Procurement of Criminal Legal Aid Services in England and Wales from 1 October 2025:

Application Guide

SECTION 1: INTRODUCTION

1.1 The Legal Aid Agency (LAA) is inviting Tenders for contracts to deliver criminal legal aid services from 1 October 2025 to 30 September 2035 under a 2025 Standard Crime Contract ("**2025 Crime Contract**").

1.2 This document, the "**Application Guide**", sets out the process and rules for applying for a 2025 Crime Contract. Applicants must read this Application Guide and the additional information provided in the linked documents in full before submitting a Tender.

1.3 There are an unlimited number of 2025 Crime Contracts available.

1.4 Applicants may tender for contracts to commence at any point within the Application Period.

Duty Solicitor Work

1.5 Applicants tendering under this procurement process can join the first available Duty Rota following successful Verification, subject to Rota Production Deadlines.

Application Period

1.6 The LAA intends that the Application Period will remain open until on, or around, 30 September 2034 and organisations may tender at any point within this period.

1.7 If Applicants are rejected from the procurement process, they will generally be able to submit a new Tender at any point whilst the Application Period remains open.

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SECTION 2: TIMETABLE

2.1 The 2025 Crime Contract procurement process consists of three stages.

2.2 Information on the timelines and Application process for Stage 1 and stage 2 can be found here: Application Guide for publication Stage 3.docx (Paragraphs 2.5 to 2.9)

2.3 Subject to successfully completing Verification, successful Stage 3 Applicants will be able to commence Contract Work no later than 3 months following the opening of their Tender and, where applicable, join the next available Duty Rota in accordance with the procedures and timetables set out in the 2025 Crime Contract.

2.4 Where Applicants were unable to meet any relevant deadlines under Stage 1 or Stage 2, they may continue to submit the relevant documentation to verify their Tender and will move to the timetable under Stage 3.

2.5 Where an Applicant has met all the requirements, except for submission of CRM12 application forms, they may undertake Contract Work from the Service Commencement Date and will be eligible to join the next available Duty Rota if they submit a properly completed CRM12 application forms by the relevant deadline.

Stage 3 Application Process/Business As Usual

2.6 This will apply to all Tenders received after the Stage 2 Tender Submission Deadline (23:59 on 30 April 2025) up to the closure of the Application Period. Tenders will be opened on the 1st working day of each month following their submission commencing on 1 July 2025. 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 SQ Fails (where applicable)	Two weeks after the Tender is opened
Deadline for submission of Stage 3 SQ Appeals	Two weeks after notification
Outcome of Tenders notified	Three weeks after the Tender opened
Verification submission	Three weeks after the notification of outcome
Contracts awarded under the Stage 3 process Service Commencement Date	3 months after Tender is opened subject to successful Verification of the Tender
Service Commencement Date	Once a Provider has successfully completed the tender verification process, they will be contacted to confirm their preferred Service Commencement Date, which must be the first day of a calendar

	month. Providers must respond within five working days. If no response is received, the Service Commencement shall be the first day of the month after the contract has been executed
Duty Rota admission	As per the provisions described in Paragraph 6.34 of the 2025 Crime Contract Specification

2.7 Stage 3 is open to any organisation that has **not yet tendered** in either Stage 1 or Stage 2 of the procurement process. Existing contract-holders who wish to add new offices and/or additional classes of work may apply via email by submitting an **additional service/offices request form** via Crime.Contracts@justice.gov.uk and **are not** required to submit a further tender via the e-Tendering system.

2.8 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 2025 Standard Crime Contract page

SECTION 3: WHAT CONSTITUTES A TENDER AND HOW TO APPLY FOR A 2025 CRIME CONTRACT?

Selection Questionnaire & Invitation to Tender

3.1 A complete Tender will consist of:

- a response to the 2025 Standard Crime Contract Selection Questionnaire ("**SQ**"); **and**

- a response to the 2025 Standard Crime Contract Invitation To Tender ("**ITT**").

3.2 Applicants who submit an SQ Response but do not submit an ITT Response will have their SQ Response rejected and must submit a complete Tender to re-join the application process.

E-Tendering System

3.3 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.

3.4 Applicants who are already registered on the eTendering 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 eTendering 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.

3.5 Where an Applicant already has multiple registrations on the eTendering 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.

3.6 There are eTendering system guides available to Applicants through the 'Technical Support and Guidance' link on the eTendering system home page. These provide detailed guidance on how to use the eTendering system. There is also a helpdesk to provide technical support to Applicants' using the eTendering 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.

3.7 The LAA will only communicate with Applicants who have not yet obtained a contract through the eTendering system message boards for this procurement process. 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 eTendering 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 4: WHO CAN TENDER FOR A 2025 CRIME CONTRACT?

4.1 This procurement process is open to any organisation able to meet the requirements set out in this Application Guide and the 2025 Crime Contract.

4.2 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 2025 Crime Contract, they must form a single legal entity. That entity would be responsible for performing all provider obligations under the 2025 Crime Contract.

4.3 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.

4.4 Applicants may only Tender for and, if successful, be party to a single 2025 Crime Contract.

4.5 Applicants must be able to demonstrate that they hold all necessary authorisations and licences to conduct Contract Work.

4.6 By submitting a Tender, the Applicant undertakes to comply with all requirements of the 2025 Crime Contract by the Service Commencement Date.

4.7 The 2025 Crime Contract requirements are summarised in the following table:

No.	Requirement on Applicant	Further Information
1	To have an Office in England or Wales that meets the requirements set out in the 2025 Crime Contract Specification	See paragraphs 2.36-2.48 of the 2025 Crime Contract Specification The LAA will confirm that the address and postcode supplied under the Tender are valid as part of the Verification process prior to issuing any contract documentation. Applicants must also comply with the requirements as set out in Section 10 of this Application Guide. LAA Contract Management will undertake further checks to confirm all new Offices are compliant within 3 months of the Service Commencement Date.
2	To have been granted appropriate authorisation by a Relevant Professional Body	For the avoidance of doubt, this does not preclude non-solicitor entities from applying, provided that they are able to form the appropriate legal entity and perform Contract Work. Applicants must have all necessary licences and authorisations to conduct Contract Work. See Clause 7.11 of the 2025 Crime Contract Standard Terms for further details. Applicants will be required to provide a valid SRA, BSB or CILEX Number. The LAA will confirm that the number supplied under the Tender is valid as part of the Verification process prior to issuing any contract documentation.
3	To hold a Quality Standard	Either the LAA Specialist Quality Mark or the Law Society's Lexcel Practice Management Standard. See Clause 10.2 of the Standard Terms and Section 8 of this Application Guide for further details. The LAA will confirm that the certificate supplied under the Tender is valid as part of the Verification process prior to issuing any contract documentation.

4	Applicants tendering to deliver Contract Work in the Criminal Investigations and Criminal Proceedings Class of Work: To Employ at least one Full Time Equivalent Supervisor meeting the Criminal Investigations and Criminal Proceedings Supervisor Standards	See Paragraphs 2.3 and 2.19-2.20 of the 2025 Crime Contract Specification for further details. Applicants must submit a fully compliant Supervisor Standard and Declaration Form ("SUPP (CRI)") which demonstrates the required case hours/ case involvement from the 12-month period immediately preceding the date on which the form is signed. Applicants should refer to the guidance for completing the form which can be found here: https://www.gov.uk/government/publications/crime-contract-2025-tender The LAA will confirm that the Supervisor Standard and Declaration Form is valid as part of the Verification process prior to issuing any contract documentation. LAA Contract Management will confirm within 3 months of the Service Commencement Date that each Supervisor is fully compliant as per Paragraphs 2.3 and 2.19 – 2.20 (as referenced above).
5	Applicants tendering to deliver Contract Work in the Prison Law Class of Work: To Employ at least one Full Time Equivalent Supervisor meeting the Prison Law Supervisor Standards	See Paragraphs 2.4 and 2.21-2.23 of the 2025 Crime Contract Specification for further details. Applicants must submit a fully compliant Supervisor Standard and Declaration Form ("SUPP (PL)") which demonstrates the required case hours/ case involvement from the 12-month period immediately preceding the date on which the form is signed. Applicants should refer to the guidance for completing the form which can be found here: https://www.gov.uk/government/publications/crime-contract-2025-tender The LAA will confirm that the Supervisor Standard and Declaration Form supplied under the Tender is valid as part of the Verification process prior to issuing any Contract documentation. LAA Contract Management will confirm within 3 months of the Service Commencement Date that each Supervisor is fully compliant as per Paragraphs 2.4 and 2.21 – 2.23 (as referenced above).

6	Applicants tendering to deliver Contract Work only in the Appeals and Reviews Class of Work: To Employ at least one Full Time Equivalent Supervisor meeting the Appeals and Reviews Supervisor Standards	See Paragraphs 2.5 and 2.24 of the 2025 Crime Contract Specification for further details. Applicants must submit a fully compliant Supervisor Standard and Declaration Form ("SUPP (AR)") which demonstrates the required case hours/ case involvement from the 12-month period immediately preceding the date on which the form is signed. Applicants should refer to the guidance for completing the form which can be found here: https://www.gov.uk/government/publications/crime-contract-2025-tender The LAA will confirm that the Supervisor Standard and Declaration Form supplied under the Tender is valid as part of the Verification process prior to issuing any Contract documentation. LAA Contract Management will confirm within 3 months of the Service Commencement Date that each Supervisor is fully compliant as per Paragraphs 2.5 and 2.24 (as referenced above).
7	Maintain from the Service Commencement Date and throughout the term of the 2025 Crime Contract a valid and current Cyber Essentials Certificate or an equivalent certification as may be agreed with us.	See Clause 16.19 of the Standard Terms for further details. By completing the declaration in the ITT Applicants warrant that they will hold a current and valid Cyber Essentials certificate, or an equivalent certification as may be agreed with us, by the Service Commencement Date. Applicants must submit a valid Cyber Essentials certificate and the LAA will confirm that this is valid as part of the Verification process prior to issuing any Contract documentation.
8	Each Supervisor may supervise a maximum of two Offices. Applicants must ensure that they have sufficient Supervisors to cover all their contracted Offices.	See paragraphs 2.9 – 2.10 of the 2025 Crime Contract Standard Terms for further details. LAA Contract Management will confirm compliance with this requirement within 3 months of Service Commencement Date
9	Applicants who are an LLP or limited company must complete and submit the appropriate indemnity form	See Section 13 of this Application Guide for further details.

	for their organisational structure.	LAA Contract Management will confirm that all indemnities have been properly completed within 3 months of the Service Commencement Date

4.8 Further information on each element of these criteria can be found at Sections 8-13 of this document.

SECTION 5: COMPLETING THE SQ & ITT

5.1 The SQ can be found in Project 171 at ITT 1074 – 'Selection Questionnaire for 2025 Standard Crime Contracts' in the eTendering system.

5.2 The 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

5.3 A full breakdown of each of the questions and what would constitute a 'pass' or a 'fail' can be found at Annex A

5.4 Sections B and C of the 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.

5.5 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 SQ requirement.

5.6 Where the opportunity to provide exceptional circumstances is given, specific details in response to the supplemental questions are requested within the 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 SQ Response. Any information provided here that is not relevant to the particular SQ requirement and explanation of exceptional circumstances will not be considered.

5.7 A declaration in the form set out at Section D of the SQ must be provided by an individual who has sufficient authority to bind the Applicant.

5.8 Applicants can use the 'check mandatory questions' button in the eTendering 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.

5.9 The ITT can be found at ITT 1075 – '2025 Standard Crime Contract Invitation To Tender' in the eTendering system.

5.10 Applicants must confirm which Class(es) of Work they wish to tender for at each Office from which they wish to deliver Contract Work to complete their ITT Response. A full breakdown of each of the questions in the ITT is set out at Annex B

5.11 **The eTendering system will allow Applicants to tender for up to 15 Offices from which to undertake Contract Work.** Any Applicant who is tendering to undertake Contract Work from more than 15 Offices must submit details of these additional Offices in the Additional Office Information Form. This form can be found in the 'buyer attachments' section of the ITT.

5.12 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.

5.13 Once Applicants have completed their SQ and/or ITT Response, they must submit it by clicking on the "Submit Response" button.

5.14 Applicants can check whether they have successfully submitted an 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 SQ and/or ITT Response for the first time. Applicants can amend and re-submit their response at any time. However, they must be aware that once amended and re-submitted, it is only the last response that will be assessed.

5.15 Applicants should note that the LAA is unable to view submitted SQ and ITT responses prior to the relevant Tender Submission Deadline. As such the LAA will not be able to confirm receipt of a SQ and/or ITT Response or Tender, nor can it confirm if an SQ and/or ITT Response or Tender has been completed correctly.

SECTION 6: OPERATION OF THE STAGE 3 PROCUREMENT PROCESS

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

New Entrants

6.2 Applicants may submit a tender for a 2025 Crime Contract at any time during the Application Period. The date on which an applicant submits and fully verifies their tender will determine when they are eligible to commence Contract Work and the first Duty Rota they may join if they wish to join any Duty Schemes for which they are eligible. The relevant timeframes are set out in the table at paragraph 6.8.

Existing 2025 Contract Holders: New Offices and Office Moves

6.3 Where an existing 2025 Crime Contract holder wishes to add a further Office(s) or an additional Class of Work after their 2025 Crime Contract has commenced, they will be able to send the request through the crime.contracts@justice.gov.uk email address. There is **no** requirement to submit another Tender through the e-Tendering System. The **additional offices and/or services request** form can be found here.

6.4 2025 Contract holders will be required to confirm whether there have been any changes to the original answers in their SQ Response. Subject to successful Verification of Office addresses and Supervisor requirements at the new Office(s) an updated Schedule authorising Contract Work from the new Office(s) will be issued.

6.5 Where a 2025 Crime Contract holder wishes to change the location of an existing office, they should refer to Clause 21.11 of the Standard Terms and inform their Contract Manager in the first instance. Where changes of location will result in a change to Duty Scheme eligibility this will require a request through the crime.contracts@justice.gov.uk email address.

Existing 2025 Contract Holders: Changes of Organisational Structure

6.6 Where a 2025 Contract holder is considering a change in their organisational structure after the 2025 Crime Contract has commenced, they should speak to their Contract Manager to identify if it (or any successor practice or similar) must tender for a new 2025 Crime Contract. For the avoidance of doubt, no fresh application is required for a change in partnership, changes involving sole practitioners and any move from limited companies to limited liability partnerships or vice versa.

6.7 Please note; where a change of organisational structure or similar necessitates the submission of one or more new Tenders the continuity provisions contained in clauses 1.28 and 1.29 of the 2025 Crime Contract Standard Terms may apply.

Stage Three Procurement Process

6.8

	Opens	Tender Submission Deadline	Contracts Awarded	Non-Compliant Tenders
Stage 3 Application Process	01/05/25	30/09/34[1]	• 2025 Crime Contract – Service Commencement Date no more than three months from when the Tender is opened • Next Duty Rota as per the provisions described in Paragraph 6.34 of the 2025 Crime Contract Specification	Applicant can re-Tender immediately and the Tender will be assessed the month after that in which the Tender is submitted
Existing Contract holders wishing to add additional Offices and/or Categories of Law	Post Contract award	30/09/34[2]	• A new or amended Schedule will be issued once the additional Office/category of Law has been verified. • Next Duty Rota as per the provisions described in Paragraph 6.34 of the 2025 Crime Contract Specification	N/A

[1] Ultimate Tender closure date to be confirmed

[2] Ultimate Tender closure date to be confirmed

SECTION 7: CLASSES OF WORK

7.1 The scope of Contract Work under the 2025 Crime Contract is set out at Paragraph 1.3 of the Contract Specification.

7.2 As set out in the introduction, Applicants may tender in the following Classes of Work at each Office from which they wish to deliver Contract Work:

- Criminal Investigations and Criminal Proceedings (this includes Appeals and Reviews); and/or
- Prison Law (this includes Appeals and Reviews); or
- Appeals and Reviews only

7.3 Where Applicants are seeking to deliver Prison Law Contract Work in addition to Criminal Investigations and Criminal Proceedings, or vice versa, they must indicate this as part of their Tender for each of their Offices for which this is relevant.

7.4 A 2025 Crime Contract to deliver Criminal Investigations and Criminal Proceedings and/or Prison Law includes an authorisation to deliver Contract Work under the Appeals and Reviews Class of Work. 2025 Contract Holders are not obliged to carry out work in Appeals and Reviews.

7.5 Applicants tendering to deliver Criminal Investigations and Criminal Proceedings who also wish to join Duty Schemes must indicate this as part of their Tender for each of their Offices for which this is relevant. Applicants who do not choose to join any Duty Schemes during the procurement process may, if they wish, request to join Duty Schemes later under the terms of the 2025 Crime Contract.

7.6 The payment mechanism for Contract Work is set out in the 2025 Crime Contract.

Duty Schemes

7.7 The LAA divides the Criminal Justice System (CJS) areas in England and Wales into a number of Duty Schemes, based on the location of police stations and magistrates' courts in the area.

The LAA operates two types of Duty Scheme:

- the police station Duty Scheme; and
- the magistrates' court Duty Scheme

7.8 2025 Contract Holders on Duty Schemes will be allocated Duty Slots on both the police station Duty Scheme Rota and magistrates' court Duty Scheme Rota in that area.

7.9 Special rules apply to Applicants that qualify for London Duty Schemes. Applicants and Contract Holders will be able to select **up to** two court Duty Schemes. Applicants eligible for London Duty Schemes may choose to join as many Police Station rotas as they are eligible for. The Crime Contract 2025 Duty Scheme List, which sets out the police station and court rota arrangements under each Duty Scheme can be found at Annex C.

7.10 Applicants may tender to join Duty Schemes from any of their Office(s) where they have tendered for Investigations and Proceedings Contract Work. Duty Scheme eligibility will be determined by the location of the Office and the 2025 Crime Contract Duty Solicitor Postcode Tool can be found at Annex D. The LAA will confirm eligibility for the relevant Duty Schemes when it notifies Applicants of the outcome of their Tender.

7.11 Guidance on completion of the CRM12 and a copy of the form can be found here.

7.12 For information regarding the timescales for joining rotas, please refer to Section 2 of this document.

7.13 Generally the LAA will publish Duty Rotas every six months.

7.14 Stage 3 Applicants who have successfully tendered to join Duty Scheme(s) must submit fully compliant Verification documentation by no later than 3 weeks after they receive notification that their Tender has been successful. Once verified they will be eligible for entry to the next available Duty Rota. Any delays to the submission of Verification information under Stage 3 may impact on the date that the Applicant is able to join a Duty Rota.

7.15 Applicants wishing to join Duty Rotas should familiarise themselves with the requirements for completing and submitting CRM12 application forms, including the relevant submission deadlines and supporting information required. Further guidance on the CRM12 application process and the requirements for undertaking Duty Solicitor Work can be found here Duty solicitors: rotas, information and guidance - GOV.UK and in the 2025 Crime Contract Specification and Duty Solicitor Guidance at Standard Crime Contract 2025 - GOV.UK. Applicants are responsible for ensuring that their CRM12 application forms are completed correctly and submitted in accordance with the relevant requirements and deadlines. Failure to do so may affect their eligibility for inclusion in the next available Duty Rota.

7.16 For information regarding the timescales for joining rotas, please refer to Section 2 of this document.

SECTION 8: QUALITY MARK VERIFICATION REQUIREMENTS

8.1 Applicants must evidence that they meet the quality accreditation requirement relevant to their status (as set out in the table below) to meet the Verification requirements.

Applicant Type	***Requirement***
Applicants who **intend** to hold the **SQM**	Must pass the desktop audit by relevant Verification deadline: • Stage 3: 3 weeks after Applicant has received notification that their Tender has been successful if they are to receive a 2025 Crime Contract within 3 months. Where an Applicant takes longer to pass a desktop

	audit this may delay the Verification process and the Service Commencement Date. • Fully pass the pre-quality mark SQM audit within six months of Service Commencement Date. Where Applicants have successfully evidenced passing the desktop audit for Stage 3, LAA Contract Management will confirm that they have completed their accreditation within 6 months of the Service Commencement Date.
Applicants who **intend** to hold **Lexcel**	Must achieve Lexcel accreditation by the Verification date of • Stage 3: 3 weeks after Applicant has received notification that their Tender has been successful if they are to receive a 2025 Crime Contract within 3 months. Where an Applicant takes longer to achieve Lexcel accreditation this may delay the Verification process and the Service Commencement Date.
Applicants who **currently** hold the **SQM**	Must hold: Stage 3: **i)** A valid accreditation that will be in force 3 weeks after the Applicant has received notification that their Tender has been successful if they are to receive a 2025 Crime Contract within 3 months. Where an Applicant takes longer to renew their SQM accreditation this may delay the Verification process and the Service Commencement Date.
Applicants who **currently** hold **Lexcel**	Must hold either: Stage 3: **i)** A valid accreditation that will be in force 3 weeks after the Applicant has received notification that their Tender has been successful if they are to receive a 2025 Crime Contract within 3 months. Where an Applicant takes longer to renew their Lexcel accreditation this will delay the Verification process and the Service Commencement Date; or,

	ii)	Where the Applicants Lexcel accreditation is due to expire within 3 months of their Tender they must provide written confirmation from the auditing body that they have an audit booked and will have achieved reaccreditation by the Service Commencement Date.

8.2 It is the Applicant's responsibility to ensure it meets the LAA's requirements and to be able to provide Verification evidence by the relevant deadline. As such, Applicants are advised to apply for their chosen Quality Standard as early as possible.

8.3 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/

8.4 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 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 2025 Crime 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.

SECTION 10: OFFICES

10.1 Offices must fall within the geographical boundaries of England and Wales and must meet the requirements as set out at Paragraphs 2.36 - 2.48 of the 2025 Crime Contract Specification.

10.2 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.

10.3 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.

10.4 Applicants can find the AC1 form here Section 11: Update your details with LAA - GOV.UK

10.5 Alongside their AC1 form Applicants must also submit a copy of their VAT certificate (if applicable) and a copy of their current indemnity insurance. A valid indemnity insurance policy must be in place prior to the award of any contract.

10.6 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 The Supervisor requirements for each Class of Work can be found at Paragraphs 2.3-2.26 of the Contract Specification. Applicants must read these requirements in full alongside the guidance provided in respect of the Supervisor declaration forms before completing these. Whilst there is no minimum ratio of Supervisors to Caseworkers, Applicants should be aware that a Supervisor may only supervise across a maximum of two Offices and that they must ensure that they have sufficient provision in place by the Service Commencement Date.

11.2 Forms which have not been fully or correctly completed and which do not demonstrate that a Supervisor fully meets the requirements will be rejected and this may delay Verification and commencement of Contract Work. It is the Applicant's responsibility to ensure that the forms submitted are the correct form for the Classes of Work and the correct version of the form for this procurement process. The LAA will **not** accept old versions of forms.

SECTION 12: CYBER ESSENTIALS

12.1 All Applicants are required to hold Cyber Essentials certification, or an equivalent certification as may be agreed with us, from their Service Commencement Date and to maintain this throughout the lifetime of the 2025 Crime Contract. Applicants in Stage 3 of the Procurement Process will not be awarded a contract until they are able to evidence that they are in receipt of a valid certification.

12.2 Cyber Essentials certification is awarded based on self-assessment and is verified by an independent certification body, under the Cyber Essentials Scheme. Details of the Cyber Essentials Scheme can be found at: https://www.cyberessentials.ncsc.gov.uk/

SECTION 13: INDEMNITIES

13.1 All Applicants who are an LLP or limited company must complete and submit the appropriate indemnity form for their organisational structure.

13.2 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.

13.3 The LAA will not enter into any 2025 Crime Contract until such time as an Applicant has provided a fully completed indemnity.

13.4 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: https://www.gov.uk/government/publications/personal-guarantee-and-indemnity.

13.5 Where LAA Contract Management identify that not all individuals required under the terms of the 2025 Crime 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 14: SQ & ITT ASSESSMENT PROCESS

14.1 Tenders will be assessed in three separate stages. These are as follows:

- SQ Response assessment
- ITT Response assessment
- Verification

14.2 The SQ Response will be assessed as set out in Annex A. Applicants who pass this stage of the process will proceed to the ITT Response assessment.

14.3 The sole right of appeal against assessment decisions relates to failure to pass the SQ Response assessment. This is where an Applicant believes that the LAA has made an error in its assessment of the SQ Response based on the information contained therein. The appeal must be focussed solely on the reason for failure as set out in the notification letter. Applicants who wish to submit an appeal can do so using the appeal pro-forma which accompanies their notification letter and must be submitted by the specified date.

14.4 Appeals made under any other grounds will be rejected. It should be noted that the procurement process allows for resubmission of Tenders, correction of error / omissions etc at any point, however, this may delay the issue of contract documentation or delays in joining Duty Schemes.

14.5 Where an Applicant fails the SQ Response assessment and is unsuccessful in any subsequent appeal, their ITT Response will not be assessed.

14.6 In assessing the SQ & ITT Responses the LAA will check the following information:

- Office addresses and postcodes: The LAA will check that the address/postcode provided is valid and situated within England and Wales. Where an address
- is not yet confirmed, these checks will take place later as part of the Verification process.

- Relevant Professional Body authorisation: Checks will be undertaken to validate accreditation information where provided. Successful Applicants who have not yet achieved accreditation will be asked to provide this information later as part of Verification. Authorisation from the relevant professional body must be obtained and verified prior to the award of any contract.

- Cyber Essentials or equivalent: Applicants must have confirmed that they will have this in place for the Service Commencement Date in order to proceed.

SECTION 15: NOTIFICATION AND VERIFICATION

15.1 After the LAA has completed the respective SQ and ITT Response assessments all Applicants will be notified of the outcome of their Tenders.

15.2 Successful Applicants will be informed in their notification letter of the remaining Verification information they must submit and, where applicable, provided with details of the Duty Schemes they are eligible for.

15.3 Applicants will be required to submit their Verification information by the relevant Verification Submission Deadline which will be set out in the notification letter. No CRM12 forms or contract documentation will be issued until such time as an Applicant has fully Verified its tender. All Verification information, and any queries relating to the same, must be submitted via the eTendering portal. The LAA will not accept documentation submitted via any other means.

15.4 Applicants should not submit any additional verification documentation until they have received their notification letter.

15.5 The LAA will continue to accept and verify information after the specified verification deadlines for Stage 3; however, this may result in a delay in awarding contract documentation.

SECTION 16: ISSUE OF CONTRACT DOCUMENTATION

16.1 Applicants will be issued with their contract documentation to execute electronically via AdobeSign. Contracts will be issued via email to the named contact as specified in the Applicant's tender.

16.2 The Service Commencement Date shall be the first day of the month after the contract has been executed. This will apply unless the Provider has requested a later Service Commencement Date.

SECTION 17: CHANGES TO ORGANISATIONAL STATUS DURING THE PROCUREMENT PROCESS

17.1 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.

17.2 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 eTendering message boards 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.

17.3 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

17.4 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.

17.5 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 eTendering message boards.

17.6 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.

17.7 The contracting entity must be fully constituted and be able to demonstrate it meets the minimum 2025 Crime Contract requirements to verify its Tender and be issued with a 2025 Crime Contract.

SECTION 18: RULES OF THIS PROCUREMENT PROCESS

18.1 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 SQQ, ITT and Verification information.

18.2 '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.

18.3 This procurement process commenced on 17 September 2024 and it is envisaged that it will remain open until on or around 30 September 2034 and, therefore, the Regulations will continue to regulate all Tenders submitted under the procurement process regardless of the actual date of submission.

18.4 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.

18.5 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 eTendering system and any contract awarded to them by the LAA (including any conditions of contract award).

18.6 The Applicant must submit a complete Tender (in accordance with paragraph 3.1) using the eTendering system at https://legalaid.bravosolution.co.uk. The LAA will not consider any Tender submitted by the Applicant in any other form, or by any other method.

18.7 A Tender comprising of a Response to the SQ and the 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.

18.8 The Applicant must submit a complete Tender (i.e. a SQ Response and an ITT Response) prior to the relevant Stage 1 or Stage 2 Tender Submission Deadline to participate in the relevant Stage of the procurement process.

18.9 The Applicant must reply to every question in the 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.

18.10 The Applicant may only submit one Tender (i.e. maximum of one response to the SQ and/or ITT). Where an Applicant submits more than one SQ Response and/or ITT Response, the LAA will assess only the last SQ and/or ITT Response submitted prior to the relevant Stage deadline. Where an Applicant wishes to change any element of their Tender after the relevant Tender Deadline for the Stage they have tendered under has passed, they must contact the LAA using the eTendering message boards and must not attempt to make any amendments to their tender in the eTendering system.

18.11 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.

18.12 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 eTendering 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.

18.13 By submitting a Tender the Applicant agrees to be bound by the 2025 Crime Contract without further negotiation or amendment.

18.14 In submitting its Tender, the Applicant acknowledges the fact that they may be party to no more than one 2025 Crime 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.

18.15 The Applicant must monitor and respond as appropriate to messages received through the eTendering system throughout this procurement process. The LAA accepts no liability where the Applicant fails to do so. All communication with Applicants through the eTendering system will be deemed to have been received by the Applicant at the time of transmission in the eTendering system. The time specified in the eTendering system shall be the definitive time.

18.16 Any Frequently Asked Questions published through the eTendering 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 19: RIGHT TO CANCEL OR AMEND THE PROCUREMENT PROCESS

19.1 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 eTendering system.

19.2 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 20: RIGHT TO CLARIFY/VERIFY

20.1 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.

20.2 The 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 2025 Crime Contract.

SECTION 21: RIGHT TO REJECT

21.1 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.

21.2 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.

21.3 Paragraph 21.2 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 22: AWARD

22.1 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 eTendering 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 if the Applicant; and
(b) any event which would, had it occurred prior to the Tender Deadline have resulted in differences in the Applicants SQ Response.

22.2 Failure to notify the LAA of a material change may result in rejection from the procurement process and/or termination of any 2025 Crime Contract awarded.

22.3 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.

22.4 The LAA reserves the right to place additional contractual conditions on the award of a contract to an individual Applicant.

22.5 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 23: APPEALS AND COSTS/EXPENSES OF THE TENDER

23.1 The Applicant's sole right of appeal is as set out in paragraph 14.3 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.

23.2 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 24: QUESTIONS

24.1 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 eTendering 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 eTendering system

24.2 If an Applicant has any questions about the procurement process, they may submit them through the eTendering system. All such questions must be submitted using the eTendering system message boards. The LAA will not be able to provide responses to questions about this procurement process through any other method.

24.3 Because of the way the LAA downloads messages from the eTendering 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.

24.4 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. Questions and answers will be published on the LAA's tender pages. Questions received by 23:59 on 1 October 2025 will be published as part of the first FAQ document. Applicants may continue to ask questions after the initial FAQ deadline and throughout the remainder of 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.

24.5 Applicants who need to contact the Help Desk should complete the online support form using the link provided:

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

SECTION 25: CANVASSING

25.1 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 26: COLLUSION

26.1 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.

26.2 If the LAA reasonably believes that the Applicant has colluded with another person in any way that breaches paragraph 27.1, 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 27: CONFIDENTIALITY, DATA PROTECTION & FREEDOM OF INFORMATION

27.1 The LAA may share any information contained in an Applicant's Tender with the provider of the eTendering system for the purposes of administering the procurement process.

27.2 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.

27.3 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.

27.4 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.

27.5 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.

27.6 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.

27.7 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.

27.8 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.

27.9 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.

27.10 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.

27.11 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.

27.12 The LAA will publish details of all 2025 Contracts awarded in accordance with the Government's transparency standards.

27.13 Following completion of this procurement process, the LAA will retain copies of the Tender in accordance with the LAA's retention policy.

SECTION 28: COPYRIGHT & INTELLECTUAL PROPERTY RIGHTS

28.1 The information contained in these ITTs are subject to Crown Copyright. Applicants may, subject to paragraph 28.2, 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: http://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

28.2 If an Applicant uses the ITTs under the Open Government Licence v3.0, it should include the following attribution: "2025 Standard Crime Contract Procurement Process, Legal Aid Agency, Licensed under the Open Government Licence v3.0."

GLOSSARY OF DEFINED TERMS

Term	Definition
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 ITT Response where they wish to deliver Contract Work from more than the number of Offices that are catered for in the eTendering system. This form can be found in the 'buyer attachments' section of the ITT.
Appeals and Reviews	As defined in the 2025 Crime Contract
Applicant(s)	The single legal entity tendering for a 2025 Crime 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 2025 Crime Contracts
Application Period	The time from which this procurement process opens on 17 September 2024 to the final date on which an Applicant may submit a tender
Associated Civil Work	As defined in the 2025 Crime Contract
Caseworker	As defined in the 2025 Crime Contract
Classes of Work	As defined in the 2025 Crime Contract
CM	Compliance Manager for an organisation authorised by CILEx
2025 Contract Holder(s)	A legal entity that will hold a 2025 Crime Contract
LAA Contract Management	A department within the LAA, responsible for managing relationships with Providers and their performance under contracts.
Contract Manager	An individual employed within LAA Contract Management with responsibility for managing relationships with Providers.
Contract Work	As defined in the 2025 Crime Contract
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
Criminal Investigations and Proceedings	As defined in the 2025 Crime Contract
CRM12	The form Applicants must submit for each Duty Solicitor applying to join Duty Schemes
Cyber Essentials	As defined in the 2025 Crime Contract

Controller	As defined in the 2025 Crime Contract
Data Subject	As defined in the 2025 Crime Contract
Designated Signatories	The user 'role' within the CWA system which is able to accept, reject or query contract offers
Duty Scheme	As defined in the 2025 Crime Contract
Duty Rotas	A rota allocating slots for attendance and covering one or more magistrates court and/or police station under a specific Duty Scheme.
Duty Slots	As defined in the 2025 Crime Contract
Duty Solicitor	As defined in the 2025 Crime Contract
Duty Solicitor Postcode Tool	The pdf document on our website (link in Section 7 of this document) which sets out the geographical ambit of Duty Schemes by reference to postcodes.
Engaged	As defined in the 2025 Crime Contract
e-Tendering system	The LAA's secure internet site at LAA eTendering 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'
Full Time Equivalent ('FTE')	As defined in the 2025 Crime Contract
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
Invitation to Tender ('ITT')	That part of the procurement process containing Category-specific award criteria
ITT Response	A response to the 2025 Standard Crime Contract Invitation To Tender
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
Lexcel Practice Management standard ("Lexcel")	As defined in the 2025 Crime Contract
Not for Profit Organisation	As defined in the 2025 Crime Contract
Office(s)	As defined in the 2025 Crime Contract
Personal Data	As defined in the 2025 Crime Contract

Public Defender Service	An agency of the LAA that delivers criminal defence services
Prison Law	As defined in the 2025 Crime Contract
Processor	As defined in the 2025 Crime Contract
Provider(s)	As defined in the 2025 Crime Contract
Quality Standard	As defined in the 2025 Crime Contract
Relevant Professional Body	As defined in the 2025 Crime Contract
Rota Production Deadline	The date by which all CRM12s for inclusion in the next Duty Rota must be received and which will be published on the LAA 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
SQ Response	An Applicant's response to the Selection Questionnaire for 2025 Crime Contracts and which forms a part of its Tender
Service Commencement Date	The date on which a successful Applicant may first undertake Contract Work under the 2025 Crime Contract.
Specialist Quality Mark (SQM)	As defined in the 2025 Crime Contract
Stage 1 Application Process / Stage 1	As described in paragraphs 2.2 of this Application Guide
Stage 2 Application Process / Stage 2	As described in paragraphs 2.2 of this Application Guide
Stage 3 Application Process / Stage 3	As described in paragraphs 2.6 – 2.7 of this Application Guide
Stage 1 Duty Rotas	Duty Rotas commencing 1 October 2025
Stage 2 Duty Rotas	Duty Rotas commencing 5 January 2026
Stage 3 Duty Rotas	All Duty Rotas from 1 April 2026 to the end of the 2025 Crime Contract.
Stage 1 Duty Rota Submission Deadline	Late May 2025
Stage 2 Duty Rota Submission Deadline	Early September 2025
Stage 1 Tender Submission Deadline	23:59 on 22 October 2024
Stage 2 Tender Submission Deadline	23:59 on 30 April 2025
Stage 1 Verification Deadline	31 January 2025
Stage 2 Verification Deadline	15 June 2025
Stage 3 Verification Deadline	3 weeks after notification of successful Tender
Supervisor	As defined in the 2025 Crime Contract
Supervisor Standard	As described in Section 2 of the 2025 Crime Contract Specification
SQM Audit Provider	Recognising Excellence Limited
Tender	An Applicant's complete response to this procurement process.

Tender Submission Deadline	Any relevant deadline specified within this Application Guide in relation to the 2025 Crime Contract.
Verification	The provision of evidence by an Applicant to demonstrate to the LAA's reasonable satisfaction that it's Tender is accurate and meets the requirements of this procurement process.