

**Procurement of Civil Legal Aid Services: Inquests Application Guide****2024 Standard Civil Contract****OUTLINE DESCRIPTION OF TENDER ACTIVITY**

The Legal Aid Agency (LAA) is inviting Tenders for contracts to deliver Inquests work under the 2024 Standard Civil Contract ("**2024 Civil Contract**").

This procurement is being launched in advance of Royal Assent to ensure sufficient provider capacity is in place and ready to deliver services as soon as possible following commencement of the legislation. The timing of service launch will be subject to the Parliamentary timetable and agreement of the formal commencement date. The contract will end on 30 June 2028, in line with the broader 2024 Standard Civil Contract (subject to the rights of early termination and the LAA's right to extend by up to a further 2 months).

This document, the "**Inquests Application Guide**" relates to the procurement of the Inquests Category of Law exclusively. For the procurement process for other 2024 Standard Civil Contract Categories of Law, please go to [2024 Standard Civil Contract Application guide V.3.pdf](#)

The Inquests Category of Law is non-exclusive. Providers who currently hold a 2024 Standard Civil Contract, and deliver inquest work under other Categories of Law, may continue to do so without tendering for a schedule in the Inquests Category of Law.

Where current 2024 Contract Providers wish to tender to deliver Contract Work under the Inquests Category of Law, they will be required to follow this procurement process in its entirety.

This Inquests Application Guide sets out the process and rules for applying to deliver the Inquests Category of Law under the procurement process that will open on **4 August 2026**. Applicants must read this Inquests Application Guide and the additional information provided in the linked documents in full before submitting a Tender.

There are an unlimited number of 2024 Standard Civil Contracts available.

The LAA intends to award contracts under this process in accordance with the procurement timetable set out in section 3, however, service launch will be subject to the Parliamentary timetable and agreement of the formal commencement date and where Applicants pass the Verification process.

Depending on the circumstances, the date on which an individual Applicant, where its Tender is successful, may commence work under the 2024 Standard Civil Contract may be several months from the date of Tender submission and relies on the provision of timely and accurate information by Applicants. Inaccurate or incomplete evidence may delay the issuing of a contract.

Application Period

The LAA intends that the Application Period will remain open until, or around, 31 March 2027 and organisations may tender at any point within this period. The LAA reserves the right to amend the Application Period, including closing the procurement opportunity, at its sole discretion.

Rejections

Where Applicants are rejected from the procurement process, they can generally submit an amendment to their original tender at any point whilst the Application Period remains open. This may include where:

- The Applicant's circumstances change;
- It is able to provide further information or evidence sufficient to demonstrate that any applicable grounds of mandatory or discretionary rejection should be reconsidered;
- Time limits for notification of rejection criteria events have expired.

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SECTION 1: INTRODUCTION AND BACKGROUND

About the 2024 Standard Civil Contract

- 1.1 Before submitting a Tender you must review the following documents which set out the complete rules of this procurement process and should be read in the following order:
 - Inquests Selection Questionnaire Invitation to Tender (SQ ITT);
 - Inquests Application Guide
 - Inquests Category-Specific Information;
 - 2024 Standard Civil Contract;
 - Frequently Asked Questions (FAQ) – published periodically (see paragraph 24.4)
- 1.2 Successful Applicants will be awarded a 2024 Standard Civil Contract to provide applicable Contract Work subject to meeting all necessary Verification requirements (see Section 14). Applicants already holding a Standard Civil Contract 2024 may be awarded schedule authorisation in the Inquests Category of Law.
- 1.3 Each 2024 Standard Civil Contract ([Standard civil contract 2024 - GOV.UK](#)) consists of:
 - Contract for Signature;
 - 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
 - Schedule (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).
- 1.4 Organisations may have one or more 2024 Standard Civil Contract Schedules (i.e. one Schedule for each Office). Each Schedule details the Contract Work (including Categories of Law) authorised at the Office.

About 2024 Standard Civil Contract Work

- 1.5 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. For Inquest work, this would cover “other legal services” to provide advice, assistance and advocacy at an inquest.
- 1.6 Controlled Work cases are known as ‘Matters’ and providers are generally allocated an allocation of ‘Matter Starts’ in each category of law covered by their Schedule’. Controlled Work permits Providers in the Inquests Category of Law may use an unlimited number of Matter Starts.

- 1.7 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.
- 1.8 No guarantee is provided in relation to the volume or value of work Applicants will receive/be paid for under any 2024 Standard Civil Contract. Services are provided under open market conditions and clients are free to choose from those Providers holding a 2024 Standard Civil Contract with a Schedule that covers the relevant category.
- 1.9 Payments under all 2024 Standard Civil 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 Standard Civil Contract. At the time of this procurement process launching, the government has proposed changes to the remuneration rates for Inquests. Details of the proposed changes can be found [here](#).
- 1.10 Contract Work will be delivered from individual Offices within England and Wales.

Miscellaneous Work

- 1.11 Applicants awarded a 2024 Standard Civil 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.
- 1.12 Detail on the work classified as 'Miscellaneous Work' for the purposes of the 2024 Standard Civil Contract is included in the Category Definitions.
- 1.13 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 relevant 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.
- 1.14 Applicants are only required to indicate they wish to assist victims of human trafficking and modern slavery in one 2024 Standard Civil Contract ITT Response and not in every 2024 Standard Civil Contract ITT Response.

SECTION 2: PROCUREMENT PROCESS AND REQUIREMENTS

What is a Complete Tender?

- 2.1 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 the Inquests Category of Law from a particular Office is known as an “Individual Bid”. Consequently, the 2024 Standard Civil Contract ITT Response of Applicants tendering to deliver Contract Work from multiple Offices will comprise of an Individual Bid for each Office.
- 2.3 Where an Applicant submits more than one 2024 Standard Civil Contract ITT Response for the Inquests Category of Law, the LAA will assess only the last 2024 Standard Civil ITT Response submitted prior to the tender opening period at the start of each month.

Submission of Tender

- 2.4 The e-Tendering system can be accessed either through a link on the tender pages of the LAA website or directly at <https://legalaid.bravosolution.co.uk>.
- 2.5 Applicants must review the information regarding the operation of the e-Tendering system which is set out in Section 4.

Tender Requirements

- 2.6 All Applicants must meet the Tender Requirements as follows:

- Generic Tender Requirements
- Category-Specific Requirements; and
- any Lot-Specific Requirements.

Category-Specific Requirements

- 2.7 Applicants warrant at the time of submitting their 2024 Standard Civil Contract TT Response that they will meet all applicable Tender Requirements.
- 2.8 The Inquests Category-Specific Information can be found [here](#).

SECTION 3: TIMETABLE

Application Process

- 3.1 Where Applicants wish to tender to deliver Contract Work from 7 December 2026, the indicative timetable set out below will apply:

Contract procurement opens on e-Tendering system	4 August 2026
Initial date for submission of questions about this procurement process	23:59 on 16 August 2026
Initial ‘Frequently Asked Questions’ to be published	Week commencing 17 August 2026

The FAQ document will be updated regularly	
Initial Cut-off Date for Tenders	17:00 on 4 September 2026
Outcome of Tenders notified	September 2026
Verification submission and confirmation of contract award	From September 2026
Service launch and contract execution	To be confirmed

- 3.2 Subsequently Tenders will be opened on the first working day of each month following their submission. These are the indicative timescales for this process:

Activity	Timescale
Applicant submits Tender	Tender is opened on the first working day of the month following the submission of the Tender.
Notification of Inquests SQ rejections (where applicable)	From two weeks after the Tender is opened
Deadline for submission of Inquests SQ appeals	Two weeks after notification
Outcome of Tenders notified	From three weeks after the Tender opened
Verification submission	Process commences the following working day after notification outcome
Contracts awarded and Service Commencement Date	To commence the 1 st of the next month after the Verification process is complete.

- 3.3 Where not defined in the body of this Application Guide, capitalised terms are either defined in the Glossary of Defined Terms at the end of this document or on the [Standard civil contract 2024 - GOV.UK](#) page.

SECTION 4: WHAT CONSTITUTES A TENDER AND HOW TO APPLY FOR A 2024 STANDARD CIVIL CONTRACT

Selection Questionnaire & Invitation to Tender

- 4.1 A complete Tender will consist of:

- a response to the Inquests Selection Questionnaire (“**Inquests SQ**”); **and**
- a response to the Inquests Invitation To Tender (“**Inquests ITT**”).

- 4.2 A full breakdown of the questions for Inquests ITT is included in the ITT and is replicated in the Inquests Category-Specific Information document identified with a hyperlink at paragraph 2.8.

- 4.3 Where Applicants submit an Inquests SQ Response but do not submit an ITT Response the Tender will be considered incomplete in accordance with paragraph 4.1.
- 4.4 Applicants must submit an Inquests SQ Response before the e-Tendering system will allow them to submit an Inquests ITT Response.
- 4.5 The Inquests ITT contains a series of questions covering the following areas:
- Bid Details (Section A)
 - Miscellaneous Contract Work (Section B)
 - Warranties and Declarations (Section C)
- 4.6 Applicants must respond to each question 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 2,000 characters (including spaces).
- 4.7 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.
- 4.8 Where an Applicant wishes to tender from more Offices as part of an Inquests ITT Response than is catered for in the ITT, the Applicant must send a message to the LAA via the e-Tendering messaging portal within four weeks of the notification outcome requesting a form on which they can provide details of additional offices. The LAA will then supply a form, which the Applicant must complete and save to their own computer before attaching it to a message in the e-Tendering system and submitting this to the LAA within 10 working days.
- 4.9 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 Inquests ITT Response.
- 4.10 Before submitting its Inquests SQ and ITT Response, an Applicant must check that it has answered all questions correctly. If an Inquests SQ and/or ITT Response are incomplete, it may be assessed as unsuccessful.
- 4.11 Except in relation to Tenders submitted by the Initial Cut Off Date, Inquests SQ and ITT Responses, will not be opened by the LAA until the first working day of the month following submission of the Tender. If an Applicant's Tender is incomplete, this will only be identified during assessment, at which point it will be too late for the Applicant to submit any further information.

E-Tendering System

- 4.12 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 <https://legalaid.bravosolution.co.uk>. Organisations who have not yet registered must do so before they can submit a Tender and should click “Register here” on the home page to complete the registration process.
- 4.13 Applicants who are already registered on the e-Tendering system and whose registration details remain up to date do not need to register again. **It is, however, recommended that Applicants with an existing registration review their contact details in the e-Tendering system to ensure that these remain current.** Applicants must remove access to the system for any individual who is no longer engaged by the Applicant or who no longer has the authority to submit Tenders or information on its behalf and accept responsibility for the consequences of failing to do so.
- 4.14 Where an Applicant already has multiple registrations on the e-Tendering system it must ensure that it uses the registration which matches the name and trading status of the organisation on whose behalf the Tender is submitted.
- 4.15 There are e-Tendering system guides available to Applicants through the ‘Technical Support and Guidance’ link on the e-Tendering system home page. These provide detailed guidance on how to use the e-Tendering system. There is also a helpdesk to provide technical support to Applicants using the e-Tendering system. However, Applicants should note that the helpdesk is unable to assist with problems relating to the Applicants’ own computer hardware or systems. For these types of issues Applicants should contact their usual IT support. Where Applicants have questions for the helpdesk they should complete the online support form, which can be found at <https://jaggaer.my.site.com/suppliersupportrequestmessaging/s/>. Alternatively, the telephone number for the helpdesk is 0800 069 8630 and lines are open from 8am to 6pm Monday to Friday.
- 4.16 The LAA will only communicate with Applicants through the e-Tendering system message boards for this procurement process via itt_1085 to itt_1086 ONLY. Applicants should check the message boards regularly to keep up to date with any messages received. It is also advised that Applicants consider adding additional users under their e-Tendering system registration (see ‘Technical Support and Guidance’ link) to ensure that any urgent messages, which may affect an Applicant’s Tender, can be picked up quickly.

SECTION 5: WHO CAN TENDER FOR A 2024 STANDARD CIVIL CONTRACT?

- 5.1 This procurement process is open to any organisation able to meet the requirements set out in this Application Guide and the 2024 Standard Civil Contract.
- 5.2 The LAA will only contract with single legal entities (including individuals who are sole traders). Should existing organisations wish to merge or join with others to apply for a 2024 Standard Civil Contract, they must form a single legal entity. That entity would be

responsible for performing all provider obligations under the 2024 Standard Civil Contract.

- 5.3 It is **not** necessary for the contracting entity to have been formed at the time an Applicant submits its Tender, however, where this is the case the LAA will require confirmation that the contracting entity has been formed as part of its Verification process and prior to any contract documentation being issued.
- 5.4 Applicants may only tender for and, if successful, be party to a single 2024 Standard Civil Contract.
- 5.5 Applicants must be able to demonstrate that they hold all necessary authorisations and licences to conduct Contract Work.
- 5.6 By submitting a Tender, Applicants commit to meeting the 2024 Standard Civil Contract requirements at the point the contract is awarded.
- 5.7 The 2024 Standard Civil Contract requirements and criteria are detailed further in sections 7 – 12 of this document.

SECTION 6: COMPLETING THE SQ & ITT

- 6.1 The Inquests SQ can be found in Project 177 at ITT 1085 – Inquests Selection Questionnaire in the e-Tendering system.
- 6.2 The Inquests SQ contains a series of questions covering the following areas:
 - Section A - Organisation and contact details
 - Section B - Grounds for mandatory exclusion
 - Section C - Grounds for discretionary exclusion
 - Section D – Declarations
- 6.3 A full breakdown of each of the questions and what would constitute a 'pass' or a 'fail' can be found within the [Inquests SQ](#).
- 6.4 Sections B and C of the Inquests SQ cover the grounds for mandatory and discretionary exclusion. For each question the Applicant is presented with a series of drop-down options from which to select a response.
- 6.5 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 Inquests SQ requirement.
- 6.6 Where the opportunity to provide exceptional circumstances is given, specific details in response to the supplemental questions are requested within the Inquests SQ. Applicants **must** provide a full response to these questions to allow for an effective assessment of the exceptional circumstances detailed. However, this should not be

used as an opportunity to provide other supplementary information to an Applicant's Inquests SQ Response. Any information provided here that is not relevant to the particular Inquests SQ requirement and explanation of exceptional circumstances will not be considered.

- 6.7 A declaration in the form set out at Section D of the Inquests SQ must be provided by an individual who has sufficient authority to bind the Applicant.
- 6.8 Applicants can use the 'check mandatory questions' button in the e-Tendering system to ensure that they have provided a response to all mandatory questions as this will flag where a response to a mandatory question has not been given. For the avoidance of doubt, this does not provide an assessment of the responses to those questions or confirmation that they have been answered correctly.
- 6.9 The ITT can be found at ITT 1086 – 'Inquests Invitation To Tender' in the e-Tendering system. A full breakdown of the questions included in the Inquests ITT and is replicated in the Inquests Category-Specific Information documents identified with hyperlink at paragraph 2.8.
- 6.10 **The e-Tendering system will allow Applicants to tender for up to 5 Offices from which to undertake Contract Work.** Any Applicant who is tendering to undertake Contract Work from more than 5 Offices, must follow the process outlined at paragraph 4.8.
- 6.11 Applicants must click 'Edit response' to be able to complete their responses to the questions asked. Applicants must also click the 'Save Changes' or 'Save and Exit Response' buttons to ensure information inputted is saved. Where Applicant's do not correctly save changes to their Tender Responses, these may be lost and cannot be retrieved.
- 6.12 Once Applicants have completed their Inquests SQ and/or ITT Response, they must submit it by clicking on the "Submit Response" button.
- 6.13 Applicants can check whether they have successfully submitted an Inquests SQ and/or ITT Response by going to the 'My ITTs' screen, to view the 'Response status'. The registered email address will also receive confirmation when the Applicant submits its Inquests SQ and ITT Responses prior to the relevant tender opening schedule. As such the LAA will not be able to confirm receipt of an Inquests SQ and/or ITT Response or Tender, nor can it confirm if an Inquests SQ and/or ITT Response or Tender has been completed correctly until stage 1 commences (please refer to section 13 for definition of all stages).
- 6.14 The Inquests SQ Response will be assessed as set out in [Inquests SQ](#). Applicants who pass this stage of the process will proceed to the Inquests ITT Response assessment.
- 6.15 The sole right of appeal against assessment decisions relates to failure to pass the Inquests SQ Response assessment. This applies where an Applicant believes that the LAA has made an error in its assessment of the Inquests SQ Response based solely on the information contained within it. Any appeal must be focused exclusively on the reason for failure as set out in the notification letter. Applicants wishing to submit an

appeal must use the appeal pro-forma accompanying the notification letter and submit it by the specified date.

- 6.16 Appeals submitted on any other grounds will be rejected. Applicants are reminded that the procurement process allows for the resubmission of Tenders and for the correction of errors or omissions at any point; however, exercising these options may result in delays to the issue of contract documentation or in joining Duty Schemes.
- 6.17 Where an Applicant fails the Inquests SQ Response assessment and is unsuccessful in any subsequent appeal, their Inquests SQ in accordance with Section 6.

SECTION 7: OPERATION OF THE PROCUREMENT PROCESS

- 7.1 The procurement process allows Applicants to tender at any point in the Application Period.

New Entrants

- 7.2 Applicants can tender for a 2024 Standard Civil Contract in the Inquests Category of Law at any point during the Application Period. Verification accuracy and timeliness of submission will determine when they may commence Contract Work.

Existing 2024 Standard Civil Contract Holders: New Categories

- 7.3 Where an existing 2024 Standard Civil Contract holder wishes to add the Inquests Category of Law after their 2024 Standard Civil Contract has commenced, they are required to submit a Complete Tender through this procurement process.

SECTION 8: QUALITY MARK VERIFICATION REQUIREMENTS

Quality Standard

- 8.1. Contract holders will be required to hold a Quality Standard throughout the Contract Period.
- 8.2 Applicants must be able to evidence that they comply with the requirements set out in the Inquests specific ITT (see paragraph 2.8).
- 8.3 Applicants are solely responsible for paying all necessary fees to the Quality Standard auditing organisation.
- 8.4 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.

- 8.5 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 Service Commencement 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 Service Commencement 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 Service Commencement Date.

- 8.6 It is an Applicant's responsibility to ensure it meets the LAA's requirements and provide Verification evidence. Applicants are therefore advised to apply for their chosen Quality Standard as early as possible.
- 8.7 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.
- 8.8 Further information about the SQM and how to register with the LAA's current SQM Audit Provider can be found at <https://www.recognisingexcellence.co.uk/sqm/>
- 8.9 Further information on Lexcel can be found on The Law Society's website: <http://www.lawsociety.org.uk/productsandservices/lexcel.page>.

SECTION 9: AUTHORISATION BY A RELEVANT PROFESSIONAL BODY

- 9.1 The required services include "reserved legal activities" which can only be carried out 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 Standard Civil Contract must, therefore, ensure that they have all necessary licences and authorisations from a Relevant Professional Body to conduct Contract Work by the Service Commencement Date.
- 9.2 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 Standard Civil Contract must, therefore, ensure that they

have all necessary licences and authorisations from a Relevant Professional Body to conduct Contract Work by the Service Commencement Date.

10: OFFICES

- 10.1 Office requirements are set out in the Inquests Category-Specific Information document (see paragraph 2.8).
- 10.2 Applicants may enter details of up to 5 Offices in the e-Tendering system as part of Inquests ITT Response.
- 10.3 The Procurement Area for this Category of Law is England and Wales.
- 10.4 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 their Inquests 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. The LAA will validate address details provided.
- 10.5 Applicants must, as part of the Verification process, complete and submit an AC1 form for any office included in their Tender which is not currently allocated a LAA account number. Without an AC1 form the LAA will be unable to allocate an account number and set the Office up in our systems. This will delay the issue of contract documentation and will mean that Applicants may not be able to start work and receive payment as soon as may otherwise have been possible.
- 10.6 Existing Providers who already have an account number for the offices they are tendering for do not need to submit an AC1 form. However, where existing Providers are seeking to open any new offices, an AC1 form for each new office must be submitted alongside their Verification documentation.
- 10.7 Applicants can find the AC1 form [here](#).
- 10.8 Alongside their AC1 form Applicants must also submit a copy of their VAT certificate and either a copy of their current indemnity insurance, or a quote for indemnity insurance valid from the Service Commencement Date. Where a quote is provided LAA Contract Management will undertake further checks to ensure that this is in place following the Service Commencement Date.
- 10.9 Failure to submit all the relevant documentation may lead to a delay in issuing Contract documentation and could result in Applicants being unable to start work under the Contract on the Service Commencement Date.

SECTION 11: SUPERVISION

- 11.1 Supervisor Standards are set out at Paragraphs 2.10 – 2.25 of the 2024 Standard Civil Contract Specification: General Rules and the Legal Competence Standards set out in detail in the Inquests Category Specification, which can be found [here](#).
- 11.2 Under the contract there are two routes to qualifying as a supervisor; past experience, and attending an approved course which will meet minimum requirements set by the LAA.

At the point the procurement exercise opens, no courses have been approved but we expect this position to change as potential providers develop courses in response to the Public Office (Accountability) Act 2026. As training options are developed by course providers, a list of those courses and providers will be maintained on the LAA's website and updated as and when course providers are assessed against the LAA's requirements and approved.
- 11.3 Minimum Supervisor ratios will not apply to this Category of Law.
- 11.4 For the purposes of obtaining a 2024 Standard Civil Contract, use of external (i.e. non-employed) Supervisors is not permitted.
- 11.5 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 which they are awarded a Schedule. Applicants must ensure they are using the latest version of the Supervisor Declaration Form. The Inquests Supervisor Declaration Forms can be found [here](#).

SECTION 12: INDEMNITIES

- 12.1 All Applicants who are an LLP or limited company must complete and submit the appropriate indemnity form for their organisational structure.
- 12.2 The indemnity agreement must be signed by the individuals who are the ultimate owners of the tendering entity and/or such persons as the LAA might reasonably regard as being Controllers and/or senior managers of the Applicant.
- 12.3 The LAA will not enter into any 2024 Standard Civil Contract until such time as an Applicant has provided a fully completed indemnity.
- 12.4 LAA Contract Management will review all indemnities within 3 months of the Service Commencement Date. Where an indemnity is found to be defective Applicants may be subject to Contract Sanctions. Indemnity forms can be found [here](#).
- 12.5 Where LAA Contract Management identify that not all individuals required under the terms of the 2024 Standard Civil Contract to provide guarantees and indemnities have

done so during this procurement process they will require all such persons to provide these without delay.

SECTION 13: SQ & ITT Assessment Process

13.1 ITT Responses will be assessed in the following stages:

- Stage 1 – Inquests assessment
- Stage 2 – Inquests ITT assessment
- Stage 3 – Contract award (subject to Verification)
- Stage 4 – Verification

Stage 1 – Inquests SQ assessment

13.2 The Inquests SQ document contains the rules governing the Inquests SQ element of this procurement process.

13.3 Applicants that are assessed as having passed the Inquests SQ will process to Stage 2 for the Inquests ITT.

Stage 2 – Inquests ITT assessment

13.4 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 Inquests ITT Response.

Address and postcode assessment

13.5 The LAA will review any address and postcode details provided as part of an Individual Bid for an Office. The LAA will check the Office is in the Procurement Area of England and Wales.

13.6 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 10.4.

13.7 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 England and Wales between the period of the following working day after notification outcome and no later than eight weeks afterwards. Failure to provide the correct information within this period may delay the Service Commencement Date.

Stage 3 – Contract award (subject to Verification)

13.8 All Applicants will be notified of the outcome of their Tender through the e-Tendering message board.

- 13.9 The LAA intends to notify Applicants of the outcome of their Tender as soon as possible after the Verification process is complete until the Tender Submission Deadline.
- 13.10 For notifications to Applicants whose Tender is successful, it is the Applicant's responsibility to ensure they provide us with all the necessary information to evidence they meet the relevant Verification requirements. An outcome notification does not constitute a contract award. Applicants must complete Verification to be awarded a Contract (see section 14).
- 13.11 Notifications to Applicants whose Tender is unsuccessful will include details of why their Tender is unsuccessful.
- 13.12 Where an Applicant's Inquests SQ Response is assessed as unsuccessful the Inquests ITT Response will not be assessed, unless any appeal made by the Applicant is successful.
- 13.13 There is no right of appeal against the LAA's assessment Inquests ITT Responses.

Stage 4 – Verification

- 13.14 Applicants who are notified (via the e-tendering system) that they have been successful in this procurement process will be required to verify their Tender following the Verification process detailed at Section 14.

SECTION 14: NOTIFICATION AND VERIFICATION

- 14.1 Successful Applicants will be required to verify each Individual Bid submitted and all contract awards will be conditional on satisfactory Verification.
- 14.2 Where Applicants are notified of the LAA's intention to award them a 2024 Standard Civil Contract subject to Verification it is the Applicants' sole responsibility to ensure it provides all necessary Verification information in the Inquests ITT.
- 14.3 Failure to provide Verification information 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 2.18.
- 14.4 Applicants are strongly advised to engage with the Verification process as soon as possible and submit Verification information at the earliest opportunity.
- 14.5 Applicants must complete Verification to be awarded a Contract. The LAA will continue to accept and verify information however this may delay the issuing of contract documentation.
- 14.6 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

- 14.7 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.

SECTION 15: ISSUE OF CONTRACT DOCUMENTATION

- 15.1 Applicants will be issued with their contract documentation to execute electronically via Adobe Sign. Contracts will be issued via email to the named contact as specified in the Applicant's Tender.
- 15.2 The date of service launch will be confirmed as soon as possible. For contracts executed after service launch, services under a Schedule will commence on the first day of the month following contract execution.

SECTION 16: CHANGES TO ORGANISATIONAL STATUS DURING THE PROCUREMENT PROCESS

- 16.1 Applicants must tender as the contracting entity that will be delivering the Contract Work. However, the LAA understands that organisations and corporate structures may be subject to change during the procurement process.
- 16.2 Applicants who intend to change the legal status and/or corporate structure of their organisation following the submission of their Tender must notify the LAA via the e-Tendering message boards for this procurement process as soon as reasonably practicable. At a minimum, Applicants must notify us on, or within 14 days of any material constitutional change that affects or might affect them, to request the LAA's consideration of the same.
- 16.3 Without limitation, examples of material constitutional change are:
- (a) where the Applicant is an unincorporated Not For Profit Organisation, any change (including any change of chairman or treasurer or any change of 75% or more of the membership) in the composition of its management committee;
 - (b) if the Applicant is a sole principal (sole trader), any creation of a partnership;
 - (c) any change in, or any changes which in aggregate result in the identity of more than one third in number of:

- (i) the persons comprising the partnership
- (ii) the individual Members of LLPs of the limited liability partnership; or
- (iii) the individual directors of the company;

(d) any change in the legal status; and

(e) any intended sale, merger, acquisition, or transfer of, or by, the Applicant.

16.4 Applicants that may be subject to a material constitutional change following submission of their Tender should note that such requests may delay:

- notification of contract award; and/or
- confirmation that the Applicant has successfully verified its Tender; and/or
- upload of contract documentation onto the CWA system; and/or
- eligibility to join Duty Schemes.

16.5 Applicants notifying the LAA of changes to their organisation's status must also review their original SQ Response and notify the LAA of any changes since their original submission through the e-Tendering message boards for this procurement process.

16.6 Whilst it is not necessary for the contracting entity to have been formed at the time an Applicant submits its Tender, it must be clear in the Tender which organisation will hold the Contract for which it tenders.

16.7 The contracting entity must be fully constituted and be able to demonstrate it meets the minimum 2024 Standard Civil Contract requirements to verify its Tender and be issued with a 2024 Standard Civil Contract.

SECTION 17: RULES OF THIS PROCUREMENT PROCESS

17.1 This procurement process is governed by this Application Guide which represents a complete statement of the rules of the procurement process. This Application Guide supersedes all prior negotiations, representations or undertakings, whether written or oral. References to 'Tender' include, as applicable, any submission forming part of a Tender such as the Response to the SQ, ITT and Verification information.

17.2 '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.

17.3 This procurement process commences on 4 August 2026 and it is envisaged that it will remain open until or around 31 March 2027 and, therefore, the Regulations will continue to regulate all Tenders submitted under the procurement process regardless of the actual date of submission.

17.4 This Application Guide and any supplementary documents issued as part of this procurement process are governed and construed in accordance with English and Welsh Law.

- 17.5 The Applicant agrees to comply with the rules (contained in this section and elsewhere in this Application Guide) 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).
- 17.6 The Applicant must submit a complete Tender (in accordance with paragraph 2.1) 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.
- 17.7 A Tender comprising of a Response to the Inquests SQ and Inquests ITT must be authorised by one of the following:
- a) the Applicant's COLP, HOLP or CM, or intended 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.
- 17.8 The Applicant must submit a complete Tender (i.e. an Inquests SQ Response and an Inquests ITT Response) to participate in the relevant Stage of the procurement process.
- 17.9 The Applicant must reply to every question in the Inquests SQ and ITT and upload all requested documentation, even if it has previously provided this information or believes that the LAA is already aware of such information.
- 17.10 The Applicant may only submit one Tender (i.e. maximum of one response to the Inquests SQ and/or ITT). Inquests Where an Applicant wishes to change any element of their Tender after it has opened they must contact the LAA using the e-Tendering message boards and must not attempt to make any amendments to their tender in the e-Tendering system. The outcome may be a new Inquests SQ ITT submission is required which will be opened the first working day of the following month.
- 17.11 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.
- 17.12 The Applicant, by submitting a Tender, warrants to the LAA that:
- (i) it has complied with all the rules and instructions applicable to this Application Guide 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 the capacity to concurrently deliver all of the services it has submitted a Tender for.

- 17.13 By submitting a Tender the Applicant agrees to be bound by the 2024 Standard Civil Contract without further negotiation or amendment.
- 17.14 In submitting its Tender, the Applicant acknowledges the fact that they may be party to no more than one 2024 Standard Civil Contract. The Applicant also acknowledges that 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 decisions of the LAA can be relied upon by the Applicant as setting any precedent for the LAA's conduct in respect of this procurement process.
- 17.15 The Applicant must monitor and respond as appropriate to messages received through the e-Tendering system throughout this procurement process. The LAA accepts no liability where the Applicant fails to do so. All communication with Applicants through the e-Tendering system 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.
- 17.16 Any Frequently Asked Questions published through the e-Tendering system 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.

SECTION 18: RIGHT TO CANCEL OR AMEND THE PROCUREMENT PROCESS

- 18.1 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 and notified to individual Applicants through a message on the e-Tendering system.
- 18.2 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.

SECTION 19: RIGHT TO CLARIFY/VERIFY

- 19.1 The LAA may seek to clarify or verify the Applicant's Tender. Where it does exercise its discretion to seek clarification or Verification the LAA will not consider any information received which falls outside of the scope of the specific clarification or Verification it is seeking.
- 19.2 The Inquests SQ and ITT request some information that the LAA requires in order to issue contract documentation. Where this information is either not provided or is found to be inaccurate the LAA may contact the Applicant to request these details. If the Applicant fails to provide this information it will not automatically result in a Tender being unsuccessful, but subsequent failure or refusal to provide this information when requested to do so may result in rejection from the procurement process. However, it may delay the issuing of contract documentation which in turn may prevent the Applicant from commencing and being paid for services under the 2024 Standard Civil Contract.

SECTION 20: RIGHT TO REJECT

- 20.1 If the LAA receives information to suggest that any aspect of the Applicant's Tender is 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.
- 20.2 The LAA reserves the right at its absolute discretion to reject 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.
- 20.3 Paragraph 20.2 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.

SECTION 21: AWARD

- 21.1 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 using the e-Tendering message boards for this procurement process (<https://legalaid.bravosolution.co.uk>). The LAA will conduct a re-assessment to ensure the Tender is not adversely impacted. A material change includes but is not limited to:
- (a) change in the legal status of the Applicant; and
 - (b) any event which would, had it occurred prior to the Service Commencement Date would have resulted in differences in the Applicant's SQ Response.
- 21.2 Failure to notify the LAA of a material change may result in rejection from the procurement process and/or termination of any 2024 Standard Civil Contract awarded.
- 21.3 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 an Applicant is found not to comply with any of the minimum contract requirements the LAA will not proceed with any decision made to award a contract. The Applicant will then remain in the Verification stage until such time as they can either demonstrate that they meet the necessary requirements, or they withdraw their application.
- 21.4 The LAA reserves the right to place additional contractual conditions on the award of a contract to an individual Applicant.
- 21.5 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.

SECTION 22: APPEALS AND COSTS/EXPENSES OF THE TENDER

- 22.1 The Applicant's sole right of appeal is as set out in paragraph 6.15 of this Application Guide. There is no other right of appeal including, but not limited to, 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.
- 22.2 Appeals must relate to the specific grounds of failure set out in the notification letter received from the LAA and should be submitted using the appeals pro-forma which will be provided with the notification letter.

SECTION 23: QUESTIONS

- 23.1 If an Applicant has a question about the procurement process to which they cannot find a response in this document or the guidance provided in the e-Tendering system, they will be able to direct it through two different channels depending on the nature of the query. The two different question types are:
- Questions about the content of this document
 - Technical questions about how to operate the e-Tendering system
- 23.2 If an Applicant has any questions about the procurement process, they may submit them through the e-Tendering system. All such questions must be submitted using the e-Tendering system message boards for this procurement process. The LAA will not be able to provide responses to questions about this procurement process through any other method.
- 23.3 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.
- 23.4 Applicants should assume that any questions and answers may be published. Questions that the LAA considers to be of wider interest may be collated and answered centrally as part of the FAQ document to ensure that all potential Applicants have equal access to information. Applicants may continue to ask questions throughout the Application Period. These will be included in an updated FAQ document which will be published at regular intervals throughout the lifetime of this procurement process. Applicants are advised to consult the most current version of this document when tendering.
- 23.5 Where Applicants have questions regarding the E-Tendering system they should complete the online support form, which can be found at <https://jaggaer.my.site.com/suppliersupportrequestmessaging/s/>

SECTION 24: CANVASSING

24.1 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 in connection with 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.

SECTION 25: COLLUSION

25.1 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.

25.2 If the LAA reasonably believes that the Applicant has colluded with another person in any way that breaches paragraph 26.1, the LAA may (without prejudice to any other criminal or civil remedies available to it) immediately reject the Applicant from any further involvement in this procurement process.

SECTION 26: CONFIDENTIALITY, DATA PROTECTION & FREEDOM OF INFORMATION

26.1 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.

26.2 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.

- 26.3 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.
- 26.4 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.
- 26.5 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.
- 26.6 By submitting a Tender an Applicant consents and confirms that they have obtained all necessary consents from the relevant Data Subject to such Personal Data being processed and used in accordance with and/or for the purposes of administering the procurement process as contemplated by the ITTs, the Tender and for the management of any contract subsequently awarded.
- 26.7 The LAA and the Applicant anticipate that the LAA shall act as a Controller and Processor in respect of any Personal Data provided to it by the Applicant as a requirement of the Tender.
- 26.8 The Applicant warrants and undertakes, as a condition of the Tender, to the LAA, 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 Laws and shall not disclose, transfer or otherwise process Personal Data outside the UK without the prior written agreement of the LAA;
 - (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 are revoked or changed in any way which affects the LAA’s rights or obligations in relation to such Personal Data.
- 26.9 The Applicant agrees that it shall notify the LAA immediately if any Data Subject revokes, withdraws and/or changes their consent to the disclosure of the Personal Data to the LAA in connection with the Tender.

- 26.10 The LAA shall implement and maintain appropriate technical and organisational security measures to comply with the obligations imposed on the LAA by the Security Requirements.
- 26.11 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.
- 26.12 The LAA will publish details of all 2024 Standard Civil Contracts awarded in accordance with the Government's transparency standards.
- 26.13 Following completion of this procurement process, the LAA will retain copies of the Tender in accordance with the LAA's retention policy.

SECTION 27: COPYRIGHT & INTELLECTUAL PROPERTY RIGHTS

- 27.1 The information contained in these ITTs are subject to Crown Copyright. Applicants may, subject to paragraph 27.2, re-use 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: <https://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>
- 27.2 If an Applicant uses the ITTs under the Open Government Licence v3.0, it should include the following attribution: "2024 Standard Civil Contract Procurement Process, Legal Aid Agency, Licensed under the Open Government Licence v3.0."

ANNEX A: GLOSSARY OF DEFINED TERMS

Term	Definition
2024 Contract	The 2024 Standard Civil Contract governing the provision of certain civil legal aid services subject to legal aid funding.
2024 Standard Civil Contract Holder(s)	A legal entity that will hold a 2024 Standard Civil Contract
AC1 form	The form that must be used for an Applicant to apply for a LAA account number for an Office
Additional Office Information Form	The form Applicants must submit with their Inquests ITT Response where they wish to deliver Contract Work from more than the number of Offices that are catered for in the e-Tendering system or permitted for each specific category outlined in section 10.4. The Applicant must send a message to the LAA via the e-Tendering messaging portal within four weeks of notification outcome requesting a form on which they can provide details about additional offices
Applicant(s)	The single legal entity tendering for a 2024 Standard Civil Contract under the procurement process described in this Application Guide
Application Guide	This Application Guide (in its entirety) describing the procurement process for the award of 2024 Standard Civil Contracts in the Inquests Category of Law
Application Period	The time from which this procurement process opens on 4 August 2026 to the final date on which an Applicant may submit a tender
Authorised Litigator	An individual who conducts litigation services as an authorised person in accordance with the Legal Services Act 2007
Bar Standard Board (BSB)	Bar Standards Board; a Relevant Professional Body
Caseworker	As defined in the 2024 Standard Civil Contract
CM	Compliance Manager for an organisation authorised by CILEx
2024 Standard Civil Contract Holder(s)	A legal entity that will hold a 2024 Standard Civil Contract
Category, Categories, or Categories of Law	The category or categories of law, which are publicly funded legal services being tendered for under this procurement process, the definitions of which are set out in the Category Definitions 2024 document

Category Definitions 2024	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.
Category-Specific Information	The document which set out information on the Inquests Category of Law
Category-Specific Requirements	The contract requirements set out in each of the Category-Specific Information documents
CILEx	Chartered Institute of Legal Executives; a Relevant Professional Body
Complete Tender	As set out in paragraph 4.1 of this Application Guide
Contract Manager	An individual employed within LAA Contract Management with responsibility for managing relationships with Providers
COLP	Compliance Officer for Legal Practice for an organisation authorised by the SRA
Controlled Work and Administration ('CWA')	A digital platform that links to any contracts with the LAA that a Provider may hold
Designated Signatories	The user 'role' within the CWA system which is able to accept, reject or query contract offers
e-Tendering system	The LAA's secure internet site at LAA e-Tendering portal (bravosolution.co.uk) through which Tenders and the procurement process as a whole are managed
Executive Agency	A body tasked with carrying out executive functions within government
Frequently Asked Questions (FAQ)	Questions with corresponding responses as published by the LAA and termed 'Frequently Asked Questions'
Generic Tender Requirements	As set out in paragraphs 2.17 – 2.28 of the Application Guide
Government	The Government of the United Kingdom
Government Department	Departments that have responsibility for putting Government policy into practice
HOLP	Head of Legal Practice for an organisation authorised by the BSB
Initial Cut Off date	The date by which an Applicant must have submitted their Tender in order to start work at service launch or the next available Service Commencement Date
Inquests	Civil legal services in relation to an inquest under the Coroners Act 1988
Inquests ITT Response	A response to the Inquests Invitation To Tender and which forms a part of its Tender

Inquests SQ Response	An Applicant's response to the Inquests Selection Questionnaire and which forms a part of its Tender
Invitation to Tender ('ITT')	That part of the procurement process containing Category-specific award criteria
Key Personnel	Any person who has or is held out as having either expressly or impliedly, (or will have by the Service Commencement Date) powers of representation, decision or control of an Applicant including partners, directors, trustees and other senior managers and who are employed by the Applicant. This includes Persons with Significant Control
LAA Contract Management	A department within the LAA, responsible for managing relationships with Providers and their performance under contracts
Lexcel Practice Management standard ("Lexcel")	As defined in the 2024 Standard Civil Contract
Miscellaneous	As set out in the 'Category Definitions 2024' guide published on our website
Selection Questionnaire (SQ)	The Selection Questionnaire for this procurement process asks for information about the Applicant, mandatory and discretionary grounds for exclusion and declarations
Service Commencement Date	The date on which a successful Applicant may first undertake Inquests Contract Work
Specialist Quality Mark (SQM)	As defined in the 2024 Standard Civil Contract
SRA	Solicitors Regulation Authority; a Relevant Professional Body
Supervisor	As defined in the 2024 Standard Civil Contract
Supervisor Standard	As described in Section 2 of the 2024 Standard Civil Contract and Category Specific Rules.
Tender	Applicant's complete response to this procurement process.
Tender Submission Deadline	Any relevant deadlines specified within this Application Guide in relation to the 2024 Standard Civil Contract
Verification	The provision of evidence by an Applicant to demonstrate to the LAA's reasonable satisfaction that its Tender is accurate and meets the requirements of this procurement process