



Legal Aid
Agency

Invitation to tender to administer the Legal Aid Agency's Specialist Quality Mark from October 2022

Amendment Notice with effect from 14 February 2022

On 27 January 2022 the LAA issued an invitation to tender for a concession contract ("Contract") to administer the LAA's Specialist Quality Mark ("SQM") from 1 October 2022 on its e-Tendering system.

In accordance with paragraph 5.22 of the Information for Applicants ("IFA") document, Applicants are notified that the LAA has amended the IFA to correct the error detailed below:

On page 31 paragraph 3.91 of the IFA the telephone number and opening hours for the helpdesk provided to support Applicants using the e-Tendering system were incorrect. The IFA incorrectly stated:

Questions should be emailed to the following email address: help@bravosolution.co.uk. Alternatively, the telephone number for the helpdesk is 0800 368 4850 (lines are open from 9am to 6pm Monday to Friday).

The IFA now correctly states:

Questions should be emailed to the following email address: help@bravosolution.co.uk. Alternatively, the telephone number for the helpdesk is 0800 069 8630 (lines are open from 8am to 6pm Monday to Friday).

Version 2 of the IFA incorporates this amendment. Version 2 of the IFA is available via the 'Attachments' link within the e-Tendering system and is also available on the Gov.uk website [Specialist Quality Mark Services from October 2022 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/services/specialist-quality-mark-services-from-october-2022).

Requirements upon Applicants

Applicants are required to refer to version 2 of the IFA when preparing their Tender.