



**Procurement of Education and Discrimination Face to Face Services in
England and Wales from 1 September 2019
Invitation To Tender Information for Applicants**

Introduction

In February the Ministry of Justice (MoJ) published its Legal Support Action Plan alongside its Post Implementation Review of the Legal Aid and Sentencing of Offenders Act 2012. The Legal Support Action Plan set out the MoJ's commitment to remove the Civil Legal Advice (CLA) mandatory telephone gateway ("Gateway") in the Education, Discrimination and Debt categories by Spring 2020.

In advance of this and to secure continuity of services the Legal Aid Agency ("LAA") intends to procure a mixture of specialist telephone and face to face contracts to allow new entrants to the market and move towards a removal of the mandatory telephone gateway in a phased approach.

Under this Education and Discrimination Face to Face Procurement Process, the LAA is inviting responses from Applicants to its Invitation to Tender ("ITT") for the delivery of publicly funded face to face services from 1 September 2019 under a 2018 Standard Civil Contract (as amended) with authorisation to undertake Education and/or Discrimination Contract Work ("Face to Face Contract" or "Contract").

The LAA is seeking to award Face to Face Contracts in the Education and Discrimination Categories of Law to any Applicant who meets the generic minimum requirements (set out at paragraph 2.7) and the following category-specific minimum requirements:

- Employs at least one Part Time Equivalent (PTE) Supervisor who meets either the Category-specific Supervisor Standard or the Transitional Supervisor Standard and meets the one PTE Supervisor to two Full Time Equivalent (FTE) Caseworkers ratio at each Office from which it is tendering to deliver Contract Work; and
- Each Office in the Procurement Area from which the Applicant is tendering to deliver Contract Work must be a Part-time Presence; and
- Has access to an Authorised Litigator with experience of carrying out cases in the relevant Category of Law in which the Applicant is tendering to deliver work.

Where Applicants are successful through this process and already hold a Face to Face Contract, the LAA will award additional Schedule Authorisations in either or both of the Education and Discrimination Categories to the 2018 Standard Civil Contract currently held by an Applicant.

The Deadline for submitting Tenders is 9am on 10 July 2019 (“Deadline”)

Specialist telephone advice contracts

In addition to the Face to Face Contracts available through this procurement process a separate procurement process is running concurrently, inviting applicants to tender to deliver specialist legal advice via the CLA telephone helpline (‘specialist telephone advice’) in the Education, Discrimination and Housing and Debt Categories of Law to supplement existing CLA specialist telephone providers.

There is no opportunity to tender for CLA specialist telephone advice work through this Face to Face procurement process. Applicants wishing to deliver CLA Contract Work must read the separate CLA IFA (published at <https://www.gov.uk/government/publications/civil-legal-aid-services-from-september-2019>) and submit a tender in accordance with the requirements of that procurement process.

The ITTs for CLA Contracts also open on 11 June 2019 and close on 10 July 2019.

Submitting a tender

All Applicants submitting a Tender must submit a response to:

- i a single Selection Questionnaire (“**SQ Response**”); and
- ii. one or both of the two Face to Face Category ITTs (“**ITT Response**”).

Applicants wishing to deliver Education Services under a Face to Face Contract must submit a Tender which consists of a response to the Selection Questionnaire (“**SQ**”) and the Face to Face Education ITT.

Applicants wishing to deliver Discrimination Services under a Face to Face Contract must submit a Tender which consists of a response to the Selection Questionnaire (“**SQ**”) and the Face to Face Discrimination ITT.

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

A Tender consists of a response to the SQ plus at least one ITT Response.

All Applicants must submit a response to the SQ, regardless of whether they have previously submitted a SQ Response as part of any other procurement process.

Applicants responding to both the Face to Face Contract and the CLA Contract procurement processes only need to complete and submit a single response to the SQ.

Before submitting their Tender, Applicants must read this IFA and all supplementary information provided, such as Frequently Asked Questions (“FAQs”) in their entirety.

Applicants are also strongly advised to read the 2018 Standard Civil Contract documentation alongside the Table of Amendments in full to ensure that they understand the full nature and extent of the obligations they are proposing to accept.

A Table of Amendments detailing changes to be made to the documents which make up the Face to Face Contract wording has been published at the same time as this procurement process and is available at <https://www.gov.uk/government/publications/standard-civil-contract-2018>

Current Face to Face Contracts should be read in conjunction with the Table of Amendments. Final versions of the draft Face to Face Contracts will be available prior to the Deadline for Tender submission.

Where an Applicant is notified of the LAA's intention to award them a contract subject to verification, it is the Applicant's sole responsibility to ensure they provide all necessary verification information.

Where not defined in the body of this IFA, capitalised terms are either defined in the glossary at Annex E or in the 2018 Standard Civil Contract which is available alongside this IFA. Where the context requires it, words denoting the singular include, the plural and words denoting the plural include the singular.

Timetable

Below is a list of indicative dates for key activities as part of this 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
Tender opens	11 June 2019
Deadline for questions about this IFA	5pm Friday 21 June 2019
Face to Face Draft Contract published	Week commencing 24 June 2019
'Frequently Asked Questions' document published (if required)	Week commencing 24 June 2019
Deadline for submission of Tenders	9am, Wednesday 10 July 2019
Outcome of Tenders notified to Applicants	July 2019
Final deadline for submitting verification information	9am on 19 August 2019
Contract Start Date	1 September 2019

Contents

Section 1: SECTION 1: OVERVIEW	Page 5
About the LAA and this procurement process	Page 5
Who can bid?	Page 7
About the Face to Face Contract	Page 8

Payment	Page 10
About the Face to Face Contract Work	Page 10
Matter Starts	Page 10
Supplementary Matter Starts	Page 10
Miscellaneous Contract Work	Page 11
SECTION 2: PROCUREMENT PROCESS REQUIREMENTS	Page 11
Generic requirements	Page 12
Category-specific requirements	Page 13
SECTION 3: e-TENDERING SYSTEM	Page 16
SECTION 4: COMPLETION OF THE SELECTION QUESTIONNAIRE AND ITTS	Page 18
Completion of the Selection Questionnaire	Page 18
Completion of the ITTs	Page 19
SECTION 5: APPLICANTS' QUESTIONS	Page 20
Questions about this IFA	Page 21
Technical questions about how to operate the e-Tendering system	Page 21
SECTION 6: TENDER ASSESSMENT	Page 22
SQ Assessment	Page 22
ITT Assessment	Page 22
Stage 1 – ITT requirements check	Page 22
Stage 2 – Verification (if applicable)	Page 23
Stage 3 Contract award (subject to verification)	Page 23
Stage 4 – Verification	Page 23
SECTION 7: NOTIFICATION OF TENDER OUTCOMES	Page 24
SECTION 8: VERIFICATION OF ITTs	Page 24
SECTION 9: GENERAL RULES OF THIS PROCUREMENT PROCESS	Page 26
Introduction	Page 26
Submitting a Tender	Page 27
Right to Cancel or Amend the Procurement Process	Page 29
Right to Clarify / Verify	Page 30
Right to Exclude	Page 30
Canvassing	Page 31

Collusion	Page 31
Award	Page 31
Appeal and Costs and Expenses of Tender	Page 32
Confidentiality, Data Protection and Freedom of Information	Page 31
Copyright and Intellectual Property Rights	Page 32
Annex A: Selection Questionnaire	Page 34
Annex B: Education and Discrimination Procurement Areas	Page 54
Annex C: Education ITT and Discrimination ITT	Page 61
Annex D: Information the LAA will request to verify Applicant's successful Tenders	Page 69
Annex E: Glossary of Defined Terms	Page 70

SECTION 1: OVERVIEW

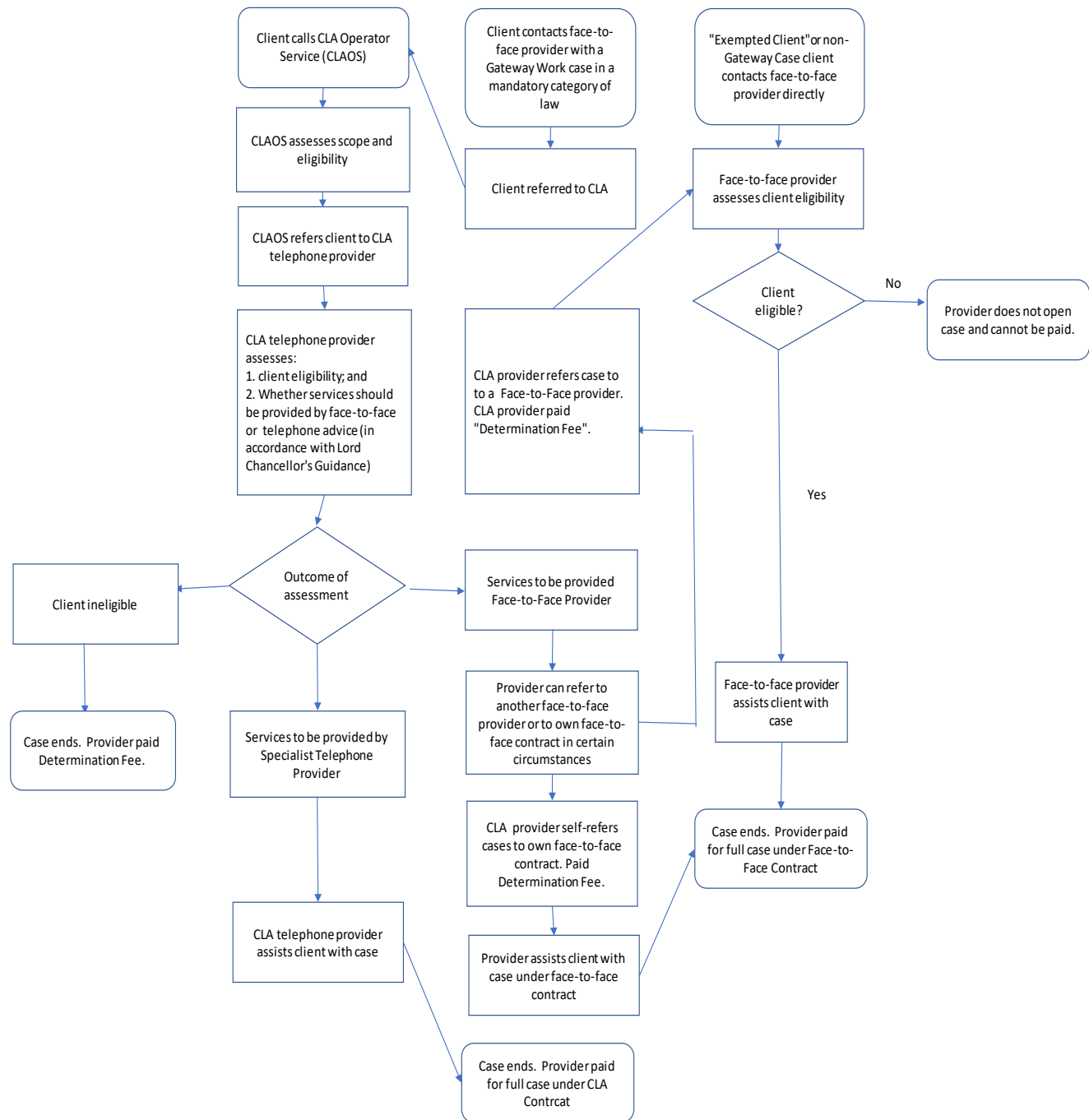
About the LAA and this procurement process

- 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 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 **9am on Wednesday 10 July 2019**. 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.
- 1.3 Applicants should refer to the Category Definitions 2018 for detail on the scope of work included in the Education and Discrimination Categories of Law.
- 1.4 There is no limit to the number of Face to Face Contracts that may be awarded. Applicants 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 IFA will be awarded a Face to Face Contract.

Background

- 1.5 At present, the CLA Service operates the telephone Gateway (mandated in secondary legislation¹) for individuals seeking civil legal advice in Education, Debt and Discrimination Categories of Law. Individuals seeking legal aid support in those Categories must use the CLA Services in the first instance, and they are not permitted to contact face to face providers directly.
- 1.6 From September 2019 a prospective Client will still need to contact the CLA Operator Service or use the Digital CLA Service. However, as part of the phased removal of the Gateway, all potentially eligible clients seeking help in Education or Discrimination, will now have greater freedom to access Face to Face Advice, having discussed the suitability of the options available to them with the CLA Specialist Telephone Advice providers.
- 1.7 Clients who receive Remote Advice will have that service provided by a CLA Provider. Clients who receive Face to Face Advice will be given the details of Face to Face Providers closest to them and have the option of choosing to be referred to one of those Face to Face providers or another Face to Face provider of their choice.
- 1.8 As an exception to paragraph 1.6 Clients who meet the definition of an Exempted Person or required advice on a matter that is not defined as Gateway Work (as set out in regulation 20 of the Procedure Regulations) may contact a Face to Face Provider directly without first contacting the CLA Operator Service.
- 1.9 Once the mandatory telephone gateway has been removed from legislation, all Clients will be able to contact Face to Face providers directly. For the avoidance of doubt the CLA Service will continue and clients will still be able to receive Remote Advice in these categories through the CLA Service.
- 1.10 The diagram below shows how clients will be assisted through to either Face to Face or Remote Advice:

¹ Legal Aid Sentencing and Punishment of Offenders Act 2012 enabled the Government to Mandate the use of the Gateway.
Procurement of Education and Discrimination Face to Face Services in England and Wales from 1 September 2019 Invitation To Tender Information for Applicants



Who can bid?

1.11 Any organisation who meets the minimum contract requirements may tender to deliver Education and/or Discrimination face to face Services. It is not a requirement to currently hold a 2018 Standard Civil Contract. The minimum requirements are that the organisation:

- Employs at least one PTE Supervisor who meets either the Category-specific Supervisor Standard or Transitional Supervisor Standard and meets the one PTE Supervisor to two FTE Caseworkers ratio at each Office from which it is tendering to deliver Contract Work; and

- Each Office in the Procurement Area from which the Applicant is tendering to deliver Contract Work must be a Part-time Presence; and
 - Has access to an Authorised Litigator with experience of carrying out cases in the relevant Category of Law in which the Applicant is tendering to deliver work
- 1.12 In recognition that it may be difficult for some individuals to meet the qualifying requirements to be a Supervisor from the outset of the contract, adjustments to the supervisor requirements have been made for organisations tendering to deliver face to face services.
- 1.13 Applicants who do not meet the Supervisor Standard requirements in full will need to meet the Transitional Supervisor requirements which will be in place for the duration of this Contract.
- 1.14 The Transitional Supervisor Standard requirements will be in place for the duration of this Contract to give Applicants the opportunity to develop their experience and work towards meeting the full supervisor requirements, which we intend to be in place in subsequent Face to Face Contracts in these Categories.
- 1.15 The LAA will not accept subcontracting or consortia arrangements.

About the Face to Face Contract

- 1.16 The Face to Face Contract will start on 1 September 2019 (the “Contract Start Date”) and will run until 31 August 2021 (subject to the LAA’s rights of early termination and LAA’s right to extend the Contract for up to a further 2 years i.e. 31 August 2023).
- 1.17 Each Face to Face Contract consists of and is formed by the following parts:
- Contract for Signature;
 - 2018 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 apply to individual Categories);
 - Schedules (set 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 (set out the scope of work permitted in each Category of Law).

- 1.18 Face to Face Contract documentation, will be available on the LAA's website prior to the Deadline for Tender submission:
<https://www.gov.uk/government/publications/standard-civil-contract-2018>.
- 1.19 The Table of Amendments has been published at the same time as this procurement process and sets out the amendments to be made to the Face to Face Contract documents. The content of the Table of Amendments, together with the 2018 Standard Civil Contract documents, will form the basis of the Face to Face Contract for the purposes of Contract Work to be awarded through this process only. The current 2018 Standard Civil Contract documents must be read in conjunction with the Table of Amendments which can be accessed here <https://www.gov.uk/government/publications/standard-civil-contract-2018>
- 1.20 Providers may have one or more Schedules (i.e. one Schedule for each Office) incorporated within their 2018 Standard Civil Contract. Each Schedule details the Contract Work (including Categories of Law and Matter Start allocations) authorised at a particular Office.
- 1.21 Applicants may be party to no more than one 2018 Standard Civil Contract. Therefore, if an Applicant who already holds a 2018 Standard Civil Contract successfully bids for Contract Work available through this procurement process the award of Contract Work will be made through their existing 2018 Standard Civil Contract as further provided in paragraph 1.22.
- 1.22 Where an Applicant has tendered through this procurement process from an Office for which they already have a Schedule, Contract Work awarded through this procurement process will be added to their Contract through an amendment to that existing Schedule. Where an Applicant has tendered through this procurement process from an Office for which they do not already have a Schedule, a new Schedule for that Office will be added to their 2018 Standard Civil Contract. Following successful verification of the Applicant's Individual Bid(s), the LAA will contact Applicants to confirm that these amendments are available to view on CWA.
- 1.23 Where an Applicant does not currently have a 2018 Standard Civil Contract, following successful verification of the Applicants Individual Bid(s), a Face to Face Contract will be uploaded to CWA which Applicants will be able to view and required to accept. Further information is available at Section 8 below.
- 1.24 Face to Face 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.
- 1.25 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.

- 1.26 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.
- 1.27 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.

Payment

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

About Face to Face Contract Work

- 1.29 Contract Work is delivered at individual Offices. An Applicant must detail in its ITT Response the Contract Work that it is tendering to deliver from each Office. A Tender to deliver Contract Work in the Education and/or Discrimination Categories of Law from a particular Office is known as an “**Individual Bid**”. Consequently, the ITT Response of an Applicant wishing to deliver Contract Work from multiple Offices will contain an Individual Bid for each Office in the Education and/or Discrimination Categories of Law.
- 1.30 There is no limit to the number of Matter Starts the LAA intends to award in any Procurement Area. Successful Applicants will be awarded the volume of work as relevant in the Education and Discrimination Categories of Law (see paragraph 1.32 below), subject to successfully completing verification.
- 1.31 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 9am on 19 August 2019

Matter Starts

- 1.32 Lots will not apply to the Education and Discrimination Categories of Law. A successful Applicant will be allocated 100 Matter Starts.
- 1.33 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 1.34 – 1.36 below).

Supplementary Matter Starts

- 1.34 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, a successful Applicant who has been awarded 100 Matter Starts will be able to self-grant up to an additional 50 Matter Starts (50% of 100), resulting in a total of 150 Matter Starts for year one. Assuming the organisation has an allocation of 150 Matters at the beginning of the second year

of the Face to Face Contract, they could self-grant an additional 75 Matter Starts (50% of 150) in year two.

- 1.35 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 1.32. For example, an Applicant with two successful Individual Bids (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 150 Matter Starts at one Office and 50 Matter Starts at the other.
- 1.36 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

- 1.37 Applicants awarded a Face to Face Contract to undertake Contract Work will receive an additional allocation of 5 Miscellaneous Matter Starts included on each Schedule. Where an Applicant already holds a Schedule for an Office and has been awarded an additional Schedule Authorisation to undertake Education and/or Discrimination Contract Work it will not receive an additional allocation of Miscellaneous Matter Starts as these will already have been allocated to that Office.
- 1.38 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 Applicants wishing to deliver Education and/or Discrimination Contract Work must submit a Tender which consists of a response to the SQ and one or more Face to Face ITTs.
- 2.2 SQ and ITT Responses submitted must each be capable of assessment.
- 2.3 Applicants may not submit more than one response to the SQ and each ITT. Where an Applicant submits more than one SQ Response and/or more than one ITT Response in each Category of Law, only the last submitted prior to the Deadline shall be assessed by the LAA.
- 2.4 If an SQ Response is not submitted or is incapable of assessment the Applicant's Tender will be rejected in its entirety.
- 2.5 If an ITT Response is not submitted, is incomplete or is incapable of assessment the tender for that Face to Face category will be rejected.
- 2.6 An Applicant must ensure that its entire Tender, including any Tender under the procurement process for CLA specialist advice contracts, is capable of concurrent delivery. Where it submits a response to multiple ITTs it is warranting that it will be able to deliver concurrent services under all of those ITTs if successful.

Generic requirements

- 2.7 All Applicants tendering to deliver Education and/or Discrimination Contract Work must be able to provide evidence by 9 am on 19 August 2019 as to how they meet the following requirements:

Requirement	Who must evidence this 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

- 2.8 Contract holders will be required to hold a Quality Standard throughout the Contract Period.
- 2.9 Applicants must be able to evidence by 9am on 19 August 2019 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**").
- 2.10 Applicants are solely responsible for paying all necessary fees to the Quality Standard auditing organisation.
- 2.11 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 to hold the SQM.
- 2.12 Requirements according to the Quality Standard an Applicant chooses to hold are detailed below:

<i>Applicant Type</i>	<i>Requirement</i>
Applicants who intend to hold the SQM	- Pass desktop audit before 1 September 2019 (Please note that the deadline for providing compliant verification information is 19 August 2019 and Applicants must be able to demonstrate that they have passed the desktop audit) - Fully pass the Pre-QM audit within six months of the Contract Start Date
Applicants who intend to hold Lexcel	- Achieve Lexcel accreditation before 1 September 2019
Applicants who already hold Lexcel	- Must hold a valid accreditation that will be in force until at least 1 September 2019

Applicants who already hold an SQM audited by the LAA's SQM Audit Provider	- Must hold a valid accreditation that will be in force until at least 1 September 2019
--	---

- 2.13 It is an Applicant's responsibility to ensure it meets the LAA's requirements by 1 September 2019 (see paragraph 8.4 – 8.5). Applicants are therefore advised to apply for their chosen Quality Standard as early as possible.
- 2.14 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.
- 2.15 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>
- 2.16 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

- 2.17 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 9am on 19 August 2019.

Category-specific requirements

- 2.18 In addition to meeting the requirements of the SQ and the above generic requirements, Applicants will need to meet the requirements specific to the Education and Discrimination Categories of Law. 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 by 9am on 19 August 2019.

Supervisor requirements

- 2.19 The LAA recognises that individuals may have difficulties meeting the Supervisor Standards in full at the outset of the Contract. The LAA has created Transitional Supervisor Standards in the Education and Discrimination Categories, with the aim of enabling individuals to develop their experience and work towards meeting the supervisor requirements in full.
- 2.20 For the duration of the Contract there will be two routes through which individuals can qualify as a Supervisor, by meeting either the:

- i) Supervisor Standard; or
 - ii) Transitional Supervisor Standard.
- 2.21 Such individuals who do not meet the Supervisor Standard may qualify to be a Supervisor if they meet the Transitional Supervisor Standard which will be in place for the duration of this Contract. In order to meet the Transitional Supervisor Standards individuals must be able to meet the requirements set out in the Education and Discrimination Category Specific Rules, as outlined in the Table of Amendments.
- 2.22 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. The Transitional Supervisor Standards will be set out in the Category Specific Rules for Education and Discrimination.
- 2.23 An individual Supervisor may not supervise more than two Offices in total.
- 2.24 Each Applicant must employ at least one Part Time Equivalent (“PTE”) Supervisor who meets either the Supervisor Standard or Transitional Supervisor Standard in the relevant Category. Each PTE Supervisor may supervise no more than 2 FTE caseworkers.
- 2.25 For the purposes of obtaining a Contract, use of external (i.e. non-employed) Supervisors is not permitted.
- 2.26 To evidence that an Applicant employs an individual who: (1) meets either the Supervisor Standard or the Transitional Supervisor Standard; and (2) works at the Office from which it has submitted an Individual Bid, at least one compliant Supervisor Declaration Form/Transitional Supervisor Declaration Form in the relevant Category must be provided by 9am on 19 August 2019. The Supervisor Declaration Form and Transitional Supervisor Declaration Form is available at <https://www.gov.uk/government/publications/standard-civil-contract-2018>
- 2.27 For the avoidance of doubt, Applicants who meet the supervisor requirements in full will need to provide a compliant Supervisor Declaration Form in relation to each Supervisor.
- 2.28 Applicants who seek to meet the supervision requirements by reference to the Transitional Supervisor Standards must provide a compliant Transitional Supervisor Declaration Form in relation to each individual in order to verify their tender.
- 2.29 Where an Applicant is relying on two individuals to meet the Transitional Supervisor Standards in the circumstances permitted in the Category Specific Rules the Applicant must complete a single Transitional Supervisor Declaration Form, providing the information in relation to each such individual as required in that form.

Offices

- 2.30 Each Office must be a Part-time Presence within the relevant Procurement Area.
- 2.31 As part of a Response to each ITT Applicants must confirm the Procurement Area for each Office from which they intend to deliver services in the relevant Category of Law from the following:
- London & South East
 - North
 - South West & Wales
 - Midlands & East
- 2.32 Applicants bidding to deliver Education Contract Work in the South West and Wales Procurement Area must have measures in place to ensure that all relevant staff are aware of the differences in Special Educational Needs law between England and Wales, and keep up to date with legislative and procedural changes in both jurisdictions.
- 2.33 Applicants should check that they tender in the correct Procurement Area 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 B lists the Procurement Areas for the Education and Discrimination Categories and the local authorities included in each.
- 2.34 Where an Applicant wishes to tender to deliver Contract Work from more than the 3 Offices permitted within an ITT, they must contact the LAA in accordance with paragraph 4.20 no later than 5pm on 21 June 2019.
- 2.35 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) of 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/ location must be in the Procurement Area for which it tenders. The LAA will validate address details provided.
- 2.36 All Applicants must be able to by evidence by 19 August 2019 that they meet the verification requirements, including those relating to Offices.
- 2.37 Where an Applicant's Individual Bid includes an Office which is not in the Procurement Area 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 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 tendered for as part of the Individual Bid the LAA will reject the relevant Individual Bid.
- 2.38 Applicants responding to the Education and/or Discrimination ITT(s) must commit to meeting the requirements by the Contract Start Date as applicable:

Requirements which all Applicants responding to the Education and/or Discrimination ITT must meet by the Contract Start Date
Supervisor
The Applicant must employ at least one PTE Supervisor who meets either the Category-specific Supervisor Standard or Transitional Supervisor Standard and who will actively supervise the Contract Work tendered for and meet the one PTE Supervisor: two FTE caseworkers ratio at each Office from which it is tendering to deliver Contract Work.
Office Presence
Each Office in the Procurement Area in which the Applicant is tendering to deliver Education and/or Discrimination Contract Work must be a Part-time Presence.
Authorised Litigator
The Applicant must have access to an Authorised Litigator with experience of delivering Education and/or Discrimination cases (as applicable).

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, Education ITT and Discrimination ITT are available via the 'Project' or 'ITT Open to all Suppliers' link on the front page of the e-Tendering system. There is single SQ that must be completed by all Applicants, regardless of whether they are tendering as part of this Face to Face procurement process and/or the CLA procurement process

- 3.8 All Applicants must submit a Response to the SQ and at least one of the ITTs. Applicants are not obliged to respond to both ITTs; they only need to submit a response to the SQ and to the ITT(s) relevant to the Face to Face Contract in the Category(ies) of Law they wish to deliver. Applicants must ensure that they access and respond to the SQ and the correct ITT(s)
- 3.9 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.
- 3.10 Once Applicants have completed their response to an ITT, they must submit it by clicking on the "Submit Response" button.
- 3.11 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.
- 3.12 An Applicant may check that it has successfully submitted its 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.
- 3.13 ITT Responses are sealed. This means that the LAA is unable to access submitted ITT Responses prior to the Deadline. The LAA cannot confirm receipt of an ITT Response or Tender, nor can it confirm if an ITT Response or Tender has been completed correctly.
- 3.14 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.
- 3.15 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.
- 3.16 When an Applicant submits its 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 ITT Response has been transmitted to the LAA and not whether the ITT Response or Tender is fully completed and/or will be assessed as being successful.

SECTION 4: COMPLETION OF THE SELECTION QUESTIONNAIRE AND ITTs

Completion of the Selection Questionnaire

- 4.1 A Response to the SQ must be submitted by **all** Applicants regardless of whether they have previously submitted a SQ Response as part of any other procurement process.
- 4.2 Applicants responding to both the Face to Face Contract and CLA Contract and procurement processes only need to complete and submit a single response to the SQ
- 4.3 The SQ can be found in Project 97 at ITT 625 – ‘Selection Questionnaire for Civil Legal Aid Services from Autumn 2019’ in the e-Tendering system.
- 4.4 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
- 4.5 A full breakdown of each of the questions and what would constitute a pass or a fail is set out in Annex A

Section A - Organisation and contact details

- 4.6 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

- 4.7 For each question the Applicant is presented with a series of drop down options from which to select a response.
- 4.8 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.
- 4.9 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.
- 4.10 Subject to paragraph 4.11 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.

- 4.11 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 9.30-9.32 of this IFA.

Section D – Declaration

- 4.12 A declaration in the form set out at Section D of the SQ (see Annex A 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.

Completion of the ITTs

- 4.13 An Applicant wishing to bid to deliver Face to Face Contract Work must submit a response through the e-Tendering system to the SQ and one or more Face to Face ITTs.
- 4.14 Applicants must complete an ITT Response for each Category of Law in which they wish to deliver Contract Work.
- 4.15 The ITTs can be found in the e-Tendering system as follows:
- ITT 629 – Face to Face Contract ITT for Education
 - ITT 630 – Face to Face Contract ITT for Discrimination
- 4.16 The ITTs contains a series of questions covering the following areas:
- Bid details (Section A)
 - Verification (Section B)
 - Warranties and Declarations (Section C)
- 4.17 A full breakdown of each of the questions for each ITT is included in the ITT and is replicated at Annex C.

- 4.18 Applicants must respond to each question in the ITTs 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).
- 4.19 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.
- 4.20 Where an Applicant wishes to tender from more than 3 Offices as part of an ITT Response than is catered for in the ITT, the Applicant must send a message to the LAA via the e-Tendering messaging portal no later than 5pm on 21 June 2019 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.
- 4.21 Applicants who want to submit compliant verification information with their ITT Response(s) can do so at Section B. An Applicant who confirms in Section B that they wish to provide compliant verification information must provide all the information required to verify its ITT Response(s).
- 4.22 Where an Applicant submits a response to more than one ITT in some instances the same verification information may be required to be submitted for each ITT Response.
- 4.23 Where an Applicant wishes to submit more than one Supervisor Declaration Form for an ITT Response the completed Supervisor Declaration Forms must be merged into a single document and the single document uploaded into the e-tendering system.
- 4.24 Before submitting an ITT Response(s) an Applicant must check that it has answered all questions correctly. If an ITT Response is incomplete it may be assessed as unsuccessful.
- 4.25 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 5: APPLICANTS' QUESTIONS

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

Questions about this IFA

- 5.2 If an Applicant has any questions about the content of this IFA, it may submit them up until **5pm on 21 June 2019**. This is referred to in the e-Tendering Procurement of Education and Discrimination Face to Face Services in England and Wales from 1 September 2019 Invitation To Tender Information for Applicants

system as the 'End date for supplier clarification messages'. Questions received after this date may not be answered.

- 5.3 All such questions must be submitted using the e-Tendering system message boards.
- 5.4 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.
- 5.5 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-legal-aid-services-from-september-2019> in the 'Procurement Process for Education and Discrimination Face to Face Contracts from September 2019 Frequently Asked Questions (FAQ)'.
- 5.6 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

- 5.7 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.
- 5.8 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.
- 5.9 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.
- 5.10 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 6: TENDER ASSESSMENT

SQ Assessment

- 6.1 The LAA will check that the Applicant has submitted an SQ Response. In the event that no SQ Response has been submitted this will be considered an incomplete Tender and the LAA will reject the Applicant's Tender in its entirety.
- 6.2 The LAA will conduct an assessment of an Applicant's SQ Response in accordance with the assessment approach detailed in Annex A.
- 6.3 The sole right of appeal is set out at paragraph 9.40 of this IFA. That right of appeal applies solely where the LAA assesses the Applicant's SQ Response as unsuccessful. Where an Applicant successfully appeals the LAA's decision to reject its SQ Response, the LAA cannot guarantee that any subsequent contract award will enable contracts to commence on 1 September.
- 6.4 Applicants that are assessed as having passed the SQ will proceed to the assessment for the applicable ITT(s) set out below.

SQ appeals

- 6.5 Where an Applicant is notified that its SQ Response is unsuccessful but the Applicant subsequently successfully appeals against the outcome the Applicant's Tender will proceed to the assessment for the applicable ITT (s) set out below.

ITT assessment

- 6.6 ITT Responses will be assessed in the following stages:

- Stage 1 – ITT requirements check
- Stage 2 – Verification (where applicable)
- Stage 3 – Contract award (subject to verification)
- Stage 4 – Verification

Stage 1 – ITT requirements check

- 6.7 The LAA will conduct 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.
- 6.8.0 Where an Applicant has bid on the basis of meeting the Part-Time Presence requirement and is assessed as having provided the address of an Office which is not in the Procurement Area stated in the corresponding Individual Bid, the LAA will act in accordance with paragraph 2.37.
- 6.9 Where no address details are provided as part of an Individual Bid, an address check will be conducted as part of verification (stage 2 or stage 4 as

appropriate). Applicants must be able to evidence an Office or in the relevant Procurement Area by 9am on **19 August 2019**.

Declarations and warranties assessment

- 6.10 The LAA will review the warranties and declarations given in an Applicant's Face to Face ITT Response (Section C of the ITT) to ensure the Applicant has provided the necessary declarations and warranties.
- 6.11 The LAA will assess the declarations and warranties on the basis of information submitted. Responses will be assessed on a pass or fail basis.
- 6.12 Where the Applicant fails to provide the necessary declarations and warranties, the whole ITT Response may fail.
- 6.13 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 4).
- 6.14 Successful Individual Bids will be awarded 100 Matter Starts subject to verification (stage 4).

Stage 2 – Verification (if applicable)

- 6.15 If an Applicant has submitted verification information with their ITT Response(s) the LAA will verify an Applicants ITT Response(s) at this stage in accordance with the process set out in Section 8 of this IFA.

Stage 3 – Contract award (subject to verification)

- 6.16 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.
- 6.17 The LAA intends to notify Applicants of the outcome of their Tender in July 2019.
- 6.18 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.
- 6.19 The sole right of appeal right is set out at paragraph 9.40 of this IFA and applies to the outcome of the LAA's assessment of an Applicant's SQ Response as unsuccessful.
- 6.20 There is no right of appeal against the LAA's assessment of ITT Responses.

Stage 4 – Verification

- 6.21 Applicants who have not already concluded the verification process at Stage 2 of the tender assessment process and 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 8 of this IFA

SECTION 7: NOTIFICATION OF TENDER OUTCOMES

- 7.1 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 3.
- 7.2 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.
- 7.3 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.
- 7.4 The sole right of appeal is set out at paragraph 9.40 of this IFA. The sole right of appeal applies to the outcome of the LAA's assessment of an Applicant's SQ Response as unsuccessful.
- 7.5 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 8: VERIFICATION OF Face to Face ITTs

- 8.1 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 are set out at Annex D of this IFA. Verification must be concluded at the latest by 9am on 19 August 2019 unless otherwise stated at Annex D.
- 8.2 Applicants will have the opportunity to submit verification information with their ITT Response(s).
- 8.3 Where an Applicant does not submit compliant verification information with their ITT Response(s), requests for verification information will be sent to Applicants at the same time as they are notified that they have been successful. They must submit compliant verification information no later than 9am on 19 August 2019. If verification is successfully concluded an Applicant's Contract documents will be uploaded to enable them to deliver Contract Work awarded under this procurement process from 1 September 2019.
- 8.4 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 no later than 9am on 19 August 2019.
- 8.5 Where the Applicant has not submitted information in accordance with the verification process for either an Individual Bid or its entire Face to Face Contract award by 9am on 19 August 2019, then the award in respect of an Individual Bid or the entire Face to Face Contract may be withdrawn as applicable.
- 8.6 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 their 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.

- 8.7 Please note, the LAA may not enter into contract with Applicants until pre-contract verification process is concluded i.e. the Applicant satisfactorily verifies information required at the latest by 9am on 19 August 2019.
- 8.8 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:
- a. provide a completed indemnity where the Applicant is an organisation with a limited liability (which is not a registered charity); and
 - b. provide a completed AC1 form and associated documentation for each new Office
- 8.9 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 at the latest by 9am on 19 August 2019, the LAA will withdraw its offer of a Contract. Where an Applicant fails to provide a completed AC1 form and associated documentation at the latest by 9am on 19 August 2019 the LAA may withdraw its offer of Contract Work to the relevant Office(s).

Indemnity

- 8.10 Applicants with limited liability (unless a registered charity) must supply the LAA with a properly completed indemnity.
- 8.11 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.
- 8.12 A copy of the indemnity form is available at:
<https://www.gov.uk/government/publications/personal-guarantee-and-indemnity>

AC1 form

- 8.13 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

- 8.14 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 to view and, where necessary, execute online.

- 8.15 Face to Face Contract documentation will be issued and executed electronically in the LAA's Controlled Work and Administration ("CWA") system. Successful Applicants that have not previously executed their Contract under a previous procurement process 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.
- 8.16 To execute their Face to Face Contract an Applicant must have been set up on the LAA systems and issued with an LAA Account Number for each new Office.
- 8.17 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>
- 8.18 Contracts that have not been executed two weeks after the Contract Start Date or Service Commencement Date, as applicable, 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.
- 8.19 Successful Applicants that have previously executed a 2018 Standard Civil Contract through a previous procurement process will be sent a letter setting out the amended terms of their Contract and instructions for confirming their agreement to those amendments separately.

SECTION 9: GENERAL RULES OF THIS PROCUREMENT PROCESS

Introduction

- 9.1 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, all or any submission forming part of a Tender including responses to the SQ and the Face to Face ITTs.
- 9.2 '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.
- 9.3 This IFA and any supplementary documents issued as part of this procurement process (including the SQ and Face to Face ITTs) are governed and construed in accordance with English Law.

Submitting a Tender

- 9.4 The Applicant agrees to comply with the rules (contained in this Section 9 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 may assess the Applicant's Tender as unsuccessful.
- 9.5 The Applicant must submit a complete Tender (in accordance with paragraph 9.8) 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.
- 9.6 The Applicant must submit a complete Tender (in accordance with paragraph 9.8) 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.
- 9.7 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
- 9.8 The Applicant must submit a complete Tender prior to the Deadline. To be considered, 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.
- 9.9 The Applicant may only submit one Tender (i.e. one SQ Response and a maximum of one Face to Face Category ITT response) per Category. If more than one SQ Response, or Category ITT Response (in the same Category) is

received from the Applicant, the LAA will assess the last SQ or Category ITT Response submitted before the Deadline and any others will be rejected.

- 9.10 The Applicant may amend and 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.
- 9.11 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.
- 9.12 Subject to the LAA's right to clarify at paragraph 9.27, the Applicant will not be permitted to amend or alter the Tender after the Deadline except in circumstances expressly permitted by the LAA.
- 9.13 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.
- 9.14 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.
- 9.15 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 Contract Work it has submitted a Tender for.
- 9.16 The Applicant must keep any Tender valid and capable of acceptance by the LAA up to the Contract Start Date.
- 9.17 By submitting a Tender the Applicant agrees to be bound by the Contract without further negotiation or amendment.
- 9.18 In submitting its Tender, the Applicant acknowledges the fact that Applicants may be party to no more than one 2018 Standard Civil Contract. Therefore:
- (i) where an Applicant already holds a 2018 Standard Civil Contract it acknowledges and agrees that by submitting its Tender, where that Tender is successful, any additional Schedule Authorisations given to

Applicants successful under the procurement process will be made by an amendment to their existing 2018 Standard Civil Contract and that such amendment does not fall within the scope of clause 13 of the Standard Terms to the 2018 Standard Civil Contract as the services have been awarded through a separate procurement process; and

- (ii) the Applicant acknowledges that subject to this paragraph 9.18, 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 decision by the LAA can be relied upon by the Applicant as setting any precedent for the LAA's conduct in respect of this procurement process.

9.19 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 9.20 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.

9.20 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.

9.21 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

9.22 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.

9.23 A Tender submitted by an Applicant which does not comply with any amendments made in accordance with paragraph 9.22 before the Deadline may be rejected.

9.24 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.

9.25 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 9 will take precedence.

- 9.26 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

- 9.27 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.

- 9.28 Where the LAA contacts the Applicant in circumstances outlined in 9.27, 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.

- 9.29 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 relevant contract.

Right to Exclude

- 9.30 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.

- 9.31 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 Applicants actual position; and/or
- (iii) misleading information.

- 9.32 Paragraph 9.30 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

- 9.33 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 about 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

- 9.34 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 into 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.

- 9.35 If the LAA reasonably concludes that the Applicant has colluded with another person in any way that breaches paragraph 9.34, 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

- 9.36 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 reassessment to ensure the Tender is not adversely impacted. If upon reassessment, 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.

- 9.37 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.
- 9.38 The LAA reserves the right to place additional contractual conditions on the award of a contract to an individual Applicant.
- 9.39 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

- 9.40 The Applicant's sole right of appeal is limited to circumstances where it reasonably, on the information contained in the SQ Response (subject to paragraph 9.27), considers that the LAA has made an error in its assessment of the Applicant's SQ Response. 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.
- 9.41 For the avoidance of doubt, there is no right of appeal in respect of the LAA's assessment of ITT Responses.
- 9.42 Appeals must relate to the specific grounds of failure set out in the notification letter received from the LAA.
- 9.43 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.
- 9.44 The LAA's Principal Legal Adviser (or their 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.
- 9.45 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

- 9.46 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.
- 9.47 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.
- 9.48 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.
- 9.49 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.
- 9.50 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.
- 9.51 By submitting a Tender an Applicant consents and confirms that 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.
- 9.52 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.

- 9.53 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.
- 9.54 The LAA will publish details of all contracts awarded in accordance with the Government's transparency standards.
- 9.55 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

- 9.56 The information contained in this IFA is subject to Crown copyright 2016. Applicants may, subject to 9.57, reuse 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>
- 9.57 If an Applicant uses this IFA under the Open Government Licence v3.0, it should include the following attribution: "Procurement of Education and Discrimination Face to Face Services in England and Wales from 1 September 2019 Invitation To Tender Information for Applicants, Legal Aid Agency, Licensed under the Open Government Licence v3.0."

ANNEX A: SQ QUESTIONS AND ASSESSMENT

Section A – organisation and contact details

Note	All Applicants must submit a response to this Selection Questionnaire (SQ), regardless of whether they have previously submitted a SQ Response as part of any other procurement process. Applicants must ensure that they complete and submit at least one of the relevant Face to Face Contract and/or CLA Contract ITTs in addition to this SQ for Contracts from Autumn 2019. Applicants responding to both the CLA Contract and Face to Face Contract procurement processes only need to complete and submit a single response to the SQ.	
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	Registered or head /main office address Where the Applicant does not yet have a registered or head/main office please enter “N/A”	Free text
A.3	Postcode of registered or head/main office address Where the Applicant does not yet have a registered or head/main office please enter “N/A”	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	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. Where the Applicant is not required to provide a Personal Guarantee and Indemnity please answer "N/A"	Free Text
A.6	LAA Account Number for registered or head office 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).	Free text

	Where the Applicant does not currently have an LAA Account Number for this office please enter "N/A"	
A.7.i	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.	Options list: i) Yes ii) No
A.7.ii	If you answered "Yes" to question A.7.i, please provide details of all status changes in this time period.	Free text
A.8	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 or if they are placed in control of the running of the operation by non-operational shareholders). In your response please include: - Full name of the parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office VAT number (if applicable) If the Applicant does not have any parent companies please answer "N/A"	Free text
A.9.i	Does the Applicant currently hold the appropriate authorisation to provide Contract Work from one of the Relevant Professional Bodies? 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, exempt"	Options list: 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, exempt (answer question A.10)

	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.	
A.9.ii	If the Applicant has answered “Yes” to A.9i, which Relevant Professional Body is the Applicant authorised by?	Options list: i) Solicitors Regulation Authority ii) Bar Standards Board iii) CILEx 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 details for the purposes of this SQ – contact name and role within the Applicant	Free text
A.11	Contact address and postcode	
A.12	Contact email address	
A.13	Contact telephone number	
Note	Please note: A criminal record check for relevant convictions may be undertaken for successful Applicants and their Key Personnel	

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 that fail to provide the required information will be excluded. Applicants must be explicit and comprehensive in responding to these questions as this will be the single source of information that the LAA will use to decide whether or not exceptional circumstances (which may result in the LAA deciding not to reject the SQ Response) apply.</p>	
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) – (f))</p> <p>No (Pass)</p>
B.1(a)	<p>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”</p>	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: - 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. If no agreement is in place, please enter "No agreement"	Free text
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 that fail to provide the required information will be excluded. Applicants must be explicit and comprehensive in responding to these questions as this will be the single source of information that the LAA will use to decide whether or not exceptional circumstances (which may result in the LAA deciding not to reject the SQ Response) apply.

	Regulation 57 (8)	
--	--------------------------	--

	<p>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>	
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	<p>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?</p> <p>For the avoidance of doubt this includes the imposition of Individual Voluntary Arrangements (IVA) or Company Voluntary Arrangements (CVA).</p>	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”.	Free text

	Where this relates to a member of your Key Personnel please give the name and position of the person(s) involved.	
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)	Where the IVA or CVA has been subject to any rescheduling of repayments, please provide: <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). Where the IVA or CVA has not been subject to any rescheduling of repayments please enter "N/A".	Free text
C.2(f)	When is the IVA or CVA due to be discharged?	Free text
C.2(g)	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? For the avoidance of doubt this includes, but is not limited to, Income Tax, PAYE, National Insurance contributions, Corporation Tax and VAT.	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)	Where the Applicant has answered "No" to C2.(h), please provide details of: - 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 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 professional misconduct or disqualification	Free text
C.4(d)	Please give: <ul style="list-style-type: none"> • the date that the finding of 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 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 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)	<p>Please indicate whether the Applicant’s termination or notice to terminate relates to the whole contract or a particular Category of Law.</p> <p>If the termination relates to a particular Category of Law, please state which.</p>	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	<p>Received either:</p> <p>a) two consecutive Peer Review ratings of 4; or b) a Peer Review rating of 5,</p> <p>in any Civil Category of Law following the outcome of any appeal in the last 5 years?</p> <p>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.</p>	<p>Yes (discretionary fail)</p> <p>No (Pass)</p>
	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 an LAA Contract?</p> <p>For the avoidance of doubt this includes any Civil, Crime, VHCC, CLA, HPCDS or Exceptional Case Contract.</p> <p>Any individual who has received notification from the LAA that they may not conduct publicly funded work</p>	<p>Yes (discretionary fail)</p> <p>No (pass)</p>

	<p>under an LAA Contract may not conduct publicly funded work under any LAA Contract.</p> <p>Where that individual is a member of your Key Personnel, the Applicant may be excluded from the procurement process, subject to an assessment of the questions below</p>	
	<p>Exceptional circumstances – if the Applicant has answered “Yes” to question C.10, you must give details by answering questions C.10(a) - (h) below.</p>	
C.10(a)	<p>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?</p>	Free text
C.10(b)	<p>Is/are the individual(s) a member of Key Personnel?</p>	<p>Option: Yes No</p>
C.10(c)	<p>Please confirm the job title(s) of the individual(s) who has/have been notified that they may not conduct publicly funded work under an LAA contract</p>	Free text
C.10(d)	<p>Please provide the date on which the individual(s) was/were notified</p>	Free text
C.10(e)	<p>Please provide details of the events which led to the individual(s) being excluded from conducting publicly funded work under an LAA contract.</p>	Free text
C.10(f)	<p>Please provide a copy of the letter sent by the LAA informing the Applicant/individual(s) of this restriction</p>	
C.10(g)	<p>What action has the Applicant undertaken to ensure that the individual does not conduct publicly funded work under an LAA contract?</p>	Free text
C.10(h)	<p>What action has the Applicant and/or individual undertaken to ensure that the events which led to the individual excluded from conducting publicly funded work under an LAA contract does not occur again?</p>	Free text
	<p>Please answer the following statements:</p>	

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 Contract covered by this SQ.

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 B: EDUCATION AND DISCRIMINATION PROCUREMENT AREAS

This Annex provides details of the Education and Discrimination Procurement Areas being tendered for in this procurement process.

Applicants should check that they tender in the correct Procurement Area for their Office(s), as applicable. 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>.

Below is a list of Local Authorities and their corresponding Procurement Areas for the purposes of the Education and Discrimination ITTs.

Education and Discrimination Procurement Area	Local Authorities included in the Procurement Area	LAA Region
Midlands and East Procurement Area (comprised of the Birmingham, Cambridge and Nottingham regions)	Birmingham City Council	Birmingham
	Stoke-on-Trent City Council	
	Wolverhampton City Council	
	Coventry City Council	
	Dudley Metropolitan Borough Council	
	Herefordshire Council Worcestershire County Council	
	Sandwell Metropolitan Borough Council	
	Shropshire Council Telford & Wrekin Council	
	Solihull Metropolitan Borough Council	
	Staffordshire County Council	
	Walsall Metropolitan Borough Council	
Warwickshire County Council		
Midlands and East Procurement Area (comprised of the Birmingham, Cambridge and Nottingham regions)	Bedford Borough Council Central Bedfordshire Council Luton Borough Council	Cambridge
	Cambridgeshire County Council Peterborough City Council	
	Castle Point Borough Council Colchester Borough Council Maldon District Council Rochford District Council Southend-on-Sea Borough Council Tendring District Council	

	Norfolk County Council	
	East Hertfordshire District Council North Hertfordshire District Council Stevenage Borough Council Welwyn Hatfield Borough Council	
	Broxbourne Borough Council Dacorum Borough Council Hertsmere Borough Council St Albans City and District Council Three Rivers District Council Watford Borough Council	
	Suffolk County Council	
	Basildon Borough Council Braintree District Council Brentwood Borough Council Chelmsford City Council Epping Forest District Council Harlow Council Thurrock Council Uttlesford District Council	
Midlands and East Procurement Area (comprised of the Birmingham, Cambridge and Nottingham regions)	Derby City Council	Nottingham
	Leicester City Council	
	Broxtowe Borough Council Gedling Borough Council Nottingham City Council Rushcliffe Borough Council	
	Leicestershire County Council Rutland County Council	
	Lincolnshire County Council	
	Bolsover District Council Chesterfield Borough Council Derbyshire Dales District Council High Peak Borough Council North East Derbyshire District Council	
	Ashfield District Council Bassetlaw District Council Mansfield District Council Newark and Sherwood District Council	
	Northamptonshire County Council	
	Amber Valley Borough Council Erewash Borough Council South Derbyshire District Council	

South West and Wales Procurement Area (comprised of the Bristol and Cardiff regions)	Bournemouth Borough Council Poole Borough Council	Bristol
	Bristol City Council North Somerset Council South Gloucestershire Council	
	Plymouth City Council	
	Cornwall County Council	
	Devon County Council Torbay Council	
	Dorset County Council	
	Gloucestershire County Council	
	Bath and North East Somerset Council Somerset County Council	
	Swindon Borough Council Wiltshire County Council	
South West and Wales Procurement Area (comprised of the Bristol and Cardiff regions)	Bridgend County Borough Council City of Cardiff Council Vale of Glamorgan Council	Cardiff
	Ceredigion County Council Powys County Council	
	City and County of Swansea Council Neath Port Talbot County Borough Council	
	Denbighshire County Council Flintshire County Council Wrexham County Borough Council	
	Conwy County Borough Council Gwynedd County Council Isle of Anglesey County Council	
	Merthyr Tydfil County Borough Council Rhondda Cynon Taff County Borough Council	
	Blaenau Gwent County Borough Council Caerphilly County Borough Council Monmouthshire County Council Newport City Council Torfaen County Borough Council	
	Carmarthenshire County Council Pembrokeshire County Council	

North Procurement Area (comprised of the Leeds, South Tyneside, Liverpool and Manchester regions)	Barnsley Metropolitan Borough Council	Leeds
	City of Bradford Metropolitan District Council	
	Calderdale Metropolitan Borough Council	
	Hull City Council	
	Doncaster Metropolitan Borough Council	
	East Riding of Yorkshire Council	
	Kirklees Metropolitan Borough Council	
	Leeds City Council	
	North East Lincolnshire Council North Lincolnshire Council	
	City of York Council North Yorkshire County Council	
	Rotherham Metropolitan Borough Council	
	Sheffield City Council	
	Wakefield Metropolitan District Council	
North Procurement Area (comprised of the Leeds, South Tyneside, Liverpool and Manchester regions)	Darlington Borough Council	South Tyneside
	Durham County Council	
	Gateshead Council	
	Hartlepool Borough Council	
	Middlesbrough Borough Council	
	Newcastle City Council	
	North Tyneside Council	
	Northumberland County Council	
	Redcar & Cleveland Council	
	South Tyneside Council	
	Stockton Council	
	Sunderland City Council	

North Procurement Area (comprised of the Leeds, South Tyneside, Liverpool and Manchester regions)	Knowsley Metropolitan Borough Council	Liverpool
	Liverpool City Council	
	Sefton Metropolitan Borough Council	
	St Helens Metropolitan Borough Council	
	Wirral Borough Council	
North Procurement Area (comprised of the Leeds, South Tyneside, Liverpool and Manchester regions)	Bolton Metropolitan Borough Council	Manchester
	Bury Metropolitan Borough Council	
	Cheshire East Council Cheshire West and Chester Council	
	Cumbria County Council	
	Blackburn with Darwen Council Burnley Borough Council Hyndburn Borough Council Pendle Borough Council Ribble Valley Borough Council Rossendale Borough Council	
	Manchester City Council	
	Oldham Metropolitan Borough Council	
	Rochdale Metropolitan Borough Council	
	Salford City Council	
	Stockport Metropolitan Borough Council	
	Tameside Metropolitan Borough Council	
	Trafford Metropolitan Borough Council	
	Halton Borough Council Warrington Borough Council	
	Blackpool Council Chorley Borough Council Fylde Borough Council Lancaster City Council Preston City Council South Ribble Borough Council West Lancashire Borough Council Wyre Council	
	Wigan Metropolitan Borough Council	

<p>London and South East Procurement Area (comprised of the London, Reading and Brighton regions)</p>	Barking and Dagenham London Borough Council	<p>London</p>
	Barnet London Borough Council	
	Bexley London Borough Council	
	Brent London Borough Council	
	Bromley London Borough Council	
	Camden London Borough Council	
	Westminster City Council	
	Croydon London Borough Council	
	Ealing London Borough Council	
	Enfield London Borough Council	
	Greenwich London Borough Council	
	City of London Corporation Hackney London Borough Council	
	Hammersmith & Fulham London Borough Council	
	Haringey London Borough Council	
	Harrow London Borough Council	
	Havering London Borough Council	
	Hillingdon London Borough Council	
	Hounslow London Borough Council	
	Islington London Borough Council	
	Kensington & Chelsea London Borough Council	
	Kingston upon Thames London Borough Council Richmond upon Thames London Borough Council	
	Lambeth London Borough Council	
	Lewisham London Borough Council	
	Merton London Borough Council Sutton London Borough Council	
	Newham London Borough Council	
	Redbridge London Borough Council	
Southwark London Borough Council		
Tower Hamlets London Borough Council		

	Waltham Forest London Borough Council	
	Wandsworth London Borough Council	
London and South East Procurement Area (comprised of the London, Reading and Brighton regions)	Bracknell Forest Council Reading Borough Council Slough Borough Council West Berkshire Council Windsor and Maidenhead Borough Council Wokingham Borough Council	Reading
	Buckinghamshire County Council Milton Keynes Council	
	Hampshire County Council	
	Oxfordshire County Council	
	Isle of Wight Council Portsmouth City Council	
	Southampton City Council	
London and South East Procurement Area (comprised of the London, Reading and Brighton regions)	East Sussex County Council	Brighton
	Ashford Borough Council Maidstone Borough Council Sevenoaks District Council Tonbridge and Malling Borough Council Tunbridge Wells Borough Council	
	Dartford Borough Council Gravesham Borough Council Medway Council Swale Borough Council	
	Surrey County Council	
	Brighton and Hove City Council	
	Canterbury City Council Dover District Council Shepway District Council Thanet District Council	
	West Sussex County Council	

ANNEX C: FACE TO FACE EDUCATION ITT Questions and Assessment

ITT Questions and Assessment

Section A – Bid details – Face to Face Education ITT

	Question	Response Type
Note	Applicants tendering to deliver Education Contract Work under a Face to Face Contract must submit a response to the Selection Questionnaire for this procurement process (available at ITT 625) in addition to this Face to Face Education ITT.	
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 3 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 3 Offices, it must contact the LAA in accordance with paragraph 4.20 of the IFA.	
A.1.ii	Is the Applicant intending to deliver Education 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. Where you do not yet know the postcode for this Office please enter 'N/A'.	Free text
A.1.vi	If the Applicant currently delivers legal aid contract work from Office 1 please enter the LAA Account Number for this Office. 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. Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.	Free text

Section B – Verification information

Note	In accordance with paragraph 8.2 of the IFA, Applicants have the opportunity to submit their verification information with their ITT Response(s). Otherwise successful Applicants must submit verification information by the final verification deadline of 9am on 19 August 2019.	
	Question	Response Type
B.1.i	Does the Applicant wish to provide compliant verification information as part of its ITT Response? Please note, an Applicant answering 'Yes' to question B.1.i will be required to provide all the information required to verify its ITT Response.	Yes (answer B.1.ii – B.1.vii) No
B.1.ii	Please provide Applicant organisation's SRA or BSB number or its CILEx Regulation ID Where, in accordance with paragraph 2.17 of the IFA, transitional provisions apply to an Applicant, please confirm this here	Free text
B.1.iii	Please provide the Applicant's Lexcel Certificate or SQM Certificate, valid at 1 September 2019	Attachment
B.1.iv	The Applicant must employ at least one PTE Supervisor that meets the requirements of the Contract and either the Supervisor Standard or the Transitional Supervisor Standard in the Education Category of Law. Please provide at least one compliant Supervisor Declaration Form or Transitional Supervisor Declaration Form for each Supervisor in the Education Category of Law. As set out at paragraph 2.26 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 Supervisor Declaration Form template and the Transitional Supervisor Declaration Form template are available to download from: https://www.gov.uk/government/publications/standard-civil-contract-2018 .	Attachment
B.1.v	The Applicant must have access at all times to an Authorised Litigator with experience of carrying out cases within the Education Category of Law.	Free text

	Please provide Authorised Litigator(s)'s name and roll number	
Note	Applicants are not required to provide evidence of their Office as part of this 'Verification information' section of questions. However, Applicants must provide their Office address and postcode by no later than 9am on 19 August 2019.	

Section C – Warranties and Declaration

By completing and submitting this Education 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 by 19 August 2019:

- 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 Part Time Equivalent (PTE) Supervisor who meets either the Education Supervisor Standard or the Transitional Education Supervisor Standard and who will actively supervise the Education Contract Work tendered for; and
- Will meet the one PTE Supervisor: two FTE caseworkers ratio at each Office from which it is tendering to deliver Education Contract Work; and
- Will have access at all times to an Authorised Litigator with experience of delivering Education cases who will be available to each of its Offices to deliver Licensed Work; and
- Each Office will be a Part Time Presence in the Procurement Area in which it is tendering to deliver Education Contract Work;

By completing and submitting this Education 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 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 Education 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, by 19 August 2019.

C.1	Name of individual making declaration on behalf of the Applicant	Free text
C.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: Face to Face Discrimination ITT Questions and Assessment

ITT Questions and Assessment – Face to Face Discrimination ITT

Section A – Bid details

	Question	Response Type
Note	Applicants tendering to deliver Discrimination Contract Work under a Face to Face Contract must submit a response to the Selection Questionnaire for this procurement process (available at ITT 625) in addition to this Face to Face Discrimination ITT.	
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 3 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 3 Offices, it must contact the LAA in accordance with paragraph 4.20 of the IFA.	
A.1.ii	Is the Applicant intending to deliver Discrimination 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. Where you do not yet know the postcode for this Office please enter 'N/A'.	Free text
A.1.vi	If the Applicant currently delivers legal aid contract work from Office 1 please enter the LAA Account Number for this Office. 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. Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.	Free text

Section B – Verification information

Note	In accordance with paragraph 8.2 of the IFA, Applicants have the opportunity to submit their verification information with their ITT Response(s). Otherwise successful Applicants must submit verification information by the final verification deadline of 9am on 19 August 2019.	
	Question	Response Type
B.1.i	Does the Applicant wish to provide compliant verification information as part of its ITT Response? Please note, an Applicant answering 'Yes' to question B.1.i will be required to provide all the information required to verify its ITT Response.	Yes (answer B.1.ii – B.1.vii) No
B.1.ii	Please provide Applicant organisation's SRA or BSB number or its CILEx Regulation ID Where, in accordance with paragraph 2.17 of the IFA, transitional provisions apply to an Applicant, please confirm this here	Free text
B.1.iii	Please provide the Applicant's Lexcel Certificate or SQM Certificate, valid at 1 September 2019	Attachment
B.1.iv	The Applicant must employ at least one PTE Supervisor that meets the requirements of the Contract and either the Supervisor Standard or the Transitional Supervisor Standard in the Discrimination Category of Law. Please provide at least one compliant Supervisor Declaration Form or Transitional Supervisor Declaration Form for each Supervisor in the Discrimination Category of Law. As set out at paragraph 2.26 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 Supervisor Declaration Form template and the Transitional Supervisor Declaration Form template are available to download from: https://www.gov.uk/government/publications/standard-civil-contract-2018 .	Attachment

B.1.v	The Applicant must have access at all times to an Authorised Litigator with experience of carrying out cases within the Discrimination Category of Law. Please provide Authorised Litigator(s)'s name and roll number	Free text
Note	Applicants are not required to provide evidence of their Office as part of this 'Verification information' section of questions. However, Applicants must provide their Office address and postcode by no later than 9am on 19 August 2019.	

Section C – Warranties and Declaration

By completing and submitting this Discrimination 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 by 19 August 2019:

- 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 Part Time Equivalent (PTE) Supervisor who meets either the Discrimination Supervisor Standard or the Transitional Discrimination Supervisor Standard and who will actively supervise the Discrimination Contract Work tendered for; and
- Will meet the one PTE Supervisor: two FTE caseworkers ratio at each Office from which it is tendering to deliver Discrimination Contract Work; and
- Will have access at all times to an Authorised Litigator with experience of delivering Discrimination cases who will be available to each of its Offices to deliver Licensed Work; and
- Each Office will be a Part Time Presence in the Procurement Area in which it is tendering to deliver Discrimination Contract Work.

By completing and submitting this Discrimination 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 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 Discrimination 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, by 19 August 2019.

C.1	Name of individual making declaration on behalf of the Applicant	Free text
C.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 FACE TO FACE TENDERS

Applicants should note that 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 three Applicants were reliant on the same PTE 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.

An Applicant which is notified of our intention to award them a Face to Face Contract to conduct Contract Work in the Education and/or Discrimination Categories of Law must be able to demonstrate it meets the following minimum Face to Face Contract requirements by 9am on 19 August 2019:

Verification which will be requested from all Applicants who are successful in tendering to deliver Face to Face Contract Work	
What the LAA will verify	What evidence will be required
<p>The Applicant holds appropriate authorisation to deliver legal services from a Relevant Professional Body</p> <p>See paragraph 2.17 for further information</p>	<p>Confirmation of the Applicant's SRA or BSB number or CILEx Regulation ID</p> <p>Where, in accordance with paragraph 2.17, transitional provisions apply to an Applicant, they must confirm this in their verification response</p>
<p>The Applicant holds a valid Quality Standard</p> <p>See paragraph 2.8– 2.16 for further information on Quality Standards</p>	<p>Lexcel Certificate or SQM Certificate, valid at 1 September 2019.</p> <p>Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided</p>
<p>The Applicant employs at least one PTE Supervisor that meets the Category-specific requirements of the Contract and either the Supervisor Standard or the Transitional Supervisor Standard.</p>	<p>At least one compliant Supervisor Declaration Form/Transitional Supervisor Declaration Form for each Supervisor in the relevant Category(ies) of Law</p> <p>As set out at paragraph 2.23 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</p>
<p>The Applicant meets the one PTE Supervisor: two FTE caseworkers ratio at each Office delivering Education and/or Discrimination Contract Work under the Face to Face Contract</p>	<p>A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date</p>
<p>Each Office from which the Applicant is applying to conduct Contract Work is in the relevant Procurement Area</p>	<p>Full address including postcode for the Office and, if applicable, the Office's current LAA account number</p>
<p>The Applicant has access to an Authorised Litigator with experience of delivering Education or Discrimination cases (as applicable)</p>	<p>Authorised Litigator name and roll number</p>

ANNEX E: GLOSSARY OF DEFINED TERMS

Term	Description
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
Act of Assistance	An occasion on which a Provider delivers Contract Work to a Client in accordance with the requirements of the Specification
Applicant	A single legal entity (including an individual) Tendering to deliver the advertised services.
Authorised Litigator	An individual who conducts litigation services as an authorised person in accordance with the Legal Services Act 2007
Bar Standards Board/BSB	Bar Standards Board; a Relevant Professional Body
Caseworker	An individual who is employed by the Applicant and who must be <ul style="list-style-type: none"> - be competent and suitably experienced; and - routinely conduct a minimum of 12 hours casework in the Education and/or Discrimination Category per week
Category, Categories or Categories of Law	The category or categories of law, which are publicly funded legal services being tendered for and listed in 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.
CILEx	Chartered Institute of Legal Executives; a Relevant Professional Body
CLA Operator Service	Means any call centre operation appointed by us or online system developed by us, or on our behalf to receive initial contact from a member of the public in respect of CLA to distribute the same to a Provider
CLA Provider	A party to a contract with the LAA substantially in the same form as the CLA Contract, in respect of the provision of telephone and online legal advice
Client	An individual whom the Legal Aid Agency Director (or a person authorised by the Director) or the court has determined qualifies for the receipt of Contract Work
CM	Compliance Manager for an organisation authorised by CILEx
COLP	Compliance Officer for Legal Practice for an organisation authorised by the SRA.
Contract Documents	The documents listed at paragraph 1.34 of the IFA in relation to the Face to Face Contract
Contract for Signature	The document of that name issued by the LAA and signed by the LAA and the Applicant in relation to this Face to Face Contract.
Contract Management	A department within the LAA, responsible for managing relationships with Providers and their performance under the contract.
Contract Manager	An individual employed with LAA's Contract Management department with responsibility for managing relationships with Providers.
Contact Period	Has the meaning given in the Contract for Signature

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 Start Date	The date from which the Provider must deliver the Face to Face Contract Work, being 1 September 2019
Contract Work	As defined in Section 1 of the Contract Specification and regulation 2 of the Civil Legal Aid (Procedure) Regulations 2012 (as amended)
Controlled Work	As defined in Section 1 of the Contract Specification and regulation 2 of the Civil Legal Aid (Procedure) Regulations 2012 (as amended)
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
Data Protection Laws	Means (a) any law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding restriction (as amended, consolidated or re-enacted from time to time) which relates to the protection of individuals with regards to the processing of personal data including, but not limited to, the Data Protection Act 2018 and the GDPR or, in the event that the UK leaves the European Union, all legislation enacted in the UK in respect of the protection of personal data; and (b) any code of practice or guidance published by the ICO from time to time
Data Subject	As defined in the GDPR
Deadline	The deadline to submit a Tender under this process which is 9am, 10 July 2019.
Designated Signatories	The user ‘role’ within CWA system which is able to accept, reject or query contract offers
Disclosure and Barring Services	The UK Government’s Disclosure and Barring Services responsible for processing requests for criminal records checks (DBS checks)
Discrimination	As set out in the ‘Category Definitions 2018’ guide published on our website
Discrimination Contract Work	Contract Work in the Discrimination Category to be delivered in accordance with the requirements of the Contract
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.
Education	As set out in the ‘Category Definitions 2018’ guide published on our website
Education Contract Work	Contract Work in the Education Category to be delivered in accordance with the requirements of the Contract
Executive Agency	A body tasked with carrying out executive functions within government
Exempted Person	Has the meaning given to it in regulation 20 of the Civil Legal Aid (Procedure) Regulations 2012 (as amended).
Face to Face Advice	As defined in the Specification
Face to Face Contract	The 2018 Standard Civil Contract (as amended)
Face to Face Discrimination Invitation to Tender (Face to Face Discrimination ITT)	The ITT for the Discrimination Face to Face Contract
Face to Face Education Invitation to Tender (Face to Face Education ITT)	The ITT for the Education Face to Face Contract
Face to Face Providers	A party to the contract with the LAA substantially in the same form as the 2018 Standard Civil Contract, in respect of the provision of face to face advice.

FAQ or Frequently Asked Questions	Questions with corresponding responses as published by the LAA and termed 'Frequently Asked Questions'.
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>
Gateway	As set out in paragraph 1.5 of this IFA
GDPR	Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation)
HOLP	Head of Legal Practice for an organisation authorised by the BSB
Individual Bid	A bid for Education and/or Discrimination Contract Work in a particular Procurement Area.
Information for Applicants ("IFA")	This Information for Applicants document (in its entirety)
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 exercising 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. 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.
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	Has the meaning given to it in Part 1 of the Legal Aid, Sentencing and Punishment of Offenders Act 2012
Legal Aid Agency or LAA	The Executive Agency of the Ministry of Justice that from 1 April 2013 has been responsible for the administration of legal aid (including this procurement process)
Legal Competence Standards	As detailed in the relevant Category Specification
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 Regulation. Generally 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.
Matter Start	A Controlled Work case as defined at Section 1 of the Face to Face Contract Specification
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
Office	As defined at paragraph 2.32 of the 2018 Standard Civil Contract General Specification
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 2.36 - 2.37 of the 2018 Standard Civil Contract Specification
Pre QM	An on site 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
Personal Data	As defined in the GDPR
Processing	As defined in the GDPR
Processor	As defined in the GDPR
Procurement Area	A geographical area in which the LAA will procure Education and Discrimination Contract Work
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
Remote Advice	As defined in the Specification
Remuneration Regulations	The Civil Legal Aid (Remuneration) Regulations 2013
Response	An Applicant's response to an ITT as part of this procurement process
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
Security Requirements	The requirements regarding security of the Personal Data, as set out in the Data Protection Laws (including, in particular, the measures set out in Article

	32(1) of the GDPR (taking due account of the matters described in Article 32(2))
Selection Questionnaire or SQ	The Selection Questionnaire at Annex A of this IFA
Solicitors Regulation Authority or SRA	Solicitors Regulation Authority; a Relevant Professional Body
Specification	The 2018 Standard Civil Contract Specification, as amended, which sets out the nature of the Contract Work to be delivered.
SQ Response	An Applicant's response to the SQ as part of this procurement process
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
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 either the Supervisor Standard or the Transitional Supervisor Standard set out in the Specification, 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 a Supervisor may meet and which is evidenced via the Supervisor Declaration Form.
Supplementary Matter Starts	As defined at Section 1 of the General Specification
Table of Amendments	The document published by LAA which sets out the changes to be made to the Face to Face Contract and rationale.
Tender	An Applicant's complete response to this procurement process. This must consist of an SQ Response and at least one Face to Face ITT Response.
Transitional Supervisor Declaration Form	A form setting out how the Applicant's Supervisor(s) meets the Transitional Supervisor Standard in the relevant Category of Law. Forms are available to download from https://www.gov.uk/government/publications/standard-civil-contract-2018 .
Transitional Supervisor Standard	The minimum required supervision experience, Category-specific case experience and Category-specific case involvement that any Supervisor must meet and which is evidenced via the Transitional Supervisor Declaration Form.