

CDD QUALITY AWARD CRITERIA ASSESSMENT

Technical Envelope – Quality Award Criteria

Note	Applicants wishing to tender for a CDD Contract must submit a Quality Award Criteria Response	
Note	<p>Before submitting your Tender, you must carefully read the Application Guide. This can be downloaded from the 'Buyer Attachments' section at the top of this page. This Application Guide gives information about the Contract Work stage of the procurement process, including how to complete a Quality Award Criteria Response.</p> <p>When completing your Quality Award Criteria 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>	
	Question	Response Type
	Quality Award Criteria	

<p>N.1 – Non-scored information Pass/fail</p>	<p>Staff Organogram</p> <p>Please provide your Staff Organogram showing all staff that will be deployed to implement and deliver the Contract Work and the role they will each undertake. This includes Key Personnel, CDD Supervisors, Advisers, and Management Team. For each role, you need to provide:</p> <ul style="list-style-type: none"> a) the name of the staff member employed (or with a Signed Engagement Agreement to employ). Alternatively, indicate where the post is vacant. b) the title of their role, the main duties to be performed and their relevant qualifications for delivering the CDD Service. c) the number of hours per week each staff member will work delivering the Service, stipulating the proportion of an FTE that the role provides. d) the basis of their employment (permanent, fixed term, temporary). Where temporarily, stipulate how long the position will last. e) reporting structures. 	<p>Attachment</p>
<p>N2 Non-scored information Pass/fail</p>	<p>Resourcing Plan</p> <p>Please complete and upload a Resourcing Plan Pro Forma detailing the staff (Advisers and CDD Supervisors) that will deliver the CDD Service.</p> <p>Copies of the Resourcing Plan Pro Forma can be accessed and downloaded from the 'Attachments' section in the ITT.</p>	<p>Attachment</p>
<p>N3 Non-scored information Pass/fail</p>	<p>Implementation Plan</p> <p>Please complete and upload an Implementation Plan to demonstrate how the service will be operational by the Service Commencement Date and how this will be achieved.</p> <p>Your Implementation Plan must indicate the timetable and milestones which you will meet to ensure that all aspects of the Contract Work will be ready, specifically:</p>	<p>Attachment</p>

	<p>a) Recruitment. b) IT & telephony infrastructure. c) Office requirements, where applicable. d) Induction plan. e) Achievement of Quality Standard.</p> <p>Copies of the Implementation Plan Pro Forma can be accessed and downloaded from the 'Attachments' section in the applicable ITT.</p>	
<p>N.4</p> <p>Non-scored information Pass/fail</p>	<p>Delivery model</p> <p>Please provide details of how Contract Work will be delivered. This must include:</p> <p>a) Where the Named Individuals in your Staff Organogram in question N1 will be based i.e., office-based, working fully remotely, hybrid working. b) How your outlined delivery model ensures staff are available to take calls 24/7/365.</p>	Attachment
<p>1.1</p> <p>Skills and experience of staff delivering the service</p>	<p>Using the Named Individuals in your Staff Organogram in question N.1, please explain how the Advisers, CDD Supervisors and Key Personnel have the relevant skills and experience in delivering the service for which they have tendered to effectively deliver a high quality of legal advice to clients.</p> <p>This answer must include:</p> <ul style="list-style-type: none"> - A description of the breadth and depth of the skills and experience of: <ul style="list-style-type: none"> • Advisers. • CDD Supervisors. • Key Personnel and. • Management Team <p>Your answer must include experience of Named Individuals in the delivery of:</p> <ul style="list-style-type: none"> • Legal advice on non-imprisonable summary style criminal offences. 	Text box

	<ul style="list-style-type: none"> • Legal advice on the full range of non-indictable and indictable offences. • Meeting the needs of clients with Relevant Protected Characteristics and additional language requirements <ul style="list-style-type: none"> - Either running advising on or supervising a dedicated specialist legal advice service (please note, this does not include experience of accepting calls via police stations for the deployment of staff to advise detained individuals) <p>Higher scores may be awarded if your response demonstrates that CDD Supervisors to be deployed by the Applicant having experience in supervising the delivery of advice across a broad range of case types and / or delivery of either running advising on or supervising a dedicated specialist telephone legal advice service, and /or a high ratio of Advisers who also meet the requirements of a CDD Supervisor.</p>	
<p>1.2</p> <p><i>Staff Recruitment and Succession Planning</i></p>	<p>Referring to the roles in your Staff Organogram (question N.1), please outline how you will manage any necessary recruitment in time for the Service Commencement Date, and how you will address ongoing recruitment and succession planning throughout the Contract Period.</p> <p>Your response must include:</p> <ul style="list-style-type: none"> • The employment conditions you will use to attract high-quality candidates, reduce turnover, and improve productivity. • Your approach to succession planning and replacing outgoing staff, including Advisers, CDD Supervisors, and the Management Team. This should include how your salary and benefits package will attract skilled applicants. • The recruitment processes you will follow to fill any vacant posts by the Service Commencement Date, including timelines, key personnel involved, and how your approach ensures inclusivity and accessibility for candidates from all backgrounds. • A credible plan for regularly assessing staff skills and identifying training needs, particularly in relation to telephone advice and supporting Clients with Relevant Protected Characteristics. Explain how these needs will be addressed to improve staff capability throughout the Contract Period. 	Text box

	<ul style="list-style-type: none"> • Details of nominated training and development leads with relevant expertise and experience in delivering training. <p>Higher scores may be awarded where responses demonstrate:</p> <ul style="list-style-type: none"> • Investment in learning and development beyond the minimum requirements. • A named individual responsible for implementing a training programme with proven experience in organisational staff development. • A low number of roles to recruit for, and/or robust recruitment processes likely to result in timely and successful appointments. • A recruitment lead with sufficient authority and relevant experience. • Succession planning processes that have been successfully used previously. <p>If no posts are currently vacant, please state this and explain the process you would follow if vacancies arise before the Service Commencement Date.</p>	
<p>1.3</p> <p><i>Supervision of staff delivering legal advice</i></p>	<p>To assess the quality of the service being provided, please outline, with reference to the Delivery Model given in answer to question N.4, how you will ensure effective Supervision to ensure delivery of high-quality Contract Work.</p> <p>The answer must include:</p> <ul style="list-style-type: none"> - A description of how the Applicant will deliver effective Supervision of Advisers to ensure that Contract Work delivered by Advisers is subject to quality assurance. This should include but is not limited to the file review process, including the frequency and Named Individual(s) undertaking the reviews and/or call monitoring. - With reference to Named Individuals provided in the Staff Organogram given in answer to question N.1, a description of how the Applicant will use Supervision to ensure that: <ul style="list-style-type: none"> - details of the experience of CDD Supervisors in managing staff with differing levels of experience, including Probationary Representatives. 	Text box

	<ul style="list-style-type: none"> - details of the experience of CDD Supervisors in supervising high volumes of work. - how you will cover temporary CDD Supervisor absences. - Cases are closed in a timely manner once they have been actioned appropriately, taking into consideration the nature and complexity of the Client's issue; and - Advisers have and use appropriate skills when delivering Contract Work - How you will maintain staff retention and motivation in the delivery of a 24-hour service. <p>Higher scores may be awarded if your response demonstrates how your approach to Supervision has been successfully used by your previously and/or evidence how the Supervision processes above will be tailored to supervise Advisers with diverse levels of skills and experience.</p>	
2.1 Management of the CDD Service	<p>Please use the text box(es) provided to describe how you will ensure effective overall management of the CDD Service to ensure service provision is maintained from the Service Commencement Date and will be reviewed and improved throughout the lifetime of the CDD Contract.</p> <p>Referring to the Implementation Plan given in answer to question N.3 and the Delivery Model given in answer to question N.4, please describe the telephony and data security infrastructure which you will use to effectively deliver the CDD Service, stating clearly how you will manage and maintain this infrastructure to support the delivery of the CDD Service from the Service Commencement Date and thereafter throughout the Contract Period.</p> <p>The answer must include:</p> <ul style="list-style-type: none"> - A description of the telephony infrastructure that will be used to deliver the Contract Work. - A description of how documents will be received, logged, and circulated to relevant CDD Supervisor and/or Adviser, ensuring compliance with LAA Data Security requirements and guidance. 	Text box

	<p>- How the telephony infrastructure will meet the requirements in Annex 4 of the CDD Contract.:</p> <p>Your answer must also include how you will:</p> <ul style="list-style-type: none"> • ensure that the service operates effectively throughout the full service hours. • ensure continuity between shifts to appropriately deal with ongoing cases; and • monitor trends in case outcomes for the CDD Service and take appropriate action where you identify issues and areas for improvement within your individual CDD Contract and across the wider CDD Service e.g., DSCC, police forces, other CDD Provider. • monitor performance against Contract KPIs and how you will quickly and effectively act in the event of failure, or an identified risk of future failure, to meet a KPI. <p>Higher scores may be awarded if your response evidences that you employ a Named Individual with experience of managing and maintaining a telephony system, document handling and KPI management.</p>	
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<p>2.2</p> <p><i>Business Continuity Plan BCP (BCP)</i></p>	<p>To assess that the Applicant will ensure continuity of contract work following any failure or disruption of any element of the business processes and operations please describe your Business Continuity Plan which sets out how you will respond to an event which significantly disrupts, or threatens to significantly disrupt, the provision of the Contract Work. As a minimum, the BCPBCP should comply with the requirements of the CDD Contract.</p> <p>The answer must include:</p> <ul style="list-style-type: none"> - The key risks identified to service continuity include: <ul style="list-style-type: none"> • Geographical. • Infrastructure. • Data. • Staff; and • Access to the workplace where applicable as set out in the Delivery Model given in answer to question N.4 - An outline of countermeasures to manage the risks identified. - Details of the roles and responsibilities of the staff responsible for the BCP - An outline of the processes the Applicant will follow in activating their BCP. <p>Higher scores may be awarded if the response evidences that staff with appropriate standing in the organisation will have responsibility for implementing the BCPBCP, and/or the BCP is reviewed and tested at least annually, and/or the BCP significantly exceeds requirements of Good Industry Practice (see the Standard Terms of the CDD Contract)</p> <p>You should also outline plans for maintaining delivery of the Contract Work if a risk, or another unforeseen event, materialises.</p>	<p>Text</p>
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<p>2.3</p> <p><i>Contract resourcing and forecasting.</i></p>	<p>In assessing the Contract resourcing proposed by the Applicant, the LAA will consider both the information contained in the Resourcing Plan submitted at N.2</p> <p>Copies of the Resourcing Plan Pro Forma can be accessed and downloaded from the ‘Attachments’ section in the ITT.</p> <p>To assess whether the Applicant will have sufficient staff resources in place to deliver Contract Work through the Contract Period please describe how you will monitor Case volumes and how you have determined the number of Advisers and CDD Supervisors which you have set out in the Resourcing Plan is sufficient to deliver the Contract Work on a day-to-day basis.</p> <p>The answer must include:</p> <ul style="list-style-type: none"> - Information to demonstrate that the Resourcing Plan is underpinned by accurate calculations of the demands of the service using Case volumes provided in this ITT. - Evidence that sufficient staff with the appropriate skills to meet the Service Specification will be available to deliver Contract Work during all Core Hours. - How you will adjust staffing resources delivering the Contract Work to ensure the Contract requirements are met in the event of increasing case volumes and decreasing case volumes, and unexpected staff availability - Details about the processes that will be used to monitor service capacity and plan for changes in case volumes, to allow you to forecast demand. - The Named Individual(s) with responsibility for monitoring service capacity and forecasting future demand <p>Higher scores may be awarded if your response demonstrates strong contingency processes in the event of unexpected short-term increases in volumes or the unavailability of staff, whereby the Applicant can draw on a significant number of suitably qualified staff who are available at short notice and/or evidence of</p>	<p>Text box</p>
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	previous successful management of a similar service that required similar forecasting and resourcing activities.	
3.1 <i>Implementation Plan</i>	<p>Using the Implementation Plan and Delivery Model provided in response to N.3 and N.4 we will assess that the Applicant will be ready to deliver Contract Work by the Service Commencement Date. Applicants that are currently delivering a service similar to the Contract Work and are intending to utilise existing resources (e.g. infrastructure, processes) to deliver the CDD Contract should demonstrate in their Implementation Plan how they will ensure those resources are adequate to successfully deliver the Contract Work from the Service Commencement Date.</p> <p>The answer must include:</p> <ul style="list-style-type: none"> - Details of all key resources and infrastructure required to deliver the Contract Work based on a full understanding of the requirements of the CDD Contract. - A credible Implementation Plan outlining key activities and realistic milestones. - A clear allocation of deliverables to Named Individuals who have the required expertise to deliver the individual elements of the Plan. - Full details of the Named Individual(s) with accountability for ensuring the Plan is implemented. <p>Higher scores may be awarded if the response evidences that the plan will largely utilise pre-existing resources and infrastructure which will meet the requirements of the CDD Contract and/or the plan clearly identifies risks to the implementation of the Contract Work along with well thought-out contingencies.</p> <p>Applicants that are currently intending to utilise existing resources (e.g. infrastructure, processes) to deliver the CDD Service should demonstrate in their completed CDD Implementation Plan Pro Forma how they will ensure those resources are adequate to successfully deliver the CDD Service in accordance with the Contract from the Service Commencement Date.</p>	Text box

<p>4.1 <i>Social Value Question</i></p>	<p>Please describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Social Value Policy Outcome and Award Criteria, in supporting health and wellbeing, including physical and mental health, in the contract workforce.</p> <p>Effective activities that demonstrate and describe your existing or planned:</p> <ul style="list-style-type: none"> ● Understanding of issues relating to health and wellbeing, including physical and mental health, in the contract workforce. ● Inclusive and accessible recruitment practices, development practices and retention-focused activities including those provided in the Guide for line managers on recruiting, managing, and developing people with a disability or health condition. ● Actions to invest in the physical and mental health and wellbeing of the contract workforce. ● Methods to measure staff engagement over time and adapt to any changes in the results. ● Processes for acting on issues identified. <p>Your response should include the following:</p> <ul style="list-style-type: none"> ● your 'Method Statement,' stating how you will achieve this and how your commitment meets the Award Criteria, and ● a timed project plan and process, including how you will implement your commitment and by when. <p>Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:</p> <ul style="list-style-type: none"> ○ timed action plan ○ use of metrics ○ tools/processes used to gather data ○ reporting ○ feedback and improvement ○ transparency 	<p>Text box</p>
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Declaration

By completing and submitting this CDD Tender 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 CDD Tender Response are correct. I understand that the information will be used in the process to assess the Applicant's tender for offered Contract Work. 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 CDD Tender Response. By completing and submitting this CDD Tender 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 CDD Tender Response are correct.

	Question	Response Type
B.1	Name of the individual making the declaration on behalf of the Applicant	Free text
B.2	Status within the Applicant organisation	Free text

Commercial Envelope - Price Award Criterion

Note	<u>All</u> Applicants must submit a response to this Commercial Envelope as part of this procurement process. Applicants must ensure that they complete and submit the SQ in addition to this CDD ITT for CDD Contracts from June 2026.	
No.	Question	Response options and assessment
P1- Price Form	Please confirm the Applicant's Case Fee in pounds sterling (£), exclusive of VAT	Number (up to two decimal places)
P2 - Submission Requirement: Cost	Submission Requirement: Costs Breakdown Assessment Pro Forma	Attachment

Breakdown Assessment Pro Forma	<p>Please complete and upload a completed Costs Breakdown Assessment Pro Forma.</p> <p>Copies of the Costs Breakdown Assessment Pro Forma can be accessed and downloaded from the 'Attachments' section in this ITT.</p>	
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Declaration

By completing and submitting this CDD Tender 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 CDD Tender Response are correct.

	Question	Response Type
B.1	Name of the individual making the declaration on behalf of the Applicant	Free text
B.2	Status within the Applicant organisation	Free text