered for
Supervisor Declaration Form	A form setting out how the Applicant's Supervisor(s) meets the Supervisor Standard in the relevant Category of Law. Forms are available to download from https://www.gov.uk/government/publications/standard-civil-contract-2018 .
Supervisor Standard	The required supervision experience, Category-specific case experience and Category-specific case involvement that any Supervisor must meet and which is evidenced via the Supervisor Declaration Form.
Supplemental Face to Face Procurement Process or this procurement process	This procurement process in its entirety through which the LAA is inviting tenders for face to face services in addition to those awarded under the Main Procurement Process.
Supplementary Matter Starts	As defined at Section 1 of the General Specification
Tender	An Applicant's response to this procurement process. For New Bidders this must consist of an SQ Response and at least one ITT Response, which may contain a number of Individual Bids. For Previous Bidders this must consist of at least one ITT Response, which may contain a number of Individual Bids
Trainee Caseworker	A level of accreditation within the Law Society's Immigration and Asylum Accreditation Scheme (IAAS), previously known as 'probationer' level accreditation