

**Further Procurement: 2024 Standard Civil Contract
Award Criteria Invitation to Tender (“Award ITT FURTHER”)**

Introduction

The Legal Aid Agency (“LAA”) is inviting Tenders to deliver the publicly funded civil legal aid services from 1 September 2024 under the 2024 Standard Civil Contract (“2024 Contract”).

The Tender Deadline is 17:00 on 25 July 2024. Due to the urgent need for contracts to be in place to allow services to commence, the timescale from launch to the deadline for submission of tenders has been set at 14 days.

Late submissions will not be considered under any circumstances.

It is the Applicant’s sole responsibility to ensure that it submits a Complete Tender before the Tender Deadline.

It is the Applicant’s sole responsibility to ensure its Tender has been correctly completed to fully and properly represent its tender for the 2024 Contract.

Organisations that meet the Tender Requirements to hold a 2024 Contract and successfully Tender will be awarded a 2024 Contract.

There is no limit to the number of 2024 Contracts that may be awarded under this process, however, the LAA will award a single Schedule to deliver each of the Housing Loss Prevention Advice Service (“HLPAS”) Areas.

The 2 areas included in HLPAS procurement opportunity will be **the following areas only**:

- Barnstaple, Torquay & Newton Abbot
- Boston, Lincoln

Future procurement opportunities

The LAA intends to offer opportunities at regular intervals for new entrants to tender to deliver Contract Work under the 2024 Contract and for existing Providers to tender for additional work in the Housing and Debt and Welfare Benefits Categories of Law or from additional Offices. More details will be provided on those opportunities after the 2024 Contract has commenced.

Timetable

For guidance purposes only, a list of indicative dates for key activities as part of this procurement process for 2024 Contracts is set out below. These dates may be subject to change and the LAA will notify Applicants of any significant changes through the eTendering system.

Activity	Timescale
2024 Contract procurement ITTs open on eTendering system	11 July 2024
Final date for submission of questions about this procurement process	23:59 on 17 July 2024
Final 'Frequently Asked Questions' to be published	19 July 2024
Tender Deadline: for submission of Tenders including 2024 Contract ITT Responses	17:00 on 25 July 2024
Outcome of Tenders notified	Week commencing 5 August 2024
Verification Deadline: final date by which the Applicant must provide compliant Housing and Debt verification information and complete the LAA Administrative Processes to be eligible for a HLPAS Schedule (subject to outcome of competitive tender)	23.59 on 18 August
2024 Contracts and Schedules sent to successful Applicants for execution	From late August 2024*
Contract Start Date	1 September 2024

***Please note: As this is an additional procurement exercise, and supplemental to those launched on 13 September 2023 and 18 March 2024, the LAA can make no guarantee that any Contract Work tendered for under this process will be awarded prior to the Contract Start Date or that successful applicants will be able to commence Contract Work on the Contract Start Date.**

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SECTION 1: INTRODUCTION AND BACKGROUND

1.1 This Award ITT FURTHER explains:

- the rules governing this element of the 2024 Contract procurement process; and
- how you must submit an Award ITT FURTHER Response.

About the 2024 Contract

1.2 Before submitting a Tender you must review the following documents which set out the complete rules of the 2024 procurement process and should be read in the following order:

- SQ ITT FURTHER;
- Award ITT FURTHER;
- Category-Specific Information;
- HLPAS ITT FURTHER (if you wish to tender for HLPAS Contract Work in the 2 areas included in this procurement process);

- HLPAS-Specific Information Document (if you wish to tender for HLPAS Contract Work in the 2 areas included in this procurement process);
 - 2024 Contract;
 - Procurement process for 2024 Standard Civil Contract from September 2024-Frequently Asked Questions (FAQ); and
 - Additional Procurement: 2024 Standard Civil Contract – Frequently Asked Questions (FAQ)
- 1.3 Successful Applicants will be awarded a 2024 Contract to provide applicable Contract Work subject to meeting all necessary verification requirements (see Section 7).
- 1.4 Contract Work awarded under this additional 2024 Contract procurement process is intended to start on or around 1 September 2024 (the Contract Start Date) and will run until 31 August 2025 (subject to rights of early termination and the LAA’s right to extend for up to a further three years).
- 1.5 Each 2024 Contract consists of:
- Contract for Signature;
 - 2024 Standard Terms (Applicable to all contracts irrespective of the specific services to be provided);
 - Specification (governs how Contract Work must be delivered and includes Key Performance Indicators); and
 - Schedules (set out the Categories of Law you are authorised to undertake work in, the volume of work and any bespoke terms relevant to the delivery of services from a particular Office).
- 1.6 Organisations may have one or more 2024 Contract Schedules (i.e. one Schedule for each Office). Each Schedule details the Contract Work (including Categories of Law and Matter Start allocations) authorised at the Office.

About 2024 Contract Work

- 1.8 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.
- 1.9 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. A certain number of Matter Starts will be allocated to Providers and then set out in the applicable 2024 Contract Schedule.
- 1.10 There is no limit to the volume of Licensed Work that a Provider may undertake in any Category of Law. However, funding applications must be submitted for each Licensed Work case.

- 1.11 Notwithstanding the volume of Matter Starts allocated, no guarantee is provided in relation to the volume or value of work Applicants will receive/be paid for under any 2024 Contract. Services are provided under open market conditions and clients are free to choose from those Providers holding a 2024 Contract.
- 1.12 Payments under all 2024 Contracts will be at the rates set out in Legal Aid Legislation and are subject to change from time to time. By submitting a Tender you acknowledge that payment rates may vary during the term of the 2024 Contract.
- 1.13 Contract Work will be delivered from individual Offices which is organised by geographic areas referred to in the Tender documentation as Procurement Areas.

Miscellaneous Work

- 1.35 Applicants awarded a 2024 Contract to undertake Contract Work in any Category of Law will receive an additional allocation of 5 Miscellaneous Work Matter Starts included on each Schedule. This number applies irrespective of how many Categories of Law a Provider is authorised to deliver under a Schedule.
- 1.36 Detail on the work classified as 'Miscellaneous Work' for the purposes of the 2024 Contract is included in the Category Definitions.
- 1.37 Applicants wishing to deliver more than 5 Miscellaneous Work Matter Starts to assist victims of human trafficking and modern slavery will have the opportunity to do so as part of the Housing and Debt and Welfare Benefits Category ITT and will be awarded a total of 75 Miscellaneous Work Matter Starts which will be attached to the Schedule for the Applicant's Lead Office for the year of the Contract. Whilst the Schedule will reflect an allocation of 75 Matter Starts, 70 of these will be exclusively for use in undertaking compensation claims for victims of human trafficking and / or modern slavery.
- 1.38 Applicants are only required to indicate they wish to assist victims of human trafficking and modern slavery in one Award ITT FURTHER Response and not in every Award ITT FURTHER Response.

SECTION 2: THE PROCUREMENT PROCESS AND REQUIREMENTS

What is a Complete Tender?

- 2.1 A Complete Tender is defined at paragraph 4.1 of the [SQ ITT FURTHER](#)

Please refer to Section 4 for information about the Complete Tender.

What is an Individual Bid?

- 2.2 A Tender to deliver Contract Work in a specific Category of Law from a particular Office is known as an "Individual Bid". Consequently, the Award ITT FURTHER Response of Applicants tendering to deliver Contract Work from multiple Offices will comprise of

an Individual Bid for each Office, Applicants will tender for a single Office only to which their Schedule will be attached.

- 2.3 There is no limit to the number of Matter Starts in any Procurement Area. Successful Applicants will be awarded the volume of work relevant to the Category of Law.
- 2.4 Where an Applicant submits more than one Award ITT FURTHER Response, the LAA will assess only the last Award ITT FURTHER Response submitted prior to the Tender Deadline.

Lots

- 2.6 Lots will not apply to the Housing and Debt and Welfare Benefits Categories of Law. Applicants will not be required to tender for a specific Lot. All successful Individual Bids will be awarded a fixed allocation of Contract Work as specified in this Award ITT FURTHER.
- 2.9 Successful Applicants may deliver up to the volume of Matter Starts awarded, subject to 2024 Contract rules on the award of Supplementary Matter Starts.

Submission of Tenders

- 2.14 The eTendering system can be accessed either through a link on the tender pages of the LAA website or directly at <https://legalaid.bravosolution.co.uk>
- 2.15 Applicants must review the information regarding the operation of the eTendering system which is set out in Section 3 of the [SQ ITT FURTHER](#).

Tender Requirements

- 2.16 All Applicants must meet the Tender Requirements as follows:
- Generic Tender Requirements;
 - Category-Specific Requirements; and
 - any Lot-Specific Requirements.

Generic Tender Requirements

Quality Standard

- 2.17 Contract holders (except those delivering Family Mediation only) will be required to hold a Quality Standard throughout the Contract Period.
- 2.19 Applicants tendering to deliver HLPAS Contract Work must be able to evidence by 23:59 on 18 August 2024 that they comply with the requirements set out in paragraph 2.22.

- 2.20 Applicants are solely responsible for paying all necessary fees to the Quality Standard auditing organisation.
- 2.21 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.
- 2.22 Requirements according to the Quality Standard an Applicant chooses to hold are detailed below:

Applicant Type	Requirement
Applicants who intend to hold the SQM	- Pass desktop audit and provide evidence of this - Fully pass the Pre-QM audit within six months of the Contract Start Date
Applicants who intend to hold Lexcel	- Achieve Lexcel accreditation and provide evidence of this
Applicants who already hold Lexcel	- Must hold a valid accreditation that will be in force until at least the Contract Start date.
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 the Contract Start date.

- 2.23 It is an Applicant's responsibility to ensure it meets the LAA's requirements and where tendering to deliver HLPAS Contract Work provide verification evidence by 23:59 on 18 August 2024. Applicants are therefore advised to apply for their chosen Quality Standard as early as possible.
- 2.24 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.
- 2.25 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/>
- 2.26 Further information on Lexcel can be found on The Law Society's website: <http://www.lawsociety.org.uk/productsandservices/lexcel.page>

Authorisation by a relevant legal sector regulator

- 2.27 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 2024 Contract must, therefore, ensure that they have all necessary licences and authorisations from a Relevant Professional Body to conduct Contract Work by the Contract Start Date, unless the Applicant is submitting Individual

Bid(s) in Category(ies) where the Verification Deadline of 23:59 on 18 August 2024 applies.

Category-Specific Requirements

- 2.29 Applicants warrant at the time of submitting their Award ITT FURTHER Response that they will meet all applicable Tender Requirements.
- 2.30 Applicants intending to submit Individual Bid(s) to deliver HLPAS Contract Work must refer to the HLPAS ITT FURTHER and HLPAS-Specific Information Document.
- 2.31 Category-Specific Information can be found at:
- [Housing and Debt and Welfare Benefits Category-Specific Information: Further Procurement](#)

Supervisor requirements

- 2.32 Supervisor Standards are set out at Paragraphs 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 Paragraphs 2.26 – 2.28 of the General Specification.
- 2.33 For the purposes of obtaining a 2024 Contract, use of external (i.e. non-employed) Supervisors is not permitted.
- 2.34 To evidence that an Applicant employs an individual who (1) meets the Supervisor Standard and (2) works at the Office from which it has submitted an Individual Bid, the Applicant must provide a Supervisor Declaration Form for every Supervisor the Applicant intends to use, in all Category(ies) in which they are awarded a Schedule.

Offices

- 2.35 Office requirements vary for each Category of Law and are set out in the Category-Specific Information documents, see paragraph 2.31 for hyperlinks to each document.
- 2.36 As part of the Award ITT FURTHER Response Applicants must confirm the specific Procurement Area in which each Office they intend to deliver services is located.
- 2.37 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>. The Category-Specific Information document includes the Procurement Areas and the local authorities included in each Procurement Area. It is the Applicants' responsibility to submit their Individual Bid(s) in the correct Procurement Area.
- 2.38 Applicants may enter details of multiple Offices in the eTendering system as part of an Award ITT FURTHER Response as follows:
- Housing, Debt and Welfare Benefits – up to 15 Offices

- 2.41 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 Award ITT FURTHER 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 must be in the Procurement Area for which it tenders. The LAA will validate address details provided.
- 2.42 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.

SECTION 3: COMPLETION OF INDIVIDUAL BIDS

- 3.1 With the exception of SQ FURTHER and HLPAS ITTs FURTHER, the 2024 Contract ITTs can be found in the eTendering system as follows:
- itt_1027 – Housing, Debt and Welfare Benefits ITT - Further
- 3.2 Applicants must submit an SQ ITT FURTHER Response before the eTendering system will allow them to submit an Award ITT FURTHER Response. Applicants must complete an Award ITT FURTHER Response for each Category of Law they wish to deliver, including all scenarios defined below:
- the Applicant has not previously tendered for a 2024 Civil Contract;
 - the Applicant has previously submitted a Tender for a 2024 Contract and been notified of an unsuccessful Tender;
 - the Applicant has previously successfully tendered for a 2024 Contract and wishes to apply for additional Categories of Law;
 - the applicant has previously successfully tendered for a 2024 Contract and wishes to apply to deliver Contract Work from additional Offices/Procurement Areas.

Applicants who:

- **have been notified of a successful outcome of their Tender through the eTendering message board; and**
- **are not seeking to deliver Contract Work in additional Categories of Law and-or from additional Offices/Procurement Areas**

do not need to submit a response to this procurement process.

- 3.3 The Housing and Debt and Welfare Benefits Category ITT contains a series of questions covering the following areas:
- Bid Details (Section A)

- Miscellaneous Contract Work (Section B)
 - Warranties and Declarations (Section C)
- 3.4 A full breakdown of the questions for each Category of Law is included in the relevant Category ITT and is replicated in the Category-Specific Information documents identified with hyperlinks at paragraph 2.31.
- 3.5 Applicants must respond to each question in the relevant Category ITT by selecting the correct drop-down option or by providing a typed answer in the free text box provided. Each free text box is limited to 2000 characters (including spaces).
- 3.6 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 eTendering system.
- 3.7 Where an Applicant wishes to tender from more Offices as part of an Award ITT FURTHER Response than is catered for in an ITT, the Applicant must send a message to the LAA via the eTendering messaging portal no later than 23:59 on 17 July 2024 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 eTendering system and sending this to the LAA before the Tender Deadline.
- 3.8 Where an Applicant wishes to tender for Matter Starts to undertake compensation claims for victims of human trafficking and/or modern slavery the Applicant may do so in Section B of its Award ITT FURTHER Response.
- 3.9 Before submitting its Award ITT FURTHER Response an Applicant must check that it has answered all questions correctly. If an Award FURTHER ITT Response is incomplete it may be assessed as unsuccessful.
- 3.10 Tenders, including Award ITT FURTHER Responses, will not be opened by the LAA until after the Tender Deadline. 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 4: APPLICANTS' QUESTIONS

- 4.1 Information about the process to follow if an Applicant has a question about the procurement process to which they cannot find a response in this document or in the guidance provided in the eTendering system, is contained in Section 2 of the [SQ ITT FURTHER](#).

SECTION 5: AWARD ITT RESPONSE ASSESSMENT

- 5.1 ITT Responses will be assessed in the following stages:
- Stage 1 – SQ ITT FURTHER assessment
 - Stage 2 – Award ITT FURTHER assessment
 - Stage 3 – Contract award (subject to verification)
 - Stage 4 – Verification

Stage 1 - SQ ITT FURTHER assessment

- 5.2 The SQ ITT FURTHER contains the rules governing the SQ element of this procurement process.
- 5.3 Applicants that are assessed as having passed the SQ will process to Stage 2 for the applicable ITT(s).

Stage 2 – Award ITT assessment

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

Address and postcode assessment

- 5.5 The LAA will review any address and postcode details provided as part of an Individual Bid for an Office. For Family Mediation the LAA will check the Office is in England or Wales. For all other Categories, the LAA will check the Office is in the relevant Procurement Area.
- 5.6 Where an Applicant 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 2.42. This will also apply in the event that an Applicant for Family Mediation provides details of an Office which is not in England or Wales.
- 5.7 Where no address details are submitted as part of an Individual Bid, an address check will be conducted as part of verification (Stage 4). Applicants must be able to evidence an Office in the relevant Procurement Area by the Verification Deadline of 23.59 on 18 August 2024 where tendering for HLPAS Contract Work.

Stage 3 – Contract award (subject to verification)

- 5.8 All Applicants will be notified of the outcome of their Tender through the eTendering message board. Notifications to Applicants whose Tender is unsuccessful will include details of why their Tender is unsuccessful.
- 5.9 The LAA intends to notify Applicants of the outcome of their Tender from week commencing 5 August 2024.
- 5.11 Where an Applicant's SQ ITT FURTHER Response is assessed as unsuccessful the Applicant's Award ITT FURTHER Response will not be assessed, unless any appeal made by the Applicant is successful.
- 5.12 There is no right of appeal against the LAA's assessment of Award ITT FURTHER Responses.

Stage 4 – Verification

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- 5.13 Applicants who are notified that they have been successful in this procurement process will be required to verify their Tender following the verification process detailed at Section 6 of this Award ITT FURTHER.

SECTION 6: VERIFICATION AND CONTRACT DOCUMENTATION

- 6.1 Successful Applicants will be required to verify each Individual Bid submitted and all contract awards will be conditional on satisfactory verification.
- 6.2 Where Applicants are notified of the LAA's intention to award it a 2024 Contract subject to verification it is the Applicants' sole responsibility to ensure it provides all necessary verification information by the deadlines in the Award ITT FURTHER (or such other later date as we may specify).
- 6.3 Failure to provide verification information by any deadline given may result in the rejection of the Tender or any specific element of that Tender. Requirements are contained in the Category-Specific Information documents, links to which can be found at paragraph 2.31.
- 6.4 Applicants are strongly advised to engage with the verification process as soon as possible and submit verification information at the earliest opportunity.
- 6.5 Subject to the express provisions in paragraphs 6.6 – 6.7, 6.11 – 6.14 and 6.15 – 6.18 of this Award ITT FURTHER, Applicants should submit verification for Individual Bids by the Verification Date.
- 6.6 At our absolute discretion and where it is practical and feasible to do so we may, but are under no obligation to, accept verification information submitted after the Verification Date subject to the conditions outlined in this Section 6 and our obligations to comply with relevant legal principles.
- 6.7 Where the LAA accepts verification information submitted after the Verification Date reasonable endeavours will be made but the LAA but can make no guarantee that contract documentation will be issued by the Contract Start Date.
- 6.8 Applicants must complete verification by the stated deadlines. If the LAA cannot successfully complete the verification process Applicants will not be able to undertake Contract Work by the Contract Start Date and the Contract award may be withdrawn at our discretion.
- 6.9 The LAA will not issue contract documentation to, or contract with, any Applicant which does not complete the verification process including:
- verification of Tender Requirements;
 - evidence of professional indemnity insurance;
 - fully completed indemnity documentation; and
 - issuing LAA Account Number(s) where applicable.

Failure to verify

- 6.10 If it becomes necessary for the LAA to withdraw any Contract award relating to an Individual Bid or an entire Tender as a consequence of their failure to satisfactorily verify any aspect of the 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.

HLPAS Tenders

- 6.11 Applicants that tender to deliver HLPAS Contract Work **must** successfully complete verification of the Housing and Debt Individual Bid(s) by the Verification Deadline of **23:59 on 18 August 2024. This is restricted to the following areas only:**
- Barnstaple, Torquay & Newton Abbot
 - Boston, Lincoln
- 6.12 HLPAS Schedules are awarded on an exclusive basis to a single Provider and the LAA must have certainty that successful Applicants meet the HLPAS Tender Requirements in sufficient time to put arrangements in place for delivery of the service.
- 6.13 Applicants that do not successfully complete verification and where applicable, LAA Administrative Processes by the HLPAS Verification Deadline may not be eligible for the award of a HLPAS Schedule.
- 6.14 HLPAS Schedules will not be issued until verification of an Applicant's Housing and Debt Individual Bid is also concluded.

LAA Administrative Processes

Indemnity

- 6.22 By submitting a Tender, Applicants with limited liability (unless a registered charity) expressly agree that they **must** submit a properly completed indemnity agreement even if submitted under a previous procurement exercise or under a current or previous contract with the LAA to be awarded a 2024 Contract.
- 6.23 The indemnity agreement must be signed by the individuals who are the ultimate owners of the bidding entity and/or such persons as the LAA might reasonably regard as being controllers and/or senior managers of the Applicant.
- 6.24 A copy of the indemnity form is available at:
<https://www.gov.uk/government/publications/personal-guarantee-and-indemnity>
- 6.25 Where an Applicant fails to provide a properly completed indemnity by the Contract Start Date, the LAA may withdraw the Contract award.

AC1 form

- 6.26 If your Tender relates to any Office(s) which does not hold a current LAA Account Number, in addition to confirming the Office address and postcode, you will be required to complete and return an AC1 form and supporting documents so this Office can be allocated a LAA Account Number and set up on the LAA systems. This will include
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evidence of Professional Indemnity Insurance and may be either a certificate of insurance or a quote for insurance valid from the Contract Start Date. If you provide a quote for insurance, you will be unable to commence work until this insurance is in place and you must provide a certificate upon our request. We cannot issue contract documentation and you may not 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.

- 6.27 Where an Applicant fails to provide a completed AC1 form and associated documentation by the Contract Start Date the LAA may withdraw its offer of Contract Work to the relevant Office(s).

Contract documentation

- 6.28 Where verification is successfully concluded we intend to make an Applicant's contract documents available for execution in advance of the Contract Start Date of 1 September 2024 or as soon as is practicably possible after this date. Further details about this process will be provided to Applicants nearer the time.

2024 Contract documentation

- 6.29 Applicants that satisfactorily verify Individual Bids through the verification process will be notified when 2024 contract documentation is available to view and execute online.
- 6.30 2024 contract documentation will be issued and executed electronically in the LAA's Controlled Work and Administration ("CWA") system. Applicants will need to access this system to execute the 2024 Contract by clicking the "Accept Contract" button within the system. By doing this Applicants expressly agree to comply with and be bound by the terms of the 2024 Contract in full.
- 6.31 To execute a 2024 Contract Applicants must have been set up on the LAA systems and issued with an LAA Account Number for each Office.
- 6.32 Applicants must have set up the requisite number of 'Designated Signatories' on CWA before they can execute the 2024 Contract. Guidance on how to do this will be provided at the verification stage. Guidance on allocating the Designated Signatory role in CWA can be found on our website.
- 6.33 Contracts that have not been executed two weeks after being issued to successful Applicants may be withdrawn at our sole discretion. We will have no liability to an Applicant whatsoever as a consequence of any such withdrawal.

SECTION 7: GENERAL RULES OF THIS PROCUREMENT PROCESS

- 7.1 The rules of this procurement process are set out in Section 6 of the [SQ ITT FURTHER](#).
- 7.2 Applicants must read the rules of the procurement process in full.