Procurement of Civil Legal Aid Services: Inquests

August – October 2026 - Frequently Asked Questions (FAQ)

Many questions will be answered by the information given in the Application Guide which is available on the Tenders' page of our **website.**

Where not defined in this FAQ document, capitalised terms are defined in the **Application Guide.**

Questions that we consider to be of wider interest have been collated and answered centrally in writing to ensure that all potential Applicants have equal access to information. These questions and answers have been published in this FAQ document.

This is the first FAQ document to be published around the Inquest tender; however, further iterations may be published where required.

Technical questions on how to use the eTendering 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/.**

The Tender Deadline is 17:00 on 31 March 2027.

Q.1: Regarding the new digital system, would this be used for all inquests work completed under the Inquests category as well as CAPA, Clinical Negligence etc?

A.1: The new system will be used for any work completed under the Inquests category of law. Any work completed under the existing categories (CAPA, Clinical Negligence etc), would continue to use CCMS.

Q.2: Will the required training course be the same as the training required to meet supervisory skills under other categories of law?

A.2: The requirement for the completion of an approved training course is exclusive to the Inquests category and differs to the training required to meet supervisory skills in other categories. Details of the approved training courses can be found **here.**

Q.3: I submitted a response to the Selection Questionnaire or Invitation To Tender in error. Are you able to withdraw this for me?

A.3: We are unable to withdraw or amend your bid within the system. As the applicant, you will have the option to amend, or withdraw, your tender as long as the tender remains open. The option to do so is available within the eTendering portal.

Q.4: Are there any transitional supervisor standards in place for the Inquest Category of Law?

A.4: There are no transitional arrangements in place for the Inquests category of law. The requirements must be met by all supervisors. A supervisor needs to meet all the requirements in the supervisor standard set out in paragraph 20.10 to 20.17 of the Inquests category specific rules, including the legal competence standard at 20.13 and the requirement on case involvement hours at paragraph 20.16.

This case involvement hour standard requires supervisors to meet a minimum case involvement standard of 100 hours over the last three years. The work that is used meet this standard must relate to matters where the actions of a public authority potentially contributed to the death or serious injury of an individual but does not necessarily need to involve advice on an inquest or have been publicly funded.

Q.5: The approved training courses for supervisors have not yet been published. How should Applicants relying on this route proceed with verification?

A.5: The LAA has not yet approved any inquest training courses that can be used for the purposes of meeting the legal competence standard. However, the criteria and requirements that training courses must meet have now been published and can be found **here**.

The process for inviting training course providers to submit applications for their courses to be approved will open shortly. Once courses have been approved, details of the approved training courses will be published on our website so that organisations can undertake the relevant training.

Once an individual meets all the requirements to be a supervisor, this should be documented on a supervisor self-declaration form as per paragraph 11.5 of the Application Guide. These forms will be checked during the verification process. As per paragraph 14.5 of the Application Guide, Applicants must complete verification to be awarded a contract. There is no time limit on submitting verification information however no contract documentation will be issued until verification has been passed and those who have been notified of our intention to award a contract may not start work until the contract has been executed or updated schedules have been provided.

Q.6: The supervisor declaration form details two Generic Supervisor Requirements listed;

i) Supervised at least one Caseworker who regularly undertook work in any area of law for at least one year in the previous five-year period; or

(ii) Completed an approved training course covering key supervisory skills in the previous 24 months prior

Are supervisors required to meet both of these requirements?

A.6: To meet the Generic Supervisory Skills Requirement, a supervisor must have, as a minimum, either supervised at least one case worker who regularly undertook work in any area of law for at least one year in the previous 5-year period, or have completed training covering key supervisory skills in the previous 24-momth period. There is no need for a supervisor to have done both to meet this requirement.

Please note that the training covering key supervisory skills is different to the approved training course which a provider can complete to meet the Legal Competence Standard if they do not have the required number of case files for the case experience route to meet the Legal Competence Standard. The Generic Supervisory Skills requirement and the Legal Competence Standard are two distinct requirements of the contract that must be met. The individual being put forward as a Supervisor needs to meet all the requirements set out in the Supervisor Standard.