

## STANDARD CIVIL CONTRACT 2024: COMMUNITY CARE CATEGORY-SPECIFIC INFORMATION

This document contains:

1. Procurement Areas
2. Lots
3. Category-Specific Requirements
4. Verification Requirements
5. ITT questions and assessment

### 1. Procurement Areas

Applicants should check that they tender in the correct Procurement Area for their Office(s). To do this, Applicants must enter the postcode for their Office (or intended Office) into the 'Find your local council' tool on the Gov.uk website: <https://www.gov.uk/find-local-council>

Procurement Area	Local Authorities included in the Procurement Area
West Midlands	Birmingham City Council Bromsgrove District Council Cannock Chase District Council Coventry City Council Dudley Metropolitan Borough Council East Staffordshire Borough Council Herefordshire Council Lichfield District Council Malvern Hills District Council Newcastle under Lyme Borough Council North Warwickshire Borough Council Nuneaton and Bedworth Borough Council Redditch Borough Council Rugby Borough Council Sandwell Metropolitan Borough Council Shropshire Council Solihull Metropolitan Borough Council

	<p>South Staffordshire District Council  Stafford Borough Council  Staffordshire Moorlands District Council  Stoke-on-Trent City Council  Stratford-on-Avon District Council  Tamworth Borough Council  Telford and Wrekin Council  Walsall Metropolitan Borough Council  Warwick District Council  Wolverhampton City Council  Worcester City Council  Wychavon District Council  Wyre Forest District Council</p>
<p>Eastern</p>	<p>Babergh District Council  Basildon Borough Council  Bassetlaw District Council  Bedford Borough Council  Braintree District Council  Breckland District Council  Brentwood Borough Council  Broadland and South Norfolk Council  Broxbourne Borough Council  Cambridge City Council  Castle Point Borough Council  Central Bedfordshire Council  Chelmsford City Council  Chesterfield Borough Council  Colchester City Council  Dacorum Borough Council  East Cambridgeshire District Council  East Hertfordshire District Council  East Suffolk Council  Epping Forest District Council  Fenland District Council  Great Yarmouth Borough Council  Harlow District Council</p>

	<p> Hertsmere Borough Council  Huntingdonshire District Council  Ipswich City Council  Luton Borough Council  King's Lynn and West Norfolk Borough Council  Maldon District Council  Mid Suffolk District Council  North Hertfordshire District Council  North Norfolk District Council  Norwich City Council  Peterborough City Council  Rochford District Council  South Cambridgeshire District Council  Southend-on-Sea City Council  St Albans City Council  Stevenage Borough Council  Tendring District Council  Three Rivers District Council  Thurrock Council  Uttlesford District Council  Watford Borough Council  Welwyn Hatfield Borough Council  West Suffolk Council </p>
East Midlands	<p> Amber Valley Borough Council  Ashfield District Council  Blaby District Council  Bolsover District Council  Boston Borough Council  Broxtowe Borough Council  Charnwood Borough Council  City of Lincoln Council  Derby City Council  Derbyshire Dales District Council  East Lindsey District Council  Gedling Borough Council  Harborough District Council </p>

	<p>High Peak Borough Council  Hinckley and Bosworth Borough Council  Leicester City Council  Mansfield District Council  Melton Borough Council  Newark and Sherwood District Council  North East Derbyshire District Council  North Kesteven District Council  North Northamptonshire Council  North West Leicestershire District Council  Nottingham City Council  Oadby and Wigston Borough Council  Rushcliffe Borough Council  South Holland District Council  South Kesteven District Council  West Lindsey District Council  West Northamptonshire Council</p>
<p>South West</p>	<p>Bath and North East Somerset Council  Bournemouth, Christchurch and Poole Council  Bristol City Council  Cheltenham Borough Council  Cornwall Council  Cotswold District Council  Council of the Isle of Scilly  Dorset Council  East Devon District Council  Exeter City Council  Forest of Dean District Council  Gloucester City Council  Mid Devon District Council  North Devon Council  North Somerset Council  Plymouth City Council  Somerset Council  South Gloucestershire Council  South Hams District Council</p>

	<p>Stroud District Council  Swindon Borough Council  Teignbridge District Council  Tewkesbury Borough Council  Torbay Council  Torrige District Council  West Devon Borough Council  Wiltshire Council</p>
Wales	<p>Blaenau Gwent County Borough Council  Bridgend County Borough Council  Caerphilly County Borough Council  Carmarthenshire County Council  Ceredigion County Council  City and County of Swansea Council  City of Cardiff Council  Conway County Borough Council  Denbighshire County Council  Flintshire County Council  Gwynedd County Council  Isle of Anglesey County Council  Merthyr Tydfil County Borough Council  Monmouthshire County Council  Neath Port Talbot County Borough Council  Newport City Council  Pembrokeshire County Council  Powys County Council  Rhondda Cynon Taff County Borough Council  Torfaen County Borough Council  Vale of Glamorgan Council  Wrexham County Borough Council</p>
Yorkshire and Humberside	<p>Barnsley Metropolitan Borough Council  Calderdale Metropolitan Borough Council  City of Bradford Metropolitan District Council  City of York Council  Doncaster Metropolitan Borough Council  East Riding of Yorkshire Council</p>

	<p>Hull City Council  Kirklees Metropolitan Borough Council  Leeds City Council  North East Lincolnshire Council  North Lincolnshire Council  North Yorkshire Council  Rotherham Metropolitan Borough Council  Sheffield City Council  Wakefield Metropolitan District Council</p>
North East	<p>Darlington Borough Council  Durham County Council  Gateshead Borough Council  Hartlepool Borough Council  Middlesbrough Borough Council  Newcastle Upon Tyne City Council  North Tyneside Borough Council  Northumberland County Council  Redcar and Cleveland Council  South Tyneside Borough Council  Stockton-on-Tees Council  Sunderland City Council</p>
Merseyside	<p>Knowsley Metropolitan Borough Council  Liverpool City Council  Sefton Metropolitan Borough Council  St. Helens Metropolitan Borough Council  Wirral Borough Council</p>
North West	<p>Blackburn with Darwen Council  Blackpool Council  Bolton Metropolitan Borough Council  Burnley Borough Council  Bury Metropolitan Borough Council  Cheshire East Council  Cheshire West and Chester Council  Chorley Borough Council  Cumberland Council</p>

	<p> Fylde Borough Council  Halton Borough Council  Hyndburn Borough Council  Lancaster City Council  Manchester City Council  Oldham Metropolitan Borough Council  Pendle Borough Council  Preston City Council  Ribble Valley Borough Council  Rochdale Metropolitan Borough Council  Rossendale Borough Council  Salford City Council  South Ribble Borough Council  Stockport Metropolitan Borough Council  Tameside Metropolitan Borough Council  Trafford Metropolitan Borough Council  West Lancashire Borough Council  Westmorland and Furness District Council  Warrington Borough Council  Wigan Metropolitan Borough Council </p>
London	<p> Barking and Dagenham London Borough Council  Barnet London Borough Council  Bexley London Borough Council  Brent London Borough Council  Bromley London Borough Council  Camden London Borough Council  City of London Corporation  Croydon London Borough Council  Ealing London Borough Council  Enfield London Borough Council  Greenwich London Borough Council  Hackney London Borough Council  Hammersmith &amp; Fulham London Borough Council  Haringey London Borough Council  Harrow London Borough Council  Havering London Borough Council </p>

	<p>Hillingdon London Borough Council  Hounslow London Borough Council  Islington London Borough Council  Kensington &amp; Chelsea London Borough Council  Kingston upon Thames London Borough Council  Lambeth London Borough Council  Lewisham London Borough Council  Merton London Borough Council  Newham London Borough Council  Redbridge London Borough Council  Richmond upon Thames London Borough Council  Southwark London Borough Council  Sutton London Borough Council  Tower Hamlets London Borough Council  Waltham Forest London Borough Council  Wandsworth London Borough Council  Westminster City Council</p>
South	<p>Basingstoke and Deane Borough Council  Bracknell Forest Borough Council  Buckinghamshire County Council  Cherwell District Council  East Hampshire District Council  Eastleigh Borough Council  Fareham Borough Council  Gosport Borough Council  Hart District Council  Havant Borough Council  Isle of Wight Council  Milton Keynes Council  New Forest District Council  Oxford City Council  Portsmouth City Council  Reading Borough Council  Rushmoor Borough Council  Slough Borough Council  South Oxfordshire District Council</p>



	<p>Southampton City Council  Test Valley Borough Council  Vale of White Horse District Council  West Berkshire Council  West Oxfordshire District Council  Winchester City Council  Windsor and Maidenhead Borough Council  Woking Borough Council  Wokingham Borough Council</p>
<p>South East</p>	<p>Adur District Council  Arun District Council  Ashford Borough Council  Brighton and Hove City Council  Canterbury City Council  Chichester District Council  Crawley Borough Council  Dartford Borough Council  Dover District Council  Eastbourne Borough Council  Elmbridge Borough Council  Epsom and Ewell Borough Council  Erewash Borough Council  Folkestone and Hythe District Council  Gravesham Borough Council  Guildford Borough Council  Hastings Borough Council  Horsham District Council  Kings Lynn and West Norfolk Borough Council  Lewes District Council  Maidstone Borough Council  Medway Council  Mid Sussex District Council  Mole Valley District Council  Reigate and Banstead Borough Council  Rother District Council  Runnymede District Council</p>

	Sevenoaks District Council Spelthorne Borough Council Surrey Heath Borough Council Swale Borough Council Tandridge District Council Thanet District Council Tonbridge and Malling Borough Council Tunbridge Wells Borough Council Waverley Borough Council Wealden District Council Worthing Borough Council
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## 2. Lots

Lot	Lot value (MS)	Lot-specific additional quality requirements/ powers
Lot 1	100	N/A
Lot 2	200	N/A

## 3. Category-Specific Requirements

Applicants responding to the Community Care ITT must commit to meeting the following requirements by the Contract Start Date as applicable:

<b>Requirements which all Applicants responding to the Community Care ITT must meet by the Contract Start Date</b>
<b>Supervisor</b> By Contract Start Date the Applicant will employ PTE Supervisors who will actively supervise the Services tendered for in the Community Care Category of Law.  By Contract Start Date the Applicant will employ one PTE Supervisor: two FTE Caseworkers ratio at each Office from which it is tendering to deliver Services in the Community Care Category of Law.

<b>Office Presence</b>
By Contract Start Date the Applicant will have an Office in every Procurement Area tendered for that meets at least a Part-Time Presence definition.
<b>Authorised Litigator</b>
By Contract Start Date the Applicant will employ an Authorised Litigator for at least 17.5 hours per week, who will be available to each of its Offices to deliver Licensed Work.

#### 4. Verification Requirements

An Applicant which is notified of our intention to award them a 2024 Contract to conduct Contract Work in the Community Care Category of Law must be able to demonstrate it meets the following minimum 2024 Contract requirements by 23:59 on 15 March 2024:

<b>Verification which will be requested from all Applicants who are successful in tendering to deliver Community Care Contract Work</b>	
<b>What the LAA will verify</b>	<b>What evidence will be required</b>
<p>By Contract Start Date the Applicant will have been granted appropriate authorisation by a relevant legal sector regulator where required under the Legal Services Act 2007.</p> <p>See paragraph 2.27 of the Award ITT 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 2.22 of the ITT IFA, transitional provisions apply to an Applicant, they must confirm this in their verification response.</p>
<p>By Contract Start Date the Applicant comply with the requirements set out in paragraph 2.22 of the Award ITT in relation to Quality Standards.</p> <p>See paragraph 2.17 – 2.26 of the Award ITT for further information on Quality Standards.</p>	<p>Lexcel Certificate or SQM Certificate, valid at 1 September 2024.</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>Where the Quality Standard is in place but due to expire prior to the Contract Start Date, the LAA will accept the current Quality Standard Certificate, along with confirmation in writing from the Quality Standard provider of the date of the scheduled re-audit and that the Certificate will remain in force until the re-audit is complete.</p>

By Contract Start Date the Applicant will employ PTE Supervisor who will actively supervise the Services tendered for in the Community Care Category of Law.	Compliant Supervisor Declaration Forms for each Supervisor in the Community Care Category of Law.
By Contract Start Date the Applicant will employ one PTE Supervisor: two FTE Caseworkers ratio) at each Office from which it is tendering to deliver Services in the Community Care Category of Law.	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date.
By Contract Start Date the Applicant will have an Office in every Procurement Area tendered for that meets at least a Part-Time Presence definition.	Full address including postcode for the Office and, if applicable, the Office's current LAA account number.
By Contract Start Date the Applicant will employ an Authorised Litigator for at least 17.5 hours per week, an Authorised Litigator who will be available to each of its Offices to deliver Licensed Work.	Authorised Litigator name and roll number

## 5. ITT Questions and Assessment

### Section A – Bid details

	Question	Response Type
<b>Note</b>	<p><b>Applicants tendering to deliver Community Care Contract Work under a 2024 Contract must submit a response to the Selection Questionnaire (ITT_887) in addition to this ITT.</b></p> <p>When completing your ITT Response you should save your work regularly.</p> <p>If you are logged onto the eTendering system but do not use it for 15 minutes, the eTendering system will notify you through a 'pop up'. So that you can see this and click the 'Refresh' link in this 'pop up', please ensure that 'pop ups' are NOT blocked on your browser so you are not disconnected from the eTendering system and do not lose any unsaved information.</p> <p>Do not use the 'Back' or 'Forward' buttons on your browser; you could potentially lose your work. Please use the links on the eTendering system to navigate.</p>	

A.1.i	Please confirm the Procurement Area in which this Office 1 is (or will be) based.	<b>Options List:</b> West Midlands Eastern East Midlands London South West Wales Yorkshire & Humberside South North East Merseyside North West South East
<b>Note</b>	<b>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 10 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 10 Offices, it must contact the LAA in accordance with paragraph 3.8 of the Award ITT.</b>	
A.1.ii	Is the Applicant intending to deliver Contract Work in this Category of Law from another Office?	<b>Options List:</b> Yes No
A.1.iii	Please enter the Office address (excluding postcode) from which you intend to deliver Contract Work in this Procurement Area. Applicants are not required to have operational Offices at the point of submitting a Tender. If you do not yet know the address of the Office from which you intend to deliver Contract Work in this Procurement Area, please enter 'TBC'. This information must be provided by 23.59 on 15 March 2024.	Free text

A.1.iv	Please enter the Office postcode for the Office from which you intend to deliver Contract Work in this Procurement Area. Applicants are not required to have operational Offices at the point of submitting a Tender. If you do not yet know the postcode of the Office from which you intend to deliver Contract Work in this Procurement Area, please enter 'TBC' This information must be provided by 23.59 on 15 March 2024.	Free text
A.1.v	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
A.2.i	Please confirm the Lot the Applicant wishes to deliver from this Office.	<b>Options List:</b>  Lot 1 - 100 Matter Starts  Lot 2 – 200 Matter Starts

### Section B – Miscellaneous Contract Work

	Question	Response Type
<b>NOTE</b>	In this section the Applicant may tender for Matter Starts to undertake compensation claims for victims of human trafficking and/or modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO.	
B.1.i	Does the Applicant wish to receive an allocation of Matter Starts to undertake compensation claims for victims of human trafficking and modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO?	<b>Options List:</b>  Yes No (please go to Section C)

### Section C – Warranties and Declaration

By completing and submitting this ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a 2024 Contract:

- by Contract Start Date will have been granted appropriate authorisation by a relevant legal sector regulator where required under the Legal Services Act 2007. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the 2024 Contract must have all necessary licences and authorisations to conduct Contract Work by the Contract Start Date; and
- by Contract Start Date will comply with the requirements set out in paragraph 2.22 of the Award ITT in relation to Quality Standards; and
- by Contract Start Date will employ PTE Supervisors who will actively supervise the Services tendered for in the Community Care Category of Law; and
- by Contract Start Date will employ one PTE Supervisor: two FTE Caseworkers ratio at each Office from which it is tendering to deliver Services in the Community Care Category of Law; and
- by Contract Start Date will have an Office in every Procurement Area tendered for that meets at least a Part-Time Presence definition; and
- by Contract Start Date will employ an Authorised Litigator for at least 17.5 hours per week, an Authorised Litigator who will be available to each of its Offices to deliver Licensed Work.

By completing and submitting this ITT Response I give my undertaking that I am an individual 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 Contract Work.

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 this ITT Response by 23.59 on 15 March 2024.

	<b>Question</b>	<b>Response Type</b>
C.1	Name of the individual making declaration on behalf of the Applicant	Free text
C.2	Status within the Applicant organisation	Free text