



Procurement of Civil Legal Aid Services in England and Wales from 1 September 2018 Face to Face Invitation To Tender Information for Applicants

The Legal Aid Agency (LAA) is inviting responses from Applicants to its Invitations To Tender (“**ITTs**”) for the delivery of publicly funded civil legal aid services from 1 September 2018 under a 2018 Standard Civil Contract (“**Face to Face Contract**” or “**Contract**”) in the following Categories of Law:

- Family;
- Housing, Debt and Welfare Benefits;
- Immigration and Asylum (including work at Immigration Removal Centres (“**IRCs**”));
- Mental Health;
- Community Care;
- Claims Against Public Authorities (formerly known as ‘Actions Against the Police etc’);
- Clinical Negligence;
- Public Law;
- Family Mediation.

Applicants wishing to deliver services under a Face to Face Contract must submit a Tender which consists of:

- i. a response to the Selection Questionnaire (“**SQ**”); and
- ii. a response to one or more ITT for a Face to Face Contract (“**ITT Response**”).

There is a separate Information For Applicants document for the SQ.

The Deadline for submitting Tenders is 5pm on 10 November 2017 (“Deadline”)

The SQ

A Tender consists of a response to the SQ plus at least one ITT Response. Applicants must therefore read the Information For Applicants for the SQ in its entirety before submitting their Tender as well as and all supplementary information provided, such as ‘Frequently Asked Questions’ (“**FAQs**”).

The Face to Face Contract ITTs

This Information for Applicants document (“**IFA**”) provides information about the Face to Face Contract ITTs, including how Applicants submit an ITT Response, and the rules governing this element of the procurement process.

Before submitting their ITT Response(s) Applicants must read this IFA in its entirety and all supplementary information provided, such as FAQs. Applicants are also strongly advised to read the Face to Face Contract in full to ensure that they understand the full nature and extent of the obligations they are proposing to accept.

Where an Applicant is notified of our intention to award them a Face to Face Contract subject to verification, it is the Applicant's sole responsibility to ensure they provide us with all necessary verification information no later than six weeks before the Contract Start Date.

Where not defined in the body of this IFA, capitalised terms are either defined in the glossary at Annex C or in the Face to Face Contract which has been published alongside this IFA. References to 'procurement process' are to the process for the procurement of the Face to Face Contract.

Applicants wishing to deliver Housing Possession Court Duty Scheme ("HPCDS") Contract Work from 2018 onwards

Applicants wishing to deliver HPCDS Contract Work **must** submit a response to the Face to Face ITT for Housing and Debt and subsequently obtain and hold a Face to Face Contract for the delivery of Housing and Debt Contract Work. They must also successfully tender for a HPCDS Contract when ITTs for HPCDS services open.

Any Applicant that submits a response to a HPCDS ITT but does not also successfully tender to deliver Face to Face Housing and Debt Contract Work will have their tender for a HPCDS Contract rejected.

There are also geographic restrictions which will apply to the HPCDS Contract and Applicants wishing to tender for a HPCDS Contract are advised to read the HPCDS IFA and contractual requirements in addition to this IFA.

For the avoidance of doubt, Applicants who do not successfully obtain a Face to Face Contract to deliver Housing and Debt Contract Work will **not** be entitled to perform HPCDS work from 1 September 2018 onwards and will be excluded from the HPCDS Contract procurement process.

The Ministry of Justice has recently consulted on policy proposals to move to fewer, larger HPCDS Contracts and to compete contracts based on both quality and price. Its response to the consultation was published on 16 August 2017. Further information can be found at: <https://consult.justice.gov.uk/digital-communications/housing-possession-court-duty-scheme/>.

The ITTs for HPCDS Contracts will open in October 2017. The Contract and IFA for HPCDS will be published in October, alongside the ITTs.

Applicants wishing to deliver Civil Legal Advice ("CLA") Contract Work from 2018 onwards

There is no opportunity to tender for CLA Contract Work through this Face to Face Contract procurement process. Applicants wishing to tender to deliver CLA Contract Work must read the CLA IFA and submit a tender in accordance with the requirements of that procurement process.

The ITTs for CLA Contracts will open in late September 2017. The Contract and IFA for CLA will be published in late September, alongside the ITTs.

Timetable

Below is a list of indicative dates for key activities as part of this procurement process for Face to Face Contracts. These dates may be subject to change and the LAA will notify Applicants of any changes through the e-Tendering system.

Activity	Timescale
Face to Face Contract ITT element opens on e-Tendering portal	19 September 2017
Final date for submission of questions about the Face to Face Contract ITTs	23:59 on 19 October 2017
Final 'Frequently Asked Questions' to be published	Week commencing 30 October 2017
Deadline for submission of Tenders including Face to Face Contract ITT Responses	5pm, 10 November 2017
Outcome of Tenders notified	Housing, Debt and Welfare Benefits – January 2018 All remaining Categories – March 2018
Final deadline for submitting Tender verification information	Six weeks before the Contract Start Date i.e. 23:59 on Friday 20 July 2018
Contract Start Date	1 September 2018

As a Tender consists of a response to the SQ and at least one Face to Face Contract ITT Response, Applicants must also refer to the SQ IFA for further key information, activities and dates.

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SECTION 1: INTRODUCTION AND BACKGROUND

About the Legal Aid Agency (“LAA”) and this procurement process

- 1.1 The LAA, on behalf of the Lord Chancellor, is responsible for commissioning and administering legal aid services (publicly funded advice and representation) across England and Wales in accordance with the Legal Aid, Sentencing and Punishment of Offenders Act 2012 (“**LASPO**”) and associated legislation. All contract documentation is issued by the LAA on behalf of the Lord Chancellor.
- 1.2 The Deadline for submitting Tenders is **5pm on 10 November 2017**. All Tenders must be completed and submitted using the e-Tendering system. Late submissions will not be accepted. It is the Applicant’s sole responsibility to ensure that the LAA receives its Tender before the Deadline.

About the Face to Face Contract

- 1.3 All Face to Face Contracts will be awarded for a period of three years from the Contract Start Date (subject to rights of early termination and the LAA’s right to extend for up to a further two years).

About the services

- 1.4 The LAA will award Face to Face Contracts to deliver face to face legal advice and representation in the following Categories of Law from 1 September 2018:
 - Family;
 - Housing, Debt and Welfare Benefits (Housing and Debt may be delivered alone or in combination with Welfare Benefits);
 - Immigration and Asylum (including work at IRCs);
 - Mental Health;
 - Community Care;
 - Claims Against Public Authorities (formerly known as ‘Actions Against the Police etc’);
 - Clinical Negligence;
 - Public Law;
 - Family Mediation.
- 1.5 Contract Work in each Category of Law is organised by geographic areas known as Procurement Areas. In Immigration and Asylum these are further broken down into Access Points (see Annex A).
- 1.6 There is no limit to the number of Face to Face Contracts that may be awarded. Organisations that meet the LAA’s minimum requirements to hold a Face to Face Contract (the SQ requirements) and who can meet the relevant general and Category-specific requirements set out in this ITT IFA will be awarded a Face to Face Contract.
- 1.7 There are 9 separate ITTs, as set out at paragraph 1.4. Applicants must bid to deliver Face to Face Contract Work in at least one Category of Law and complete the corresponding ITT(s).
- 1.8 HPCDS services are not included in this Face to Face Contract ITT element. However, as stated above, Applicants wishing to deliver HPCDS services from 2018 onwards **must** submit an ITT Response in the Housing and Debt Category. They **must also**

respond to the HPCDS Applicant ITT **and** each of the HPCDS Scheme Area ITTs it wishes to deliver under the HPCDS contract when the ITTs for HPCDS Contracts open in October 2017.

Who can bid?

- 1.9 Any organisation who can meet the minimum contract requirements may tender to deliver services under a Face to Face Contract.
- 1.10 The LAA will only contract with single legal entities (including individuals). Subcontracting and consortium bids are not permitted. The contracting entity will be responsible for performing all provider obligations under any and all 2018 Contracts awarded as a result of this procurement process.
- 1.11 Each separate legal entity which submits a Tender will be known as an Applicant for the purposes of this procurement process.

What if organisations are considering merging or changing their status?

- 1.12 Applicants must bid as the contracting entity that they intend to be to deliver Contract Work.
- 1.13 Applicants for a Face to Face Contract or any 2018 Contract may not assign, novate or otherwise transfer their Tender or any part of their Tender to any other organisation. Please note, this means that following the final submission of their Tender, an Applicant will not be able to make any changes to their status until after 2018 Contracts are operational. For the avoidance of doubt, organisations seeking to change their status from a partnership to a Limited Company, for example, will only be considered once any 2018 Contract is in operation.
- 1.14 The LAA understands that organisations may be thinking about the organisational structure they will use to deliver Contract Work and may be considering merging with other organisations to do so. Where this is the case, whilst it is not a requirement for the contracting entity to have been formed at the time it submits its Tender, the Applicant's Tender must be based on the single merged entity providing the Contract Work under any Face to Face Contract awarded.
- 1.15 Organisations may submit Tenders through more than one legal entity, if they wish, in order to deliver Contract Work under the Face to Face Contract through those different legal entities. However, separate rules govern the procurement of CLA and HPCDS contracts and Applicants considering tendering for a CLA and/ or a HPCDS contract are advised to read the IFAs for those processes in conjunction with this Face to Face IFA.
- 1.16 By submitting a Tender, an Applicant bids for, and commits to delivering, all of the Contract Work tendered for. Where an organisation submits more than one Tender for Contract Work which it intends to deliver through different legal entities, that commitment applies to each of those Tenders. This means that the organisation is not permitted to 'transfer' the Contract Work awarded to a specific entity to any other entity under any of its other Tenders.

When do organisations need to have been formed as legal entities?

- 1.17 It is not necessary for the contracting entity to have been formed at the time an Applicant submits its Tender, however it must be clear from the Tender which organisation intends to hold the Contract(s) for which it bids.
- 1.18 The contracting entity must be fully constituted and be able to demonstrate it meets the minimum Face to Face Contract requirements six weeks before the Contract Start Date, i.e. by 23:59 on 20 July 2018.
- 1.19 Where the Applicant:
- has been dissolved or is, for any other reason, incapable of executing a contract;
 - is not fully constituted as the contracting entity named in its Tender; or
 - is unable to meet the Contract requirements by the applicable deadlines,

any contract offer made to it may be withdrawn.

Operation of the Face to Face Contract

- 1.20 Successful Applicants will be awarded a Face to Face Contract to provide the applicable Contract Work subject to them meeting all necessary verification requirements (see section 7).
- 1.21 Applicants may only tender for and, if successful, be party to a single Face to Face Contract. Under that Contract an Applicant will have one or more Schedules (i.e. one Schedule for each Office). Each Schedule will detail the Contract Work (including Categories of Law and Matter Start allocations) authorised at the Office. For example, if an Applicant successfully tenders to deliver Contract Work in the Family and Community Care Categories of Law from a single Office, the Applicant will be awarded a Face to Face Contract and one Schedule which will detail the Family and Community Care Contract Work they are authorised to deliver from their Office.
- 1.22 The Face to Face Contract will start on 1 September 2018 (the “Contract Start Date”) and will run for three years i.e. until 31 August 2021 (subject to the LAA’s rights of early termination and the LAA’s right to extend the Contract for up to a further 2 years i.e. until 31 August 2023).
- 1.23 Each Face to Face Contract consists of and is formed by the following parts:
- Contract for Signature;
 - Standard Terms (applicable to all contracts irrespective of the specific services to be provided);
 - Specification (governs how work must be delivered and includes the key performance indicators that Providers must meet. There are two parts to the Specification – the General Specification which applies to all services under the Face to Face Contract, except Family Mediation, and the Category Specific Specifications which only apply to individual Categories);
 - Schedules (sets out the Categories of Law a Provider is authorised to undertake work in, the volume of work and any bespoke terms relevant to the delivery of Services at a particular Office location); and
 - Category Definitions – sets out what work is permitted in each Category of Law.

- 1.24 Face to Face Contract documentation, is available on the LAA's website: <https://www.gov.uk/government/publications/standard-civil-contract-2018>.
- 1.25 Applicants providing services under current LAA contracts should note that the Contract contains new provisions (previously consulted on with Consultative Bodies). All Applicants are strongly advised to read the Face to Face Contract in full before submitting their ITT Response(s).
- 1.26 Contract Work is divided into two broad areas:
- Controlled Work: generally basic levels of advice and assistance prior to issue of proceedings; and
 - Licensed Work: generally representation – issue and conduct of proceedings and advocacy.
- 1.27 Controlled Work cases are known as 'Matters' or 'Matter Starts'. Controlled Work permits Providers with available Matter Starts to assist clients directly without prior authority from the LAA. Except in relation to the Clinical Negligence and Family Mediation Categories, a certain number of Matter Starts will be allocated to Providers through this procurement process and then set out in the applicable Face to Face Contract Schedule. In the Clinical Negligence and Family Mediation Categories of Law, while no Matter Starts will be awarded, successful Applicants will be given authorisation in their Schedule(s) to open Matter Starts, reflected on a Provider's Face to Face Contract Schedule by a notional allocation of 1 Matter Start.
- 1.28 There is no limit to the volume of Licensed Work that a Provider may undertake. However, funding applications must be submitted to the LAA for each Licensed Work case.
- 1.29 Whilst the LAA may allocate a certain volume of Matter Starts to Providers, no guarantee is provided in relation to the volume or value of work which individual Providers will receive/be paid for under any Face to Face Contract. Services are provided under open market conditions and clients are free to choose from those Providers holding a Face to Face Contract.
- 1.30 Payments under all Face to Face Contracts will be at the rates set out in Legal Aid Legislation.

What are Applicants tendering for?

- 1.31 An Applicant is tendering for authorisation to conduct Contract Work in one or more Categories of Law.
- 1.32 Contract Work will be delivered at individual Offices (and Outreach in the case of Family Mediation). Except in the Mental Health Category, an Applicant must detail in its ITT Response the Contract Work that it is tendering to deliver from each Office. In the Mental Health Category, an Applicant must detail the work they wish to deliver in a Procurement Area and specify one Office in the relevant Procurement Area. A Tender to deliver Contract Work in a specific Category of Law from a particular Office is known as an "**Individual Bid**". Consequently, the ITT Response of an Applicant wishing to deliver Contract Work from multiple Offices will contain an Individual Bid for each Office in each applicable Category of Law, except for Family Mediation. In Family Mediation Applicants will tender for a single Office only to which their Schedule will be attached and any additional Outreach locations will be collected as part of verification.

- 1.33 There is no limit to the number of Matter Starts the LAA intends to award in any Procurement Area (or in the case of Immigration and Asylum, Access Point). Successful Applicants will be awarded the volume of work as relevant in the Category of Law they bid for (see the 'Lots' section below), subject to completing verification.
- 1.34 It is the Applicant's sole responsibility to ensure they provide the LAA with all the necessary information to verify their Tender no later than six weeks before the Contract Start Date.

Lots

- 1.35 Lots will apply to the Categories of:
- Family;
 - Housing;
 - Immigration and Asylum;
 - Mental Health;
 - Community Care;
 - Public Law; and
 - Claims Against Public Authorities.
- 1.36 In the Categories of Debt, Welfare Benefits, Family Mediation and Clinical Negligence Lots will not apply and Applicants will not be required to tender for a specific Lot. Successful Individual Bids within these Categories will be awarded a fixed allocation for the first year of the Contract as specified in the table at paragraph 1.42.
- 1.37 In addition, Lots will not apply in respect of Immigration and Asylum Contract Work at IRCs. Successful Individual Bids for Contract Work at an IRC will be awarded Matter Starts in accordance with paragraph 1.59. Matter Starts awarded for Contract Work at an IRC will be subject to 'Exclusive Schedule' arrangements (see para 1.54 - 1.56). Matter Starts awarded for use at an IRC may be used only in the delivery of Immigration & Asylum Contract Work at the IRC for which they have been awarded.
- 1.38 Applicants tendering in Categories where Lots apply must specify a Lot for each Individual Bid, based on the volume of Matter Starts they intend to be capable of delivering in the first year of the Face to Face Contract.
- 1.39 In some Categories there are additional Lot-specific quality requirements (see paragraph 2.38 and the Category-specific requirements in section 2). Applicants intending to deliver the largest volumes of work may additionally be required to complete a Delivery Plan as part of their Individual Bid (see paragraphs 1.44 - 1.46).
- 1.40 Where an Applicant is unable to evidence that they meet the requirements of the Lot for which they have bid, the relevant Individual Bid will be re-classified in accordance with the evidence supplied by the Applicant. For example, if an Applicant bidding in Lot 2 for Housing (which requires the Applicant to employ an Authorised Litigator from the relevant Office) is unable to provide the necessary evidence that they meet the requirement, they would have their Individual Bid re-classified to Lot 1 (for which there is no Lot-specific quality requirement) and be allocated a Lot 1 Matter Start allocation.
- 1.41 In all Categories (except Clinical Negligence and Family Mediation – see paragraph 1.52), successful Applicants will be able to deliver up to the volume of Matter Starts awarded, subject to Face to Face Contract rules on the award of Supplementary Matter Starts (see paragraphs 1.73 – 1.76 below).

1.42 Matter Start allocations for Categories (and Lots, where applicable) are outlined below:

Category	Lot	Matter Start value (Matter Starts awarded to a successful Individual Bid)	Delivery Plan may be required?	Lot-specific quality requirements?
Family	Licensed Work Only	0	No	No
	Lot 1	20	No	No
	Lot 2	100	No	No
	Lot 3	250	No	Yes – additional accreditation required
	Above Lot 3	Over 250	Yes	Yes - additional accreditation required
Housing	Lot 1	100	No	No
	Lot 2	250	No	Yes – increased Authorised Litigator requirements
	Above Lot 2	Over 250	Yes	Yes – increased Authorised Litigator requirements
Immigration and Asylum	Lot 1	150	No	No
	Lot 2 Note, Individual Bids in this Lot may tender for Detained Duty Advice work at IRCs	300	No	Yes – required to undertake full range of work
	Above Lot 2 Note, Individual Bids in this Lot may tender for Detained Duty Advice work at IRCs	Over 300	Yes	Yes - required to undertake full range of work
	Lot 3 Note, Individual Bids in this Lot may tender for all IRC work – Detained Duty Advice and /or Detained Asylum Casework	300	No	Yes – 1) required to undertake full range of work; and 2) additional accreditation required
	Above Lot 3 Note, Individual Bids in this Lot may tender for all IRC work – Detained Duty Advice and /or Detained Asylum Casework	Over 300	Yes	Yes – 1) required to undertake full range of work; and 2) additional accreditation required
Mental Health	Lot 1	100	No	Yes – specific number of accredited representatives required
	Lot 2	300	No	Yes – specific number of accredited

				representatives required
	Lot 3	500	No	Yes – specific number of accredited representatives required
	Above Lot 3	Over 500	Yes	Yes – specific number of accredited representatives required
Community Care	Lot 1	100	No	No
	Above Lot 1	Over 100	Yes	No
Public Law	Lot 1	30	No	No
	Above Lot 1	Over 30	Yes	No
Claims Against Public Authorities	Lot 1	60	No	No
	Above Lot 1	Over 60	Yes	No
Debt	N/A	4	No	No
Welfare Benefits	N/A	30	No	No
Clinical Negligence	N/A	Notional allocation of 1	No	No
Family Mediation	N/A	Notional allocation of 1	No	No

Categories where Lots apply

- 1.43 In the Categories of Family, Housing, Immigration and Asylum, Mental Health, Community Care, Public Law and Claims Against Public Authorities Applicants must tender for a volume of Matter Starts for the first year of the Face to Face Contract in specific geographic areas known as 'Procurement Areas'. In the Immigration and Asylum Category Procurement Areas have been broken down into smaller 'Access Points' and Matter Starts are available in those Access Points.
- 1.44 Applicants are not required to stipulate a specific number of Matter Starts as part of their Tender, unless they tender for above the top Lot. Rather, Applicants must choose the 'Lot' that corresponds with the volume they expect to be capable of delivering. A successful Applicant will be authorised to deliver up to the volume of Matter Starts associated with the Lot in which it bids, subject to meeting any Lot-specific requirements, assessment of any above top Lot Individual Bids and Delivery Plans and verification.
- 1.45 An Applicant submitting an Individual Bid for above the top Lot (e.g. for Family this would be 'Above Lot 3' (over 250 Matter Starts)) must:
- confirm as part of their Individual Bid the volume of Matter Starts they anticipate being able to deliver in the first year of the Contract; and either
 - confirm that from the Office associated with the Individual Bid they have started the same volume or more Matter Starts under a legal aid contract in the relevant Category of Law between 1 September 2016 and 31 August 2017; or
 - complete a Delivery Plan.
- 1.46 The Delivery Plan is replicated in Annex B as part of the relevant Category ITT questions and assessment and includes questions on how the Applicant:

- intends to build capacity and caseload to deliver the volume bid for;
- anticipates clients will access services; and
- will ensure supervision arrangements are in place to effectively manage the intended volume of work.

- 1.47 An Applicant wishing to bid from multiple Offices within a single ITT (and therefore submitting multiple Individual Bids) may submit Individual Bids for different Lots. For example, an Applicant may have one Family Individual Bid from Office A for Lot 1 (up to 20 Matter Starts) and another Family Individual Bid from Office B for Lot 2 (up to 100 Matter Starts). Further detail on how to complete Individual Bids is contained at Section 4.
- 1.48 Applicants tendering for the Immigration and Asylum Category should note that the same volume of work is associated with both Lot 2 and with Lot 3. The Lot an Applicant bids for will determine the work at IRCs an Applicant is eligible to bid for (see 1.57). Applicants bidding in Lot 3 must also meet higher quality requirements.
- 1.49 When submitting an Individual Bid an Applicant should take into account the scope of legal aid work available to ensure it is bidding for realistic volumes. Information on volumes of work started in previous years can be found in the LAA's published statistics, available at: <https://www.gov.uk/government/collections/legal-aid-statistics>. In addition, for Immigration and Asylum, further detail on the dispersal of asylum seekers at a local authority level can be found at: <https://www.gov.uk/government/collections/immigration-statistics-quarterly-release>. Within each quarter's data set, information on dispersal by local authority can be found under: 'List of tables' > 'Asylum data tables volume 4' > 'as 16 q Asylum seekers in receipt of Section 95 support, by local authority, as at end of quarter'.
- 1.50 An Applicant should ensure it bids for the correct Lot according to the number Matter Starts it considers it can realistically deliver.

Debt and Welfare Benefits

- 1.51 In the Debt and Welfare Benefits Categories of Law Applicants are not required to tender for a specific allocation of Matter Starts. All successful Individual Bids will be awarded a fixed allocation for the first year of the Face to Face Contract.

Clinical Negligence and Family Mediation

- 1.52 In the Clinical Negligence and Family Mediation Categories of Law, Applicants are not required to tender for a volume of Matter Starts. They are tendering for a licence to undertake the work from their Office. That means there will be no fixed limit to the volume of Controlled Work Providers in this Category can undertake. Schedules for successful Applicants will include a notional allocation of 1 Matter Start to indicate the Applicant has authorisation to conduct Contract Work.

IRCs

- 1.53 There are two types of work conducted in an IRC setting:
1. Detained Duty Advice (“**DDA**”) Surgeries; and
 2. Detained Asylum Casework (“**DAC**”).

- 1.54 The delivery of Immigration and Asylum Contract Work at IRCs is subject to Exclusive Schedule Arrangements. This means that, subject to the limited exceptions at paragraph 8.6 of the Immigration and Asylum Category Specification, only Applicants successful in this process and who are awarded an IRC Exclusive Schedule will be permitted to deliver services in the applicable IRC(s) from 1 September 2018.
- 1.55 Applicants wishing to deliver Contract Work in the Immigration and Asylum Category of Law at IRCs must tender to do so as part of their ITT Response for Immigration and Asylum Contract Work. To join an IRC Rota, Applicants must be awarded and continue to hold a Face to Face Contract from September 2018 to deliver Immigration and Asylum Contract Work and must be awarded and continue to hold an IRC Exclusive Schedule. Applicants tendering to deliver services at IRCs must meet the IRC requirements in addition to the requirements for Immigration and Asylum Contract Work. Further information on requirements to deliver services at IRCs and on how IRCs operate is available at paragraphs 2.50 – 2.67.
- 1.56 All Applicants that successfully tender a) for Immigration and Asylum Contract Work and b) to join one or more IRC Rotas as part of a Tender will be awarded an IRC Exclusive Schedule, subject to verification.
- 1.57 Applicants may only bid for each IRC once at an organisation level. The following eligibility criteria also apply:
- Applicants that tender for Immigration and Asylum in Lot 1 only will not be eligible to tender for IRC work;
 - Applicants that tender for Immigration and Asylum and submit at least one Lot 2 Individual Bid will be eligible to tender to join Detained Duty Advice Surgery Rotas at IRCs only;
 - Applicants that tender for Immigration and Asylum and submit at least one Lot 3 Individual Bid will be eligible to tender to join Detained Duty Advice Surgery Rotas at IRCs and/ or Detained Asylum Casework Rotas at IRCs.
- 1.58 In the event that an Applicant tenders for the same IRC more than once, the LAA will consider only one Individual Bid for an IRC and where the information submitted by the Applicant differs between Individual Bids for the same IRC, the LAA will act in accordance with paragraph 8.13.
- 1.59 There is no limit to the number of Applicants that can be awarded an IRC Exclusive Schedule. The available Rota work for an IRC will be divided proportionately between the organisations that successfully tender. In the event that a single Applicant bids to deliver Contract Work at an IRC the Applicant would be awarded all the Matter Starts for that IRC and be required to deliver the entire Rota. IRC Matter Starts will be added to the Schedule for the Applicant's Office from which it has made its Individual Bid in the relevant Lot. Where an Applicant has submitted more than one Individual Bid in the relevant Lot (for example, an Applicant submits two successful Lot 2 Individual Bids and also bids to join DDA Rotas), the Applicant will be asked to choose at the point of verification which Office Schedule they wish the IRC allocation to be attached to.

Detained Duty Advice Surgeries

- 1.60 The number of DDA Surgeries required in each Rota week will depend on the client demand for services at the particular IRC. Based on current volumes, each IRC

generally requires DDA Surgeries to take place, as a minimum, twice a week and up four times a week (see paragraph 2.54 for further information).

- 1.61 Currently, clients who wish to attend a DDA Surgery will attend the IRC library to have their name added to the IRC Rota. The IRC library staff generally email or fax the Provider the day before the DDA Surgery detailing the number of client appointments required and the client's language needs (in order that, if necessary, the Provider can arrange any translation services).
- 1.62 The Provider must offer each client a 30-minute advice session (regardless of the client's means or the merits of their cases). The purpose of the advice session is to ascertain the basic facts of the client's case and to make a decision as to what further action can be taken. Clients should also receive advice in relation to immigration bail.
- 1.63 Following this advice, and subject to both the means and merits test, further services may be provided to eligible clients under Controlled Work and in accordance with the terms of the Specification and relevant Regulations which govern this level of service.
- 1.64 In a Rota week the maximum number of clients that a Provider will see is 20-40 (depending on the number of DDA surgery days). Approximately 20-25% of those clients seen at a DDA surgery could result in a Controlled Work Matter Start being opened. This is the follow on work. Therefore, successful Applicants will also receive an initial nominal allocation of Immigration Matter Starts (relative to the number of Rota weeks) to cater for this Controlled Work, which we will continue to review to meet any demand. This volume will be divided proportionally between the successful Applicants at each IRC and will be reflected separately from other Immigration and Asylum Contract Work on a Provider's Schedule. The total Matter Start allocation for each IRC is set out at paragraph 2.56.
- 1.65 The volume of work through DDA Surgeries is variable. Surgeries are not always full and sometimes do not take place due to lack of demand. However, a Provider must ensure it has sufficient numbers caseworkers available each Rota week to meet its obligations to deliver all DDA Surgeries for that week.

Detained Asylum Casework

- 1.66 The description below applies to the DAC Scheme Rotas at Harmondsworth and Colnbrook IRC; and Yarl's Wood IRC
- 1.67 For each IRC the contract year is divided into 52 Rota weeks. The Rota week is then divided into 5 standby days (Monday through to Friday). Each standby day is divided into Rota slots as set out at paragraph 2.60. Each Rota slot equals a client that the IRC is likely to receive to process through its DAC scheme.
- 1.68 The estimates at paragraph 2.60 are based on historical usage figures, but the actual number of clients each week will depend on the client demand for services at the particular IRC. Therefore a Provider may not always receive a client for each Rota slot that is allocated on a standby day.
- 1.69 The Rotas are run by the UKVI. Providers allocated Rota slots on a standby day will receive calls from the UKVI based on the number of Rota slots it has been allocated. The calls from the UKVI will refer to the Provider the DAC Client who requires advice and assistance in preparation for the substantive asylum interview, which is usually conducted the following day (the "Attendance Day").

- 1.70 The Provider must have capacity to allocate each client a caseworker to contact the client on the standby day and attend the IRC at the subsequent attendance day when the substantive interview will take place.
- 1.71 Once a client has been referred to a Provider on a Standby Day they must contact the client to assess their eligibility for legal aid and to advise them accordingly.
- 1.72 In addition to Rota slots, successful applicants will be awarded additional Matter Starts in the Immigration and Asylum Category of Law to cater for any Controlled Work cases required as a result of assisting clients obtained through either rota arrangements. The total number for each IRC are set out in table 2.60. This volume will be divided proportionally between the successful Applicants at each IRC and will be reflected separately from other Immigration and Asylum Contract Work on a Provider's Schedule.

Supplementary Matter Starts

- 1.73 Applicants awarded a Face to Face Contract will, subject to notifying their LAA Contract Manager and receiving Contract Manager confirmation, be able to self-grant up to an additional 50% of their Matter Start allocation at that Office each year if required. For example, where an Applicant has a successful Family Individual Bid for Lot 1 (up to 20 Matter Starts) they will be able to self-grant up to an additional 10 Matter Starts (50% of 20), resulting in a total of 30 Matter Starts for year one. Assuming the organisation has an allocation of 30 Matters at the beginning of the second year of the Face to Face Contract, they could self-grant an additional 15 Matter Starts (50% of 30) in year two. This self-grant facility will not apply in respect of any Miscellaneous Matter Start allocation. Providers must apply to their Contract Manager for Supplementary Matter Starts in the Miscellaneous Category.
- 1.74 During each year of the Contract Period Providers will also be able to re-allocate up to 50% of Matter Starts between Offices authorised to deliver the same Category of Law, subject to following the process at paragraph 1.73. For example, an Applicant with two successful Lot 2 Individual Bids (up to 100 Matter Starts at each Office) could re-allocate up to 50 Matter Starts (50% of 100) from one Office to another. This would result in an allocation of 50 Matter Starts at one Office and 150 Matter Starts at the other. Applicants will not be permitted to re-allocate Miscellaneous Matter Starts between Offices.
- 1.75 Where during the life of the Contract the self-grant of Matter Starts and/or the reallocation of Matter Starts, referred to at paragraphs 1.73 – 1.74, results in an allocation which is equivalent to a Lot in which higher quality requirements apply (for example, in the Family Category this would be 250 Matter Starts or more) Applicants will be required to meet the relevant Lot-specific requirement and receive confirmation from their LAA Contract Manager that these are met before Supplementary Matter Starts are authorised.
- 1.76 Applicants should familiarise themselves with the Face to Face Contract provisions regarding the award of Supplementary Matter Starts and re-allocating Matter Starts at clauses 1.21 - 1.24 of the General Specification.

Miscellaneous Contract Work

- 1.77 Applicants awarded a Face to Face Contract to undertake Contract Work in any Category of Law (except Family Mediation) will receive an additional allocation of 5 Miscellaneous 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.

- 1.78 Detail on the work classified as 'Miscellaneous' for the purposes of the Face to Face Contract is included in the Category Definitions which forms part of the Face to Face Contract. As part of Miscellaneous Contract Work, legal aid is available for compensation claims for victims of human trafficking and/or modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO. This is an emerging area of Contract Work and it is anticipated that work in this area may increase.
- 1.79 Therefore Applicants wishing to deliver more than 5 Miscellaneous 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 (except the Family Mediation ITT). Applicants that indicate they wish to undertake this Contract Work will be awarded a total of 25 Miscellaneous Matter Starts which will be attached to the Schedule for the Applicant's Lead Office for the first year of the Contract. Whilst the Schedule will reflect an allocation of 25 Matter Starts, 20 of these will be exclusively for use in undertaking compensation claims for victims of human trafficking and/ or modern slavery.
- 1.80 Applicants must provide a Business Case if they wish to deliver more than 25 Miscellaneous Matter Starts. For the avoidance of doubt, a maximum of 5 Matter Starts may be used for Miscellaneous Contract Work other than for the victims of human trafficking and/ or modern slavery. The Business Case is replicated in Annex B as part of the relevant Category ITT questions and assessment. In summary it requires an Applicant to detail:
- the volume of Miscellaneous Matter Starts they anticipate being able to deliver for victims of human trafficking and/or modern slavery (up to a maximum of 100 Matter Starts); and
 - the Applicant's knowledge and experience of undertaking compensation claims for victims of human trafficking and/or modern slavery; and
 - how the Applicant intends to access clients.
- 1.81 Applicants responding to more than one ITT do not need to complete the Business Case as part of each ITT Response. They need to complete one business case and include this as part of the ITT Response of their choice. Where an Applicant submits more than one Business Case, the LAA will assess only the last submitted before the Deadline.

SECTION 2: PROCUREMENT PROCESS REQUIREMENTS

- 2.1 Applicants wishing to deliver services under a Face to Face Contract must submit a Tender which consists of:
- i. a response to the SQ; and
 - ii. a response to one or more ITTs
- which must in each case be capable of assessment.
- 2.2 Applicants may not submit more than one response to each Face to Face Contract ITT. Where an Applicant submits more than one ITT Response for the same Category of Law, only the last ITT Response or Tender submitted prior to the Deadline shall be assessed by the LAA.
- 2.3 If an ITT Response is not submitted or is incapable of assessment it will be rejected.
- 2.4 An Applicant must ensure that its entire Tender is capable of concurrent delivery. Where it submits a response to multiple ITTs it is warranting that it will be able to deliver concurrent services under all of those ITTs if successful.
- 2.5 By submitting a Tender, Applicants commit to meeting the Face to Face Contract requirements at least six weeks before the Contract Start Date. Some requirements vary by Category of Law and by Lot.
- 2.6 In accordance with the verification process set out at Section 7 of this IFA, the LAA will require evidence at least six weeks before the Contract Start Date of how an Applicant meets all necessary generic, Category-specific and Lot-specific requirements for the Category(ies) of Law tendered for. Requirements are contained in Annex B of this IFA and summarised below. The LAA will not issue contract documentation to, or contract with any Applicant which is unable to provide such confirmation.

Generic requirements

- 2.7 All Applicants tendering for a Face to Face Contract must be able to provide evidence at least six weeks before the Contract Start Date as to how they meet the following requirements:

Requirement	Who must meet the requirement
The Applicant holds a relevant Quality Standard	All Applicants (except those tendering for Family Mediation only)
The Applicant has appropriate authorisation from a Relevant Professional Body where required under the Legal Services Act 2007	All Applicants (except those tendering for Family Mediation only)

Quality Standard requirement

- 2.8 Contract holders (except those delivering Family Mediation only) will be required to hold a Quality Standard throughout the Contract Period.
- 2.9 For Family Mediation under the Face to Face Contract the LAA will no longer require Family Mediation Providers to hold the Mediation Quality Mark (MQM). Instead, the Contract requires that mediators and Family Mediation Providers meet the standards set out by the Family Mediation Council (FMC) and the Family Mediation Standards Board.

The Mediation Specification includes the key quality standards from the MQM and these requirements will be direct contractual obligations.

- 2.10 Applicants (except those tendering for Family Mediation only) must be able to evidence at least six weeks before the Contract Start Date that they hold either the LAA’s Specialist Quality Mark (“**SQM**”) following audit by the LAA’s SQM Audit Provider or the Law Society’s Lexcel Practice Management standard (“**Lexcel**”).
- 2.11 Applicants are solely responsible for paying all necessary fees to the Quality Standard auditing organisation.
- 2.12 Where an Applicant already holds the SQM following audit by the LAA’s SQM Audit Provider or is in the process of being audited by them, it need not reapply for the SQM, unless it must do so to continue to hold the SQM.
- 2.13 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 at least six weeks before Contract Start Date - Fully pass the Pre-QM audit within six months of the Contract Start Date
Applicants who intend to hold Lexcel	- Achieve Lexcel accreditation at least six weeks before Contract Start Date
Applicants who already hold Lexcel	- Must hold a valid accreditation that will be in force until at least 1 September 2018
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 1 September 2018

- 2.14 It is an Applicant’s responsibility to ensure it meets the LAA’s requirements at least six weeks before the Contract Start Date (see paragraph 7.3 – 7.4). Applicants are therefore advised to apply for their chosen Quality Standard as early as possible.
- 2.15 It is the sole responsibility of the Applicant to contact the Quality Standard auditing organisation and arrange any necessary audits. The LAA assumes no responsibility for monitoring Applicants’ progress towards achieving a Quality Standard.
- 2.16 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/>. Applicants intending to hold the SQM are advised that as from 1 April 2017, there have been some changes to the SQM audit process. Further details are available at: <https://www.gov.uk/guidance/legal-aid-agency-quality-standards#specialist-quality-mark>
- 2.17 Further information on Lexcel can be found on The Law Society’s website: <http://www.lawsociety.org.uk/productsandservices/lexcel.page>.

Appropriate authorisation from a Relevant Professional Body

- 2.18 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 Face to Face Contract must, therefore, ensure that they have all necessary licences and authorisations from a Relevant Professional Body to conduct Contract Work by six weeks before the Contract Start Date.

Category-specific and Lot-specific requirements

- 2.19 In addition to meeting the requirements of the SQ (which is governed by the SQ IFA) and the above generic requirements, Applicants will need to meet the requirements specific to the Category of Law for which they are tendering. Where applicable, Applicants will additionally need to meet further quality requirements for Individual Bids in specific Lots. Applicants must warrant at the time of submitting their ITT Response that they will meet these requirements. Applicants must be able to evidence how they meet these requirements at least six weeks before the Contract Start Date.

- 2.20 Applicants should note the following when considering the Category-specific requirements.

Supervisor requirements

- 2.21 Supervisor Standards are set out at sections 2.10 – 2.25 of the General Specification and the Legal Competence Standards set out in detail in the relevant Category Specification. Minimum Supervisor ratios are detailed at 2.26 – 2.28 of the General Specification.
- 2.22 An individual Supervisor may not supervise more than two Offices in total. In addition in Mental Health a Supervisor may not supervise across more than two Procurement Areas. In Family Mediation where there is no limit to the number of Offices/Outreach a Supervisor may supervise.
- 2.23 In the Categories of Family, Housing and Debt, Immigration and Asylum, Mental Health and Community Care each Applicant must employ at least one Full Time Equivalent (“**FTE**”) Supervisor who meets the Supervisor Standard in the relevant Category. Each FTE Supervisor may supervise no more than 4 FTE caseworkers.
- 2.24 In the Categories of Welfare Benefits Clinical Negligence, Claims Against Public Authorities and Public Law each Applicant must employ at least one Part Time Equivalent (“**PTE**”) Supervisor who meets the Supervisor Standard in the relevant Category. The 1 FTE Supervisor : 4 FTE caseworkers ratio applies for these Categories. For the avoidance of doubt, each PTE Supervisor may supervise no more than 2 FTE caseworkers.
- 2.25 For Family Mediation, Applicants must either employ or have formal arrangements with a Supervisor who meets the Supervisor Standard in Mediation. To evidence that an Applicant has supervision arrangements in place, a compliant Supervisor Declaration Form must be provided six weeks before the Contract Start Date.
- 2.26 In all Categories except Family Mediation, for the purposes of obtaining a Contract, use of external (i.e. non-employed) Supervisors is not permitted. 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, at least one compliant

Supervisor Declaration Form in the relevant Category must be provided at least six weeks before the Contract Start Date.

Offices

2.27 Office requirements vary for each Category of Law and are summarised below:

Category of Law	Presence requirement
Family	Each Office must be a Permanent Presence
Housing, Debt and Welfare Benefits	Each Office must be a Permanent Presence
Immigration and Asylum	For each Procurement Area in which it tenders, the Applicant must have an Office in an Access Point which is a Permanent Presence. They may additionally deliver services from further locations in the wider Procurement Area which are either a Part Time Presence or a Permanent Presence.
Mental Health	The Applicant must tender to deliver Mental Health Contract Work from an Office which is a Permanent Presence in England and/or Wales. Applicants do not need an Office which is a Permanent Presence in each Procurement Area but must have at least one Office which is either a Permanent Presence or an Alternative Arrangement in each Procurement Area in which they deliver Mental Health Contract Work
Community Care	Each Office must be a Permanent Presence
Claims Against Public Authorities	Each Office must be a Permanent Presence or a Part Time Presence
Clinical Negligence	Each Office must be a Permanent Presence or a Part Time Presence.
Public Law	Each Office must be a Permanent Presence or a Part Time Presence
Family Mediation	The Applicant must have an Office in England or Wales that meets the requirements of the Family Mediation specification. The Applicant may tender to deliver Family Mediation Contract Work from additional Outreach locations

2.28 As part of a Response to each ITT except the Family Mediation ITT (see paragraph 2.32), Applicants must confirm the Procurement Area (or Access Point in the case of Immigration and Asylum) for each Office from which they intend to deliver services in the relevant Category of Law.

2.29 Applicants (except those responding to the Family Mediation ITT only) should check that they tender in the correct Procurement Area (or Access Point) for their Office(s). To do this, an Applicant must enter the postcode for their Office (or intended Office) into the 'Find your local council' tool on the Gov.uk website: <https://www.gov.uk/find-local-council>. Annex A lists the Procurement Areas for each Category (and Immigration and Asylum Access Points) and the local authorities included in each.

- 2.30 In all Categories except Family Mediation Applicants may enter details of multiple Offices in the e-Tendering system as part of an ITT Response as follows:
- Family – up to 20 Offices
 - Housing, Debt and Welfare Benefits – up to 30 Offices
 - Immigration and Asylum – up to 20 Offices
 - Mental Health – up to 5 Offices
 - Community Care – up to 15 Offices
 - Claims Against Public Authorities – up to 10 Offices
 - Clinical Negligence – up to 10 Offices
 - Public Law – up to 10 Offices
- 2.31 Where an Applicant wishes to tender to deliver Contract Work in a Category from more Offices than permitted within an ITT, they must contact the LAA in accordance with paragraph 4.8 no later than 23:59 on 19 October 2017.
- 2.32 For Family Mediation Applicants are required to tender for a single Office in England or Wales through which all Family Mediation Contract Work will be reported. Applicants responding to the Family Mediation ITT must state the town or city in England or Wales in which their Office is or will be based. If their Tender is successful, they may additionally confirm at verification any Outreach locations in England and Wales from which they wish to deliver Family Mediation Contract Work and, subject to validation of address details, will be added to the Schedule.
- 2.33 For Immigration and Asylum, Applicants must tender from a Permanent Presence in an Access Point as part of an Individual Bid. Where successful, they may additionally confirm at verification any additional locations in the wider Procurement Area (i.e. outside an Access Point) which are either a Part Time Presence or a Permanent Presence and from which they intend to deliver Immigration and Asylum Contract Work. These additional presences will not receive a separate allocation but, subject to validation of address details, will be added to the Schedule for the relevant Office and the Applicant will be able to use Matter Starts allocated to their linked Office from additional presences in the same Procurement Area. Providers will be able to add and/or remove additional presences during the Contract Period with the agreement of their LAA Contract Manager to respond to changing dispersal patterns.
- 2.34 For Mental Health, Applicants may only bid once per Procurement Area. Applicants must tender from at least one Permanent Presence Office in England and Wales (see paragraph 2.27). Where an Applicant bidding for Mental Health has multiple delivery locations within a Procurement Area, they only need to provide the address and postcode of the primary location for the purposes of the Tender. However, this does not preclude Applicants from delivering from additional locations within the Procurement Area. Details of additional locations must be provided as part of verification and , subject to validation of address details, will be added to the relevant Schedule.
- 2.35 Applicants are not required to have operational Offices (or Family Mediation Outreach locations) at the point of submitting a Tender. Applicants are required to confirm they will meet the relevant Office requirements as part of their Tender. As part of an 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. An Applicant's

Office must be in the Procurement Area for which it tenders. The LAA will validate address details provided.

2.36 All Applicants must be able to by evidence six weeks before the Contract Start Date that they meet the verification requirements, including those relating to Offices (and Family Mediation Outreach locations where relevant).

2.37 Where an Applicant’s Individual Bid includes an Office which is not in the Procurement Area (or for Immigration and Asylum, the Access Point) stated in their Individual Bid, the LAA will not reject the Individual Bid outright. Rather, the LAA will inform the Applicant at the point of notification that their Office is not in the Procurement Area/ Access point tendered for. Where an Applicant is unable to evidence at the point of verification that they have an Office which is in the Procurement Area (or Access Point) tendered for as part of the Individual Bid the LAA will reject the relevant Individual Bid.

Lot specific quality requirements

2.38 In the Categories of Family, Housing, Immigration and Asylum and Mental Health, Applicants bidding in some Lots will need to meet specific additional quality requirements.

Family Category-specific requirements

2.39 Applicants responding to the Family ITT must commit to meeting the following requirements by the Contract Start Date as applicable:

Requirements which all Applicants responding to the Family ITT must meet by the Contract Start Date
Supervisor
The Applicant will: employ least one FTE Supervisor who meets the Family Supervisor Standard and who will actively supervise the Family Contract Work tendered for; and meet the one FTE Supervisor: four FTE caseworkers ratio at each Office from which it is tendering to deliver Family Contract Work
Office Presence
Each Office in the Procurement Area in which the Applicant is tendering to deliver Family Contract Work to be a Permanent Presence.
Requirements which Applicants submitting Individual Bids for Lot 3 or above Lot 3 only must meet by the Contract Start Date
Accreditation
The Applicant will employ at least one PTE member of staff based and regularly working at the Office related to the Individual Bid and who is: <ul style="list-style-type: none"> • a member of the Law Society’s Children Law Accreditation Scheme; or • a member of the Law Society’s Family Law Advanced Accreditation Scheme (having passed the “violence in the home” module or previously held adult party representative status on the Children Law Accreditation Scheme); or • a Resolution Accredited Specialist in Domestic Abuse.

- 2.40 An Applicant submitting an Individual Bid for more than 250 Matter Starts (above Lot 3) must additionally confirm the volume of Matter Starts they intend to deliver in the first year of the Contract. Where the Applicant is unable to confirm that from the Office associated with the Individual Bid they have started the same volume or more Matter Starts under a legal aid contract in the relevant Category of Law between 1 September 2016 and 31 August 2017, they must complete a Delivery Plan as part of their Tender, which will be assessed in accordance with paragraph 6.16-25.

Housing, Debt and Welfare Benefits Category-specific requirements

- 2.41 Applicants responding to the Housing, Debt and Welfare Benefits ITT must tender for the Categories of Housing and Debt. They may additionally tender to deliver services in the Welfare Benefits Category. Applicants tendering for Welfare Benefits Contract Work will need to meet the Housing and Debt requirements plus the Welfare Benefits requirements. There is no opportunity to tender solely for Welfare Benefits. Applicants tendering for Welfare Benefits Contract Work are advised that the Procurement Areas for this Category are larger than for Housing and Debt (see Annex A). An Applicant that successfully tenders for Welfare Benefits Contract Work will be required to deliver this Category of Law across the whole Welfare Benefits Procurement Area.
- 2.42 Applicants responding to the Housing, Debt and Welfare Benefits ITT must commit to meeting the following requirements by the Contract Start Date as applicable:

Requirements which all Applicants responding to the Housing, Debt and Welfare Benefits ITT must meet by the Contract Start Date
Supervisor
The Applicant must: employ at least one FTE Supervisor who meets the Housing and Debt Supervisor Standard and who will actively supervise the Housing and Debt Contract Work tendered for and meet the one FTE Supervisor: four FTE caseworkers ratio at each Office from which it is tendering to deliver Housing and Debt Contract Work; and where it has also tendered for Contract Work in the Welfare Benefits Category, employ at least one PTE Supervisor who meets the Welfare Benefits Supervisor Standard and who will actively supervise the Welfare Benefits Contract Work tendered for and meet the one PTE Supervisor: two FTE caseworkers ratio at each Office from which it is tendering to deliver Welfare Benefits Contract Work.
Office Presence
Each Office in the Procurement Area in which the Applicant is tendering to deliver Housing and Debt (and Welfare Benefits) Contract Work must be a Permanent Presence.
Authorised Litigator
The Applicant: must employ at least one PTE Authorised Litigator with experience of delivering Housing and Debt cases, who will be available to each of its Offices to deliver Licensed Work; and where it has also tendered for Contract work in the Welfare Benefits Category, must at all times have access to an Authorised Litigator with experience of delivering Welfare Benefits cases.
Requirement which Applicants submitting Individual Bids for Lot 2 or Above Lot 2 Contract Work in the Housing Category must meet by the Contract Start Date
Individual Bid Office Authorised Litigator

The Applicant will employ a PTE Authorised Litigator with experience of delivering Housing and Debt cases who is based and regularly working at the Office related to the Individual Bid for at least 17.5 hours each week

2.43 An Applicant submitting for more than 250 Matter Starts (above Lot 2) must confirm the volume of Matter Starts they intend to deliver in the first year of the Contract. Where the Applicant is unable to confirm that from the Office associated with the Individual Bid they have started the same volume or more Matter Starts under a legal aid contract in the relevant Category of Law between 1 September 2016 and 31 August 2017, they must complete a Delivery Plan as part of their Tender, which will be assessed in accordance with paragraph 6.16-6.25.

Immigration and Asylum Category-specific requirements, including IRCs requirements

2.44 In the 2018 Standard Civil Contract, the LAA has made several changes to the current contractual requirements for Immigration and Asylum Providers to improve quality. These are detailed in the Immigration and Asylum Category Specification and summarised below:

- Reserved Matters have been introduced and the level of accreditation required to conduct certain Contract Work has been stipulated. A full list of Reserved Matters can be found at 8.18 of the Immigration and Asylum Category Specification;
- Only individuals who are IAAS accredited to the level of Senior Caseworker or above will be able to conduct Contract Work, although certain types of Contract Work may be delegated to individuals with a lower level of IAAS accreditation. The volume and types of work that can be conducted by non-accredited individuals has been restricted (see 8.18 of the Immigration and Asylum Category Specification);
- The ability of any advisor who is not fully accredited to have ‘conduct’ of any legal aid matters has been removed;
- No aspect of Contract Work delivered in an IRC setting can be delegated to an advisor who is not fully IAAS accredited at Senior Caseworker level or above;
- All work with clients who are minors are Reserved Matters and will require the advisor to have a valid Disclosure and Barring Service check; and
- Before the Contract Start Date, the MOJ will amend regulations under the Legal Aid, Sentencing and Punishment of Offenders Act 2012 to provide for civil legal aid work in the Immigration and Asylum Chamber of the Upper Tribunal to be funded as Licensed Work.

2.45 Applicants responding to the Immigration and Asylum ITT must commit to meeting the following requirements by the Contract Start Date as applicable:

Requirements which all Applicants responding to the Immigration and Asylum ITT must meet by the Contract Start Date
Supervisor
The Applicant must: employ at least one Full Time Equivalent (FTE) Supervisor who meets the Immigration and Asylum Supervisor Standard and who will actively supervise the Immigration and Asylum Contract Work tendered for; and meet the one FTE Supervisor: four FTE caseworkers ratio at each Office from which it is tendering to deliver Immigration and Asylum Contract Work.
Office Presence
Each Office in the Access Point in which the Applicant is tendering to deliver Immigration and Asylum Contract Work must be a Permanent Presence.

Each Office in the wider Procurement Area (i.e outside the Access Point) must be at least a Part Time Presence
Controlled Work
The Applicant must be able and willing to conduct the full range of Controlled Work in the Immigration and Asylum Category of Law.
Accreditation
All of the Applicant's caseworkers delivering the Immigration and Asylum Contract Work must be accredited by the Law Society's Immigration and Asylum Accreditation Scheme (IAAS)
Caseworkers
All of the Offices from which the Applicant is tendering to deliver Immigration and Asylum Contract Work must have at least one FTE IAAS Senior Caseworker employed for every two FTE IAAS Trainee Caseworker Assistants and/or Casework Assistant caseworkers
Requirement which Applicants submitting Individual Bids for Lot 2, Lot 3, Above Lot 2 and/or Above Lot 3 must meet by the Contract Start Date
Licensed Work
The Applicant must be able and willing to undertake the full range of Licensed Work in the Immigration and Asylum Category of Law
Requirement which Applicants submitting Individual Bids for Lot 3 or Above Lot 3 must meet by the Contract Start Date
Advanced Caseworker accreditation
The Applicant must employ an FTE who is an IAAS accredited Advanced Caseworker at the Office related to the Individual Bid
Requirements which Applicants tendering to deliver Contract Work at any IRC must meet by the Contract Start Date
Delivery of Contract Work for detained clients
At each of the IRCs for which it is tendering, the Applicant must be able and willing to deliver Contract Work in the Immigration and Asylum Category of Law for detained clients in accordance with the terms of the Face to Face Contract
Interpretation services
In respect of each IRC for which it is tendering, the Applicant must have access to interpretation services at short notice to interpret in any language required by a client
Requirement which Applicants tendering to deliver Contract Work at Yarl's Wood IRC must meet by the Contract Start Date
Female caseworker
By the Contract Start Date the Applicant will, if tendering to deliver Contract Work at Yarl's Wood IRC, employ the at least one PTE female caseworker who is IAAS accredited to at least the level of Senior Caseworker and who is deployed to delivering this service

- 2.46 An Applicant submitting an Individual Bid for more than 300 Matter Starts (above 2 or above Lot 3) must confirm the volume of Matter Starts they intend to deliver in the first year of the Contract. Where the Applicant is unable to confirm that from the Office associated with the Individual Bid they have started the same volume or more Matter Starts under a legal aid contract in the relevant Category of Law between 1 September 2016 and 31 August 2017, they must complete a Delivery Plan as part of their Tender, which will be assessed in accordance with paragraph 6.16 - 25.

- 2.47 The LAA will collate details of successful Applicants with a Lot 3 or above Lot 3 Individual Bid. The LAA will share details of these Applicants with the Home Office and local authorities who will use these details to assist in their referral of clients to a Provider.
- 2.48 Successful Applicants bidding in Lot 3 or above Lot 3 agree that they will meet any urgent request by the LAA during the Contract Period to assist clients regardless of their location in the wider Procurement Area in which they have bid. The LAA may make such a request if it deems that there is an urgent need to advise clients (or a group of clients) within the Procurement Area. This could be as a result of a national, regional or other emergency (for example, a sudden movement of asylum seeking children following the closure of a refugee camp), or an urgent need for legal advice has otherwise arisen and would not otherwise be sufficiently met. Such Providers may need to travel as necessary to advise clients where remote working arrangements are not appropriate for the client.
- 2.49 Applicants who are successful in bidding in Lot 3 or Above Lot 3 will be able to self-grant Matter Starts for that Office without an upper limit to conduct work in accordance with paragraphs 1.73 – 1.76, subject to agreement with their LAA Contract Manager.

IRC Rotas

- 2.50 Applicants that tender for Immigration and Asylum Contract Work will be eligible to apply to join IRC Rotas except where the Applicant tenders in Lot 1 only. A list of IRCs is detailed at Annex A.
- 2.51 All Contract Work at IRCs will be classified as Reserved Matters and all Contract Work for clients detained at an IRC must be conducted by an individual accredited to IAAS Senior Caseworker level or above.
- 2.52 Part E of the Immigration and Asylum Specification (section 8 of the Specification) explains in detail how services at all IRCs will operate.
- 2.53 There are two types of IRC Rotas under which the LAA is offering Providers weeks or slots to appear on the Rotas:
3. Detained Duty Advice (“**DDA**”) Surgeries (weeks) and
 4. Detained Asylum Casework (“**DAC**”) (slots).
- 2.54 DDA Surgeries currently operate at each of the following IRCs on the following days. Please note that the IRC Rota will operate from Monday through to Friday inclusive, excluding any Bank and Public Holidays, which happen to fall within a particular week:

Location	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Brook House	✓	✓	✓	✓		4
Campsfield	✓	✓	✓	✓		4
Colnbrook	✓		✓		✓	3
Harmondsworth	✓	✓	✓	✓		4
Morton Hall		✓	✓	✓	✓	4
Tinsley House		✓		✓		2

(including Gatwick PDA¹)						
The Verne	✓	✓	✓	✓		4
Yarl's Wood	✓	✓	✓	✓		4

2.55 For the avoidance of doubt Providers of DDA services at Tinsley House will also need to provide services at Gatwick Pre-Departure Accommodation (PDA) which is based inside Tinsley House.

2.56 The number of DDA Surgeries required in each Rota week will depend on the client demand for services at the particular IRC. Indicative volumes of DDA work available at each IRC are set out below.

IRC	Indicative annual Matter Starts to be distributed for follow on work arising from DDA Surgeries	Weeks available to be distributed
Harmondsworth and Colnbrook	554	52 weeks
Yarl's Wood	434	52 weeks
Campsfield	548	52 weeks
Brook House	442	52 weeks
Tinsley House (including Gatwick PDA)	442	52 weeks
The Verne	127	52 weeks
Morton Hall	536	52 weeks

2.57 In delivering DDA Surgeries an adviser may provide a maximum of 30 minutes advice to a client without reference to the client's financial eligibility. The purpose of the advice session is to ascertain the basic facts of the case and to make a decision as to whether it requires further investigation or whether further action can be taken. Should the client require substantive advice and the client meets the means and capital regulations then a Matter Start can be opened and full in scope legal advice is then provided.

2.58 The DAC Scheme operates from:

- Harmondsworth and Colnbrook IRC; and
- Yarl's Wood IRC.

2.59 Asylum advice is delivered through the DAC Scheme. This is available where a client has claimed asylum and their asylum application is being determined under this faster DAC process whilst also being detained. The DAC Scheme Asylum includes advice attendance at the Home Office asylum interview and representation at an appeal if the asylum case is refused.

¹ Gatwick PDA is a discrete self-contained unit inside Tinsley House IRC to handle family departures. Attendance at this unit is not required on any set day. Attendance is by prior arrangement only. The IRC will contact the relevant Provider if they expect a client (family) to be moved into the unit and the Provider will then need to arrange a suitable day to attend.

2.60 Indicative volumes of DAC work available at each IRC are set out below.

IRC	Indicative annual Matter Starts to be distributed for follow on work arising from DDA Surgeries	Slots available to be distributed
Harmondsworth and Colnbrook	1000	1500
Yarl's Wood	180	300

2.61 The DAC Scheme was introduced following the suspension of the 'detained fast track' scheme in July 2015. The Government has since consulted on proposals to expedite appeals by immigration detainees. As a result it has confirmed that it wishes to ensure that all appeals from those in detention are determined within 25 to 28 working days unless an immigration judge has decided that, based on all the circumstances of the case, that timescale is not reasonable. If that happens the judge should set out a timetable which resolves the case as quickly as is reasonable.

2.62 It is now for the Tribunal Procedure Committee to consider what further rules are required to achieve this outcome. If changes take effect the LAA anticipates volumes may increase. The LAA will provide information on projected volumes as soon as it knows and will determine at that point whether further procurement activity is required.

IRC-specific requirements

2.63 To deliver services in an IRC setting, Applicants must:

- a. be awarded and continue to hold a Face to Face Contract to deliver Immigration and Asylum Contract Work;
- b. meet the IRC-specific requirements as detailed in the table at paragraph 2.45 and in Annex B by the Contract Start Date (and provide evidence of this no less than six weeks before); and
- c. tender to join the relevant IRC Rota(s) as part of the Face to Face Contract ITT for Immigration and Asylum.

2.64 An Applicant will be able to tender to join IRC Rotas if they confirm they are tendering in the relevant Lot(s). The e-Tendering system cannot check an Applicant has submitted at least one Individual Bid in a Lot that qualifies it to bid for IRC Rotas. In the event an Applicant tenders for services at one or more IRC but has not submitted at least one Individual Bid in the qualifying Lot, the LAA will reject the Applicant's bid to join the Rota(s) for which they are ineligible.

2.65 Applicants that tender for Immigration and Asylum Contract Work will be asked whether they wish to join IRC Rotas at question A.4.i. Applicants that indicate they do wish to join IRC Rotas will then be asked to confirm whether they are submitting at least one Lot 2 Individual Bid in the Immigration and Asylum (i.e. an Individual Bid in Lot 2, above Lot 2, Lot 3 or above Lot 3). Where an Applicant confirms they are submitting at least one Lot 2 Individual Bid, the Applicant will be able to select the IRC(s) at which they wish to join the DDA Surgery Rota. Applicants that answered 'Yes' to question A.4.i will then be asked whether they submitted at least one Lot 3 or above Individual Bid in the Immigration and Asylum Category (i.e. an Individual Bid for Lot 3 or above Lot 3). Where

the Applicant confirms they are submitting at least one Lot 3 or above Individual Bid, they will be able to select for the IRC(s) at which they wish to join the DAC Rota(s).

- 2.66 Yarl’s Wood IRC houses adult women and adult family groups. Applicants should have regard to the particular issue of gender in this IRC. Providers would be expected to provide a female IAAS accredited Senior Caseworker (and/or interpreter) if the client requests one.
- 2.67 Should a Provider cease to employ an IAAS accredited Advanced Caseworker during the Contract Period, the Provider will become ineligible for DAC Scheme work and will be removed from the DAC Scheme Rota.

Mental Health Category-specific requirements

- 2.68 Applicants responding to the Mental Health ITT must commit to meeting the following requirements as applicable:

Requirements which all Applicants responding to the Mental Health ITT must meet by the Contract Start Date
Supervisor
The Applicant will: employ least one FTE Supervisor who meets the Mental Health Supervisor Standard and who will actively supervise the Mental Health Contract Work tendered for; and meet the one FTE Supervisor: four FTE caseworkers ratio in each Procurement Area from which it is tendering to deliver Mental Health Contract Work; and employ at least one PTE Supervisor in each Procurement Area from which it tenders who meets the Mental Health Supervisor Standard and will actively supervise the Mental Health Contract Work tendered for in the Procurement Area during business hours
Office Presence
The Applicant will have an Office in England or Wales which is Permanent Presence <u>and</u> in each Procurement Area in respect of which it tenders the Applicant will have an Office which is either a Permanent Presence or Alternative Arrangements requirements
Authorised Litigator
The Applicant will employ an Authorised Litigator with experience of delivering Mental Health cases who will be available to each of the Procurement Areas it is contracted to provide services in to deliver Licensed Work
Requirements which Applicants submitting Individual Bids for Lot 1 must meet by the Contract Start Date
Accreditation
The Applicant will have at least 1 FTE member of the Law Society’s Mental Health Accreditation Scheme in each Procurement Area in which they bid in this Lot
Requirements which Applicants submitting Individual Bids for Lot 2 must meet by the Contract Start Date
Accreditation
The Applicant will have at least 2 FTE members of the Law Society’s Mental Health Accreditation Scheme in each Procurement Area in which they bid in this Lot
Requirements which Applicants submitting Individual Bids for Lot 3 must meet by the Contract Start Date
Accreditation
The Applicant will have at least 3 FTE members of the Law Society’s Mental Health Accreditation Scheme in each Procurement Area in which they bid in this Lot

Requirements which Applicants submitting Individual Bids for Above Lot 3 must meet by the Contract Start Date

Accreditation

The Applicant will have at least 4 FTE members of the Law Society’s Mental Health Accreditation Scheme in each Procurement Area in which they bid in this Lot

- 2.69 A Supervisor in the Mental Health Category may achieve either the MHT Standard or the Mental Health and Capacity Standard (see paragraph 9.15 – 9.31 of the Mental Health Category Specification).
- 2.70 Where a requirement requires an Applicant to have members of the Law Society’s Mental Health Accreditation Scheme, the individuals relied on may be either the Applicant’s Supervisors or caseworkers.
- 2.71 An Applicant submitting an Individual Bid for more than 500 Matter Starts (above Lot 3) must confirm the volume of Matter Starts they intend to deliver in the first year of the Contract. Where the Applicant is unable to confirm that from the Procurement Area associated with the Individual Bid they have started the same volume or more Matter Starts under a legal aid contract in the relevant Category of Law between 1 September 2016 and 31 August 2017, they must complete a Delivery Plan as part of their Tender, which will be assessed in accordance with paragraph 6.16 - 6.25.

Community Care Category-specific requirements

- 2.72 Applicants responding to the Community Care ITT must commit to meeting the following requirements:

Requirements which all Applicants responding to the Community Care ITT must meet by the Contract Start Date

Supervisor

The Applicant will:

employ least one FTE Supervisor who meets the Community Care Supervisor Standard and who will actively supervise the Community Contract Work tendered for; and

meet the one FTE Supervisor: four FTE caseworkers ratio at each Office from which it is tendering to deliver Community Care Contract Work

Office Presence

Each Office in the Procurement Area in which the Applicant is tendering to deliver Community Care Contract Work must be a Permanent Presence.

Authorised Litigator

The Applicant will employ at least a PTE Authorised Litigator with experience of delivering Community Care cases who will be available to each of its Offices to deliver Licensed Work

- 2.73 An Applicant submitting an Individual Bid for more than 100 Matter Starts (above Lot 1) must confirm the volume of Matter Starts they intend to deliver in the first year of the Contract. Where the Applicant is unable to confirm that from the Office associated with the Individual Bid they have started the same volume or more Matter Starts under a legal aid contract in the relevant Category of Law between 1 September 2016 and 31 August 2017, they must complete a Delivery Plan as part of their Tender, which will be assessed in accordance with paragraph 6.16 - 6.25.

Claims Against Public Authorities Category-specific requirements

2.74 Applicants responding to the Claims Against Public Authorities ITT must commit to meeting the following requirements:

Requirements which all Applicants responding to the Claims Against Public Authorities ITT must meet by the Contract Start Date
Supervisor
The Applicant will: employ least one PTE Supervisor who meets the Claims Against Public Authorities Supervisor Standard and who will actively supervise the Claims Against Public Authorities Contract Work tendered for; and meet the one PTE Supervisor: two FTE caseworkers ratio at each Office from which it is tendering to deliver Claims Against Public Authorities Contract Work
Office Presence
Each Office in the Procurement Area in which the Applicant is tendering to deliver Claims Against Public Authorities Contract Work must be a Permanent Presence or a Part Time Presence.
Authorised Litigator
The Applicant will employ at least a PTE Authorised Litigator with experience of delivering Claims Against Public Authorities cases who will be available to each of its Offices to deliver Licensed Work

2.75 A Supervisor in the Claims Against Public Authorities Category may achieve either the General Standard or the Abuse in Care Standard (see paragraph 13.1 – 13.13 of the Claims Against Public Authorities Category Specification).

2.76 An Applicant submitting an Individual Bid for more than 60 Matter Starts (above Lot 1) must confirm the volume of Matter Starts they intend to deliver in the first year of the Contract. Where the Applicant is unable to confirm that from the Office associated with the Individual Bid they have started the same volume or more Matter Starts under a legal aid contract in the relevant Category of Law between 1 September 2016 and 31 August 2017, they must complete a Delivery Plan as part of their Tender, which will be assessed in accordance with paragraph 6.16 - 6.25.

Clinical Negligence Category-specific requirements

2.77 Applicants responding to the Clinical Negligence ITT must commit to meeting the following requirements:

Requirements which all Applicants responding to the Clinical Negligence ITT must meet by the Contract Start Date
Supervisor
The Applicant will: employ least one PTE Supervisor who meets the Clinical Negligence Supervisor Standard and who will actively supervise the Clinical Negligence Contract Work tendered for; and meet the one PTE Supervisor: two FTE caseworkers ratio at each Office from which it is tendering to deliver Clinical Negligence Contract Work
Office Presence

Each Office in the Procurement Area in which the Applicant is tendering to deliver Clinical Negligence Contract Work must be a Permanent Presence or a Part Time Presence.

Public Law Category-specific requirements

2.78 Applicants responding to the Public Law ITT must commit to meeting the following requirements:

Requirements which all Applicants responding to the Public Law ITT must meet by the Contract Start Date
Supervisor
The Applicant will: employ least one PTE Supervisor who meets the Public Law Supervisor Standard and who will actively supervise the Public Law Contract Work tendered for; and meet the one PTE Supervisor: two FTE caseworkers ratio at each Office from which it is tendering to deliver Public Law Contract Work
Office Presence
Each Office in the Procurement Area in which the Applicant is tendering to deliver Public Law Contract Work must be a Permanent Presence or a Part Time Presence.
Authorised Litigator
The Applicant will employ at least a PTE Authorised Litigator with experience of delivering Public Law cases who will be available to each of its Offices to deliver Licensed Work

2.79 An Applicant submitting an Individual Bid for more than 30 Matter Starts (above Lot 1) must confirm the volume of Matter Starts they intend to deliver in the first year of the Contract. Where the Applicant is unable to confirm that from the Office associated with the Individual Bid they have started the same volume or more Matter Starts under a legal aid contract in the relevant Category of Law between 1 September 2016 and 31 August 2017, they must complete a Delivery Plan as part of their Tender, which will be assessed in accordance with paragraph 6.16-6.25.

Family Mediation Category-specific requirements

2.80 Applicants responding to the Family Mediation ITT must commit to meeting the following requirements:

Requirements which all Applicants responding to the Family Mediation ITT must meet by the Contract Start Date
Individual Mediator membership
Any Mediator undertaking Mediation Contract Work will be employed and will hold Family Mediation Council Accreditation
Supervisor
The Applicant will employ or have formal arrangements with a Supervisor who meets the Supervisor Standard in Family Mediation
Office Presence
The Applicant will have an Office in England or Wales that meets the requirements of the Family Mediation Specification
Mediators
The Applicant will employ at least one Mediator who meets the requirements to undertake Family Mediation as set out in the Mediation Specification
Categories of Work

The Applicant will be willing and able to provide Family Mediation across all Categories of Work (Child Only, Property & Finance and All Issues)

SECTION 3: e-TENDERING SYSTEM

- 3.1 All 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 www.legalaid.bravosolution.co.uk
- 3.2 Applicants already registered on the e-Tendering system whose registration details remain up to date do not need to register again. Applicants are encouraged to ensure that they review the contact details held in the e-Tendering system to ensure these are up to date.
- 3.3 Where an Applicant already has multiple registrations on the e-Tendering system it should ensure that it uses the registration which matches the name and trading status of the organisation on whose behalf the Tender is submitted.
- 3.4 Applicants who have forgotten their password, must click on the 'Forgotten your password?' link on the e-Tendering system homepage to get their password reset.
- 3.5 Applicants must familiarise themselves with the e-Tendering system guides available through the 'Technical Support and Guidance' link on the e-Tendering system home page. These provide detailed guidance on how to complete a Tender.
- 3.6 The LAA will communicate with Applicants about this procurement process through the e-Tendering system message board. Applicants must check the message board regularly to ensure that any messages are read promptly. The LAA highly recommends that Applicants set up multiple additional users under their e-Tendering system registration (see 'Technical Support and Guidance' link) as back-up to ensure that urgent messages, which may affect an Applicant's Tender, can be actioned as necessary.
- 3.7 The SQ and Face to Face Contract ITTs are available via the 'Project' or 'ITT Open to all Suppliers' link on the front page of the e-Tendering system.
- 3.8 Applicants must submit a Response to the SQ and at least one of the Face to Face Contract ITTs. Applicants are not obliged to respond to all of the ITTs; they only need to submit a response to the SQ and to the ITT(s) relevant to the Face to Face Contract in the Category(ies) of Law they wish to deliver. Applicants must ensure that they access and respond to the SQ and the correct ITT(s) for the Category(ies) of Law they wish to deliver under the Face to Face Contract.
- 3.9 Applicants must click 'Edit response' to be able to complete their responses to the questions asked. Applicants must click the 'Save Changes' or 'Save and Exit Response' buttons to ensure information inputted is saved.
- 3.10 Once Applicants have completed their response to a Face to Face Contract ITT, they must submit it by clicking on the "Submit Response" button.
- 3.11 Applicants may amend and re-submit their response at any time up to the Deadline. If so amended and re-submitted, only the last response shall be assessed.
- 3.12 An Applicant may check that it has successfully submitted its ITT Response(s) by going to the 'My ITTs' screen, which should show the 'Response status' as 'Response submitted to Buyer'. The registered email address will also receive confirmation when the Applicant submits its ITT Response(s) for the first time. It is therefore important for

an Applicant to ensure that any and all contact details held in the e-Tendering system are up to date.

- 3.13 Face to Face Contract ITT Responses are sealed. This means that the LAA is unable to access submitted ITT Responses prior to the Deadline. The LAA cannot confirm receipt of an ITT Response or Tender, nor can it confirm or if an ITT Response or Tender has been completed correctly.
- 3.14 All questions marked with a red asterisk on the e-Tendering system are mandatory. The e-Tendering system will not permit an Applicant to submit its ITT Response(s) unless answers to those questions are provided.
- 3.15 There is a button in the e-Tendering system called 'check mandatory questions'. By clicking on this the e-Tendering system will check that an Applicant has provided a response to all mandatory questions and will flag where a response to a mandatory question has not been given. For the avoidance of doubt, it does not provide an assessment of the responses to those questions or confirmation that they have been answered correctly.
- 3.16 When an Applicant submits its ITT Response(s) for the first time, it will receive an automated message confirming that its response has been successfully submitted. This only provides an indication of whether the ITT Response has been transmitted to the LAA and not whether the ITT Response is fully completed and/or will be assessed as being successful.

SECTION 4: COMPLETION OF THE FACE TO FACE CONTRACT ITTS

- 4.1 A Tender will consist of a response made through the e-Tendering system to the SQ and one or more of the Face to Face Contract ITTs.
- 4.2 The Face to Face Contract ITTs can be found in the e-Tendering system as follows:
- ITT 454 – Face to Face Contract ITT for Family
 - ITT 455 – Face to Face Contract ITT for Housing, Debt and Welfare Benefits
 - ITT 456 – Face to Face Contract ITT for Immigration and Asylum (including IRCs)
 - ITT 457 – Face to Face Contract ITT for Mental Health
 - ITT 458 – Face to Face Contract ITT for Community Care
 - ITT 459 – Face to Face Contract ITT for Claims Against Public Authorities
 - ITT 460 – Face to Face Contract ITT for Clinical Negligence
 - ITT 461 – Face to Face Contract ITT for Public Law
 - ITT 462 – Face to Face Contract ITT for Family Mediation
- 4.3 Applicants must complete an ITT Response for each Category of Law they wish to deliver. Applicants are advised that they must submit an SQ response before the e-Tendering system will allow them to submit an ITT Response.
- 4.4 Each ITT contains a series of questions covering the following areas:
- Bid details (Section A)
 - Miscellaneous Contract Work (Section B)
 - Warranties and Declarations (Section C)
- 4.5 A full breakdown of each of the questions for each Face to Face Contract ITT is included in the relevant ITT and is replicated at Annex B.
- 4.6 Applicants must respond to each question in the relevant ITT by selecting the correct drop down option or by providing a typed answer in the free text box provided. Each free text box is limited to 2000 characters (including spaces).
- 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 For all Categories except Family Mediation and Mental Health, where an Applicant wishes to tender from more Offices as part of an ITT Response than is catered for in an ITT, the Applicant must send a message to the LAA via the e-Tendering messaging portal no later than 23:59 on 19 October 2017 requesting a form on which they can provide details about additional offices. The LAA will then supply a form which the Applicant must complete and save it to their own computer before attaching it to a message in the e-Tendering system and sending this to the LAA before the Deadline.
- 4.9 Where an Applicant completes a Delivery Plan (for an Individual Bid 'above the top Lot' in a Category of Law) as part of its response to Section A of an ITT or a Business Case (for more than 25 Miscellaneous Matter Starts) as part of its response to Section B of an ITT, it must ensure it provides specific details in response to each question. Questions are included in Category ITTs where applicable and are replicated at Annex B.

- 4.10 An Applicant must only provide information relevant to the particular question in its Delivery Plan and/ or Business Case. Any information provided that is not relevant to the particular question will not be considered.
- 4.11 Before submitting its ITT Response an Applicant must check that it has answered all questions correctly. If an ITT Response is incomplete it may be assessed as unsuccessful.
- 4.12 Tenders, including ITT Responses, will not be opened by the LAA until after the Deadline and therefore if an Applicant's Tender is incomplete, this will only be identified on assessment, at which point it shall be too late for Applicant to submit any further information.

SECTION 5: APPLICANTS' QUESTIONS

- 5.1 If an Applicant has a question about the procurement process to which they cannot find an answer either in this document or in the guidance provided in the e-Tendering system, it will be able to direct it through two different channels depending on the nature of the query.

Questions about this IFA

- 5.2 If an Applicant has any questions about the content of this IFA, it may submit them up until **23:59 on 19 October 2017**. This is referred to in the e-Tendering system as the 'End date for supplier clarification messages'.
- 5.3 All such questions must be submitted using the e-Tendering system message boards.
- 5.4 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.
- 5.5 Applicants should assume that questions and answers may be published. Questions that the LAA considers to be of wider interest may be collated and answered centrally in writing to ensure that all potential Applicants have equal access to information. Questions and answers will be published on the LAA's tender pages <https://www.gov.uk/government/publications/civil-2018-contracts-tender> in the 'Procurement Process for Face to Face Contracts from September 2018 Frequently Asked Questions (FAQ)'.
- 5.6 Applicants should note that this is the only opportunity to ask questions about the procurement process. The LAA will not be able to provide responses to questions about the process through any other method.

Technical questions about how to operate the e-Tendering system

- 5.7 There is an e-Tendering helpdesk to provide technical support in relation to the use of the e-Tendering system. The helpdesk is **unable** to assist with problems with Applicants' own computer hardware or systems. For these types of issues Applicants should contact their own IT support.

- 5.8 Questions for the e-Tendering helpdesk should be emailed to: help@bravosolution.co.uk Alternatively, the telephone number for the helpdesk is 0800 069 8630 and lines are open from 8am to 6pm Monday to Friday.
- 5.9 The LAA recommends that Applicants start to complete their Tenders early so that they identify any areas in which they need help as soon as possible as the helpdesk is likely to be very busy in the days leading up to the Deadline. The LAA cannot guarantee that queries received close to the Deadline will be dealt with in time and accepts no responsibility if they are not.
- 5.10 Applicants should note that the e-Tendering helpdesk is the only method by which they can receive assistance on using the e-Tendering system.

SECTION 6: ITT RESPONSE ASSESSMENT

- 6.1 ITT Responses will be assessed in the following stages:
- Stage 1 – SQ check
 - Stage 2 – ITT requirements check
 - Stage 3 – Assessment of above top Lot Individual Bids and Delivery Plans (if applicable)
 - Stage 4 – Assessment of Miscellaneous Contract Work bids and Business Cases (if applicable)
 - Stage 5 – Contract award (subject to verification)
 - Stage 6 – Verification

Stage 1 - SQ check

- 6.2 The LAA will check whether the Applicant has submitted a SQ Response. An Applicant that submits an ITT Response but fails to submit an SQ Response will be assessed as having submitted a non-compliant Tender and the Applicant's Tender for a Face to Face Contract will be rejected in its entirety.
- 6.3 Applicants that are assessed as having passed the SQ will proceed to stage 2 for the applicable ITT(s).
- 6.4 The SQ IFA contains the rules and requirements upon Applicants in respect of the SQ element of this procurement process.

Stage 2 – ITT requirements check

- 6.5 The LAA will conduct assessment of:
- Any address and postcode details provided as part of an Individual Bid; and
 - The declarations and warranties provided as part of an ITT Response.

Address and postcode assessment

- 6.6 The LAA will review any address and postcode details provided as part of an Individual Bid for an Office. For Family Mediation the LAA will check the Office is in England or Wales. For all other Categories, the LAA will check the Office is in the relevant Procurement Area (or Access Point in the case of Immigration and Asylum).

- 6.7 Where an Applicant is assessed as having provided the address of an Office which is not in the Procurement Area (or Access Point for Immigration and Asylum) stated in the corresponding Individual Bid, the LAA will act in accordance with paragraph 2.37. This will also apply in the event that an Applicant for Family Mediation provides details of an Office which is not in England or Wales.
- 6.8 Where no address details as part of an Individual Bid, an address check will be conducted as part of verification (stage 6). Applicants must be able evidence an Office in the relevant Procurement Area / Access Point (or in England and Wales in the case of Family Mediation) at least six weeks before the Contract Start Date.

Declarations and warranties assessment

- 6.9 The LAA will review the warranties and declarations given in an Applicant's ITT Response (Section C of each Face to Face ITT) to ensure the Applicant has provided the necessary declarations and warranties.
- 6.10 The LAA will assess the declarations and warranties on the basis of information submitted. Responses will be assessed on a pass or fail basis.
- 6.11 Where the Applicant fails to provide the necessary declarations and warranties, the whole ITT Response may fail.
- 6.12 Applicants who are assessed as having provided the necessary declarations and warranties will be eligible for the award of a Face to Face Contract, and their Tender will be assessed as successful subject to verification (stage 6).
- 6.13 In the Categories where Lots do not apply (Clinical Negligence, Welfare Benefits, Debt and Family Mediation) successful Tenders will, subject to verification, be awarded the volume of Matter Starts for the relevant Category as detailed at paragraph 1.42).
- 6.14 In the Categories where Lots apply (Family, Housing, Immigration and Asylum, Mental Health, Community Care, Public Law and Claims Against Public Authorities), successful Individual Bids which are not classified as 'above the top Lot' (for example, up to Lot 3 or 250 Matter Starts in the Family Category), will be awarded the volume of Matter Starts associated with the Lot tendered for, subject to verification (stage 6).
- 6.15 Where an Applicant's Individual Bid is for an 'above the top Lot' volume of Matter Starts in any Category, the number of Matter Starts awarded to the Applicant will be subject to stage 3 assessment.

Stage 3 - Assessment of above top Lot Individual Bids and Delivery Plans (if applicable)

- 6.16 If an Applicant bids for a volume of Matter Starts which is below the volume which applies to the top Lot, the LAA will re-classify the Individual Bid to the correct Lot. For example, an Applicant confirms as part of its Family tender that it is submitting an above top Lot Individual Bid (i.e. over 250 Matter Starts). Were it then to bid for 50 Matter Starts the LAA would re-classify this Individual Bid as Lot 2 and award the Individual Bid up to 100 Matter Starts.
- 6.17 The LAA will validate the number of Matter Starts bid for against its own data where the Applicant confirms it has delivered at least the volume bid for in the 12 months preceding this procurement process. The LAA will be able to do this only where an Applicant provides a valid, current LAA account number for the Office associated with

the Individual Bid. Where LAA data does not support an Applicant's Individual Bid i.e. LAA records show that the Applicant has not started at least the volume tendered for in the relevant Category from the relevant Office (or Procurement Area in the case of Mental Health), the LAA will award the Applicant the volume of Matter Starts reported as opened from that Office between 1 September 2016 and 31 August 2017.

- 6.18 For example, an Applicant, as part of its Individual Bid for Family tenders for 300 Matter Starts (i.e. above Lot 3, or over 250 Matter Starts) and also self certifies that they started at least this volume from this Office between September 2016 and August 2017. If LAA records show them to have started 275 Matter Starts from this Office in 2016/17 the Applicant's Individual Bid would be awarded up to 275 Matter Starts for this Individual Bid, subject to verification.
- 6.19 The LAA will not be able to perform the check outlined at paragraph 6.17-18 for new Applicants or Offices or where an Applicant fails to provide a current, valid LAA account number for the relevant Office. Applicants that do not currently hold a LAA contract, or are submitting an Individual Bid for a new Office should answer 'No' to question A.3.ii. Where an Applicant answers 'Yes' to question A.3.ii but does not provide a valid, current LAA account number as part of its Individual Bid, the LAA will be unable to compare the volume of work bid for against its own data and the Applicant's Individual Bid will re-classified down to the next Lot.
- 6.20 For example, an Applicant as part of its Individual Bid for Family tenders for 300 Matter Starts (i.e. above Lot 3, or over 250 Matter Starts) and also self certifies that they started at least this volume from this Office between 1 September 2016 and 31 August 2017. Where the Applicant does not provide a valid, current LAA account number, the Applicant's Individual Bid would be re-classified to Lot 3 (up to 250 Matters). The Applicant would be awarded 250 Matter Starts for this Individual Bid, subject to verification (including meeting any higher quality requirements).
- 6.21 Where an Applicant tenders for above the top Lot and confirms in answer to question A.3.ii that they have not started at least the volume of Matter Starts tendered for in that Category of Law and from that Office, the LAA will assess the Applicant's answers to questions A.3.iii – A.3.v.
- 6.22 Where an Applicant fails to provide sufficient information to allow the LAA to make an assessment of a Delivery Plan it will be rejected.
- 6.23 Delivery Plans will otherwise be accepted, subject to the Applicant satisfactorily verifying the information they provided in their Delivery Plan (stage 6). The award of Matter Starts will therefore be subject to verification and the LAA reserves the right to award fewer Matter Starts than bid for or to reclassify an Individual Bid to a lower Lot, based on the information the Applicant can verify.
- 6.24 Where a Delivery Plan is rejected, the Individual Bid will re-classified to the next Lot. For example if a Delivery Plan for 300 Matter Starts (above Lot 3, or over 250 Matter Starts) in the Family Category of Law is rejected, the Individual Bid will be re-classified as a Lot 3 Bid. The Applicant would be awarded 250 Matter Starts for this Individual Bid, subject to verification (stage 6).
- 6.25 The LAA's assessment is final. There will be no right of appeal against the LAA's decision to reject a Delivery Plan.

Stage 4 – Assessment of Miscellaneous Contract Work bids and Business Cases (where applicable)

- 6.26 In accordance with paragraph 1.77, all contracted Offices (with the exception of Family Mediation Offices) will receive an allocation of 5 Miscellaneous Matter Starts.
- 6.27 Where an Applicant confirms in answer to question B.1.i of an ITT Response that it wishes to receive an allocation of Miscellaneous Matter Starts to undertake compensation claims for victims of human trafficking and/or modern slavery, Applicants that have been successful in an ITT Response will be eligible for an award of additional Miscellaneous Matter Starts to conduct this work.
- 6.28 Applicants that tender for 25 Miscellaneous Matter Starts in an ITT Response will be awarded this volume. As referred to at paragraph 1.79, 20 of these Matter Starts will be exclusively for use in undertaking compensation claims for victims of human trafficking and/ or modern slavery.
- 6.29 The number of Miscellaneous Matter Starts awarded to Applicants that tender for more than 25 Matter Starts will be dependent on the assessment of the Business Case submitted. This assessment will consider whether the Business Case gives confidence that the Applicant currently has knowledge, experience and established methods of accessing victims of human trafficking and/or modern slavery to deliver the volume of Miscellaneous Matter Starts tendered for.
- 6.30 Business Cases will be assessed on the basis of accepting or rejecting the plan in its entirety.
- 6.31 An Applicant's answers to questions B.2.ii and B.2.iii must each be assessed as satisfactory for a Business Case to be accepted.
- 6.32 Where a Business Case is accepted, the Applicant will be awarded the volume of Miscellaneous Matter Starts tendered for in answer to question B.2.i, subject to verification (stage 6). The Applicant will have the awarded allocation of Miscellaneous Matter Starts added to the Contract Schedule for their Lead Office. A maximum of 5 Matters may be started which fall within the scope of the Miscellaneous Category and which are not specifically for compensation claims for victims of human trafficking and/ or modern slavery.
- 6.33 A Business Case will be rejected where the LAA assesses an Applicant's response to question B.2.ii or question B.2.iii is unsatisfactory i.e. no information is provided in answer to the question, or the answer submitted fails to sufficiently demonstrate that the Applicant currently has knowledge, experience and established methods of accessing victims of human trafficking and/or modern slavery to deliver the volume of Miscellaneous Matter Starts tendered for.
- 6.34 Where a Business Case is rejected, the Applicant will receive an allocation of 25 Miscellaneous Matter Starts. Whilst the Schedule will reflect an allocation of 25 Matter Starts, 20 of these will be exclusively for use in undertaking compensation claims for victims of human trafficking and/ or modern slavery.
- 6.35 The LAA's assessment is final. There will be no right of appeal against the LAA's decision to reject a Business Case.

- 6.36 Applicants wishing to conduct 25 or more Miscellaneous Matter Starts to assist victims of human trafficking and/or modern slavery are required to submit a single bid for Miscellaneous Contract Work. Applicants that respond to more than one Face to Face Contract ITT may decide which they use to submit a Miscellaneous Contract Work bid. Applicants will be allocated Miscellaneous Contract Work in accordance with the process outlined above where any of their ITT Response(s) is successful (subject to paragraph 6.37).
- 6.37 In the event that an Applicant includes a bid for Miscellaneous Contract Work as part of more than one ITT Response, the LAA will consider the last submitted before the Deadline.

Stage 5 – Contract award (subject to verification)

- 6.38 All Applicants will be notified of the outcome of their Tender through the e-Tendering message board. Notifications to Applicants whose Tender is unsuccessful will include details of why their Tender is unsuccessful.
- 6.39 The LAA intends to notify Applicants of the outcome of the Housing, Debt and Welfare Benefits ITT in January 2018, which is earlier than other ITTs. This is to facilitate the procurement process for HPCDS contracts which requires Applicants to have successfully tendered for Housing and Debt Contract Work. Applicants will be notified of the outcome of all other Face to Face Contract tenders in March 2018.
- 6.40 There is no right of appeal against the LAA's assessment of ITT Responses.

Stage 6 – Verification

- 6.41 Applicants who are notified that they have been successful in this procurement process will be required to verify their Tender following the verification process detailed at Section 7 of this IFA.

SECTION 7: VERIFICATION OF FACE TO FACE CONTRACT TENDERS

- 7.1. All successful Applicants will be required to verify their Individual Bids and all Contract awards will be conditional on Individual Bids being satisfactorily verified by the LAA. Details of the verification requirements for each Category of Law are set out at Annex C of this IFA. Verification must be concluded at least six weeks before the Contract Start Date i.e. by 23:59 on 20 July 2018 unless otherwise stated at Annex C.
- 7.2. Requests for verification information will be sent to Applicants at the same time as they are notified that they have been successful.
- 7.3. It is the Applicant's sole responsibility to ensure they provide us with all the necessary information to evidence they meet the relevant verification requirements no later than 23:59 on 20 July 2018.
- 7.4. Where the Applicant has not submitted information in accordance with the verification process for either an Individual Bid or its entire face to face Contract award 23:59 on 20 July 2018, then the award in respect of an Individual Bid or the entire Face to Face Contract may be withdrawn as applicable.
- 7.5. The LAA will reclassify an Individual Bid in the Family, Housing, Immigration and Asylum and Mental Health Categories of Law where an Applicant is unable to provide satisfactory evidence that they meet the requirements of a higher Lot but is able to provide satisfactory evidence that they meet the requirements of a lower Lot. For example, if an Applicant is unable to provide satisfactory evidence that its Family Individual Bid meets the requirements of Lot 3 but is able to provide satisfactory evidence that they meet the requirements of Lot 2 then the Individual Bid will be awarded a Lot 2 Matter Start allocation (100 Matter Starts).
- 7.6. Where an Applicant is unable to satisfactorily evidence the commitments made in a Delivery Plan for an above the top Lot Individual Bid, the Matter Starts awarded to the Individual Bid will be reduced based on the evidence the Applicant can provide. This may mean the Individual Bid is reclassified to a lower Lot.
- 7.7. For the avoidance of doubt, if it becomes necessary for the LAA to withdraw the award to an Individual Bid or an entire Face to Face Contract as a consequence of their failure to satisfactorily verify any aspect of their 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.
- 7.8. Please note, the LAA will not enter into contract with Applicants until pre-contract verification process is concluded i.e. the Applicant satisfactorily verifies information required at least six weeks before the Contract Start Date.
- 7.9. In addition to meeting the verification requirements, Applicants must complete the two following administrative processes where relevant before the LAA can issue Contract documentation to an Applicant:
 - a. Provide a completed indemnity where an organisation with a limited liability
 - b. Provide a completed AC1 form and associated documentation for each new Office
- 7.10. The LAA will be unable to enter into contract with an Applicant that fails to provide this information where necessary. Where an Applicant fails to provide a properly completed indemnity by the Contract Start Date, the LAA will withdraw its offer of a Contract.

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

Indemnity

- 7.11. Applicants with limited liability (unless a registered charity) must supply the LAA with a properly completed indemnity.
- 7.12. The indemnity must be signed by the ultimate owners of the Applicant and/or such persons as the LAA might reasonably regard as being controllers and/or senior managers of the Applicant and/or where the Applicant is a limited company, from any company which is its holding company.
- 7.13. A copy of the indemnity form is available at:
<https://www.gov.uk/government/publications/personal-guarantee-and-indemnity>

AC1 form

- 7.14. Where Applicants intend to open an Office to deliver the Contract Work tendered for, in addition to confirming the Office address and postcode, they will be required to complete and return an AC1 form and supporting documents so the new Office can be allocated a LAA Account Number and set up on the LAA systems. Applicants cannot be issued with Contract documentation or start, or be paid for, Contract Work until a completed AC1 form has been received and processed by the LAA. The AC1 form is available at:
www.gov.uk/guidance/update-your-details-with-laa.

Issuing of Face to Face Contract documentation

- 7.15. When an Applicant satisfactorily verifies their Individual Bids through the verification process, they will be notified that their Face to Face Contract documentation is available to view and execute online.
- 7.16. Face to Face Contract documentation will be issued and executed electronically in the LAA's Controlled Work and Administration ("CWA") system. Successful Applicants will need to access this system to execute their Face to Face Contract by clicking the "Accept Contract" button within the system. By doing this, a successful Applicant agrees to be bound by the terms of the Contract in full.
- 7.17. To execute their Face to Face Contract an Applicant must have been set up on the LAA systems and issued with an account number for each new Office.
- 7.18. In addition, an Applicant must have set up the requisite number of 'Designated Signatories' on CWA before they can execute their Contract. Guidance on how to do this will be provided at the verification stage. Guidance on allocate the Designated Signatory role in CWA can be found on the LAA's website at:
<https://www.gov.uk/government/publications/cwa-detailed-user-guides>.
- 7.19. Contracts that have not been executed two weeks after the Contract Start Date may be withdrawn at the LAA's sole discretion. The LAA will have no liability to an Applicant whatsoever as a consequence of any such withdrawal.

SECTION 8: GENERAL RULES OF THIS PROCUREMENT PROCESS

Introduction

- 8.1 This procurement process is governed by this IFA which represents a complete statement of the rules of the procurement process. This IFA 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 SQ Response and Response to ITTs.
- 8.2 '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.
- 8.3 This IFA and any supplementary documents issued as part of this procurement process (including the SQ and the ITTs) are governed and construed in accordance with English Law.

Submitting a Tender

- 8.4 The Applicant agrees to comply with the rules (contained in this Section 8 and elsewhere in this IFA) 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). If the Applicant fails to comply with the rules of this procurement process and/or the terms of the user agreement, the LAA will assess the Applicant's Tender as unsuccessful.
- 8.5 The Applicant must submit a complete Tender (in accordance with paragraph 8.8) by the Deadline. For the purposes of the Deadline, the time specified on the e-Tendering system shall be the definitive time. A Tender will be rejected if it is submitted by the Applicant after the Deadline. The LAA will not consider:
- (a) any requests by the Applicant to amend or submit the Tender after the Deadline; or,
 - (b) any requests by the Applicant for an extension of the time or date fixed for the submission of the Tender
- and the Applicant accepts all responsibility for ensuring all parts of its Tender are submitted through the e-Tendering system by the Deadline.
- 8.6 The Applicant must submit a complete Tender (in accordance with paragraph 8.8) 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.
- 8.7 A Tender must be authorised by one of the following:
- (a) the Applicant's COLP, HOLP or CM (or proposed 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
- 8.8 The Applicant must submit a complete Tender prior to the Deadline. The Applicant must reply to every question in the Tender and upload all requested documentation, even if it has previously provided this information or if it is otherwise of the view that the LAA is already aware of such information.
- 8.9 The Applicant may only submit one Tender (i.e. one SQ Response and a maximum of one ITT Response per Category/HPCDS Scheme Area). Where an Applicant submits more than one ITT Response for a 2018 Contract in the same Category of Law or HPCDS Scheme Area, the LAA will assess only the last ITT Response submitted prior to the Deadline.
- 8.10 The Applicant may amend and re-submit its Tender at any time up to the Deadline. Only the last Tender submitted by an Applicant prior to the Deadline will be considered by the LAA.
- 8.11 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.
- 8.12 Subject to the LAA's right to clarify at paragraph 8.27, the Applicant will not be permitted to amend or alter the Tender after the Deadline except in circumstances expressly permitted by the LAA.
- 8.13 In the event of any conflict between the information, answers or responses submitted as part of a Tender, without prejudice to the other rules of the procurement process, including the LAA's right to clarify, the conflict will be resolved by accepting the information, answer or document least favourable to the Applicant. This may mean that the LAA may reject the Tender in whole or in part.
- 8.14 When providing Contract Work within Wales, the Applicant must ensure it is accessible to, and understandable by, clients whose language of choice is Welsh, in accordance with the Welsh Language Act 1993 and Welsh Language (Wales) Measure 2011 and any other relevant statutory instruments which come into force from time to time.
- 8.15 The Applicant, by submitting a Tender, warrants to the LAA that:
 - (i) it has complied with all the rules and instructions applicable to this IFA 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 capacity to concurrently deliver all of the services it has submitted a Tender for.

- 8.16 The Applicant must keep any Tender valid and capable of acceptance by the LAA up to the Contract Start Date.
- 8.17 By submitting a Tender the Applicant agrees to be bound by the relevant 2018 Contract without further negotiation or amendment.
- 8.18 In submitting its Tender, the Applicant 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.
- 8.19 The Applicant must monitor and respond as appropriate to messages received through the e-Tendering system throughout this procurement process and the LAA accepts no liability where the Applicant fails to do so. All communication with Applicants through the e-Tendering system, including that outlined in 8.22 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.
- 8.20 Any Frequently Asked Questions published through the e-Tendering system in accordance with Section 5 of this IFA 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.
- 8.21 Without prejudice to any warranties given, these rules of the procurement process do not form a separate collateral contract between the Applicant and the LAA. The Applicant's Tender will form part of any Contract subsequently awarded.

Right to Cancel or Amend the Procurement Process

- 8.22 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 at <https://www.gov.uk/government/publications/civil-2018-contracts-tender> and notified to individual Applicants through a message on the e-Tendering system.
- 8.23 A Tender submitted by an Applicant which does not comply with any amendments made in accordance with 8.22 before the Deadline may be rejected.
- 8.24 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.
- 8.25 While the LAA has taken all reasonable steps to ensure, as at the date of the issue of the IFA, that the facts which are contained both within it and associated documents are true and accurate in all material respects, it does not make any representation or warranty as to the accuracy or completeness or otherwise of these documents, or the reasonableness of any assumptions on which these documents may be based. If contradictory information is contained in this IFA and / or associated documents, the provisions of this Section 8 will take precedence.
- 8.26 All information supplied by the LAA to the Applicant, including that within the IFA, is subject to that Applicant's own due diligence. The LAA accepts no liability to the

Applicant whatsoever resulting from the use of the IFA and any associated documents, or any omissions from or deficiencies in them.

Right to Clarify / Verify

- 8.27 The LAA may at its sole discretion seek to clarify or verify the Applicant's Tender. It will not do so where this would afford an Applicant the opportunity to improve its Tender by submitting a changed bid which would constitute a new tender. Where it does exercise its discretion to seek clarification or verification, in making its decision following receipt of an Applicant's response, the LAA will not take into account any information received which falls outside of the scope of the specific clarification or verification it is seeking.
- 8.28 Where the LAA contacts the Applicant in circumstances outlined in 8.27, the Applicant must provide the information requested by the date specified by the LAA. Any information provided by the Applicant after the specified date may not be taken into account by the LAA when evaluating the Applicant's Tender.
- 8.29 The ITTs request some non-assessed information that the LAA requires to be able to progress the issuing of contract documentation. Where this non-assessed information is not provided or is inaccurate in the Tender, the LAA may contact the Applicant for these details. If the Applicant fails to provide the accurate information requested this will not result in a Tender being unsuccessful. However, this may delay the issuing of contract documentation to an Applicant who has been successful. That may prevent the Applicant from commencing and being paid for services under the relevant 2018 Contract(s).

Right to Exclude

- 8.30 If the LAA receives information to suggest that any aspect of the Applicant's Tender is false, 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.
- 8.31 The LAA reserves the right at its absolute discretion to disqualify 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.
- 8.32 Paragraph 8.31 of this IFA 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.

Canvassing

- 8.33 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.

Collusion

8.34 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 in to 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.

8.35 If the LAA reasonably believes that the Applicant has colluded with another person in any way that breaches paragraph 8.34, the LAA may (without prejudice to any other criminal or civil remedies available to it) immediately exclude the Applicant from any further involvement in this procurement process.

Award

8.36 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. The LAA will conduct a re-assessment to ensure the Tender is not adversely impacted. If upon re-assessment, the Applicant's Tender is deemed to be unsuccessful or any conditions of contract award are not met, the LAA will not proceed with any decision made to award a contract. Failure to notify the LAA of a material change may result in disqualification from the procurement process and/or termination of the contract.

8.37 The LAA reserves the right, prior to any execution of a 2018 Contract, to carry out further due diligence checks as it deems necessary or appropriate. Where, as part of any due diligence, an Applicant is found not to comply with any of the minimum contract requirements which the Applicant committed to meeting in its Tender, the LAA will not proceed with any decision made to award a contract.

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

8.39 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.

Appeal and costs and expenses of Tender

8.40 There is no right of appeal against the LAA's assessment of Face to Face Contract ITT Responses.

8.41 The Applicant is solely responsible for its own costs and expenses incurred in connection with the preparation and submission of a Tender irrespective of any subsequent cancellation or suspension of this procurement process by the LAA. Under no circumstances will the LAA, or any of its employees, be liable for any costs incurred by the Applicant.

Confidentiality, Data Protection & Freedom of Information

8.42 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.

8.43 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.

8.44 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.

8.45 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.

8.46 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.

8.47 By submitting a Tender an Applicant consents and confirms they have obtained all necessary consents to such Personal Data being collected, held and used in accordance with and for the purposes of administering the procurement process as

contemplated by the IFA and for the management of any Contract subsequently awarded.

- 8.48 The Applicant warrants, 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 Legislation (which includes the Data Protection Act 1998, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and any other relevant regulations together with any codes of conduct and guidance issued by the Information Commissioner); and
 - (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 is revoked or changed in any way which affects the LAA's rights or obligations in relation to such Personal Data.
- 8.49 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.
- 8.50 The LAA will publish details of all contracts awarded in accordance with the Government's transparency standards.
- 8.51 Following completion of this procurement process, the LAA will retain copies of the Tender for such time as it considers reasonable to satisfy the LAA's audit obligations and for any associated contract management purposes.

Copyright & Intellectual Property Right

- 8.52 The information contained in this IFA is subject to Crown Copyright. Applicants may, subject to 8.53, 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>
- 8.53 If an Applicant uses this IFA under the Open Government Licence v3.0, it should include the following attribution: "Procurement of Civil Legal Aid Services in England and Wales from 1 September 2018, Face to Face Invitation To Tender, Legal Aid Agency, Licensed under the Open Government Licence v3.0."

ANNEX A: PROCUREMENT AREAS

This Annex provides details of Procurement Areas for each ITT.

Applicants should check that they tender in the correct Procurement Area (or Access Point) for their Office(s). To do this, Applicants must enter the postcode for their Office (or intended Office) into the 'Find your local council' tool on the Gov.uk website: <https://www.gov.uk/find-local-council>. This Annex A lists the Procurement Areas for each Category and the local authorities included in each. For Immigration and Asylum, the LAA is commissioning services in specific Access Points and only the local authorities included in these Access Points are detailed at Annex A. Applicants must subject to paragraph 2.33 have an Office in the relevant Access Point to tender for the Immigration and Asylum Category.

Family Procurement Areas

Below is a list of Procurement Areas for the purposes of the Family ITT.

Region	Procurement Area	Local Authorities included in the Procurement Area
Birmingham	Birmingham	Birmingham City Council
	City of Stoke-on-Trent	Stoke-on-Trent City Council
	City of Wolverhampton	Wolverhampton City Council
	Coventry	Coventry City Council
	Dudley	Dudley Metropolitan Borough Council
	Herefordshire & Worcestershire	Herefordshire Council Worcestershire County Council
	Sandwell	Sandwell Metropolitan Borough Council
	Shropshire	Shropshire Council Telford & Wrekin Council
	Solihull	Solihull Metropolitan Borough Council
	Staffordshire	Staffordshire County Council
	Walsall	Walsall Metropolitan Borough Council
	Warwickshire	Warwickshire County Council
Cambridge	Bedfordshire	Bedford Borough Council Central Bedfordshire Council Luton Borough Council
	Cambridgeshire	Cambridgeshire County Council Peterborough City Council
	East Essex	Castle Point Borough Council Colchester Borough Council Maldon District Council Rochford District Council Southend-on-Sea Borough Council Tendring District Council

	Norfolk	Norfolk County Council
	North Hertfordshire	East Hertfordshire District Council North Hertfordshire District Council Stevenage Borough Council Welwyn Hatfield Borough Council
	South Hertfordshire	Broxbourne Borough Council Dacorum Borough Council Hertsmere Borough Council St Albans City and District Council Three Rivers District Council Watford Borough Council
	Suffolk	Suffolk County Council
	West Essex	Basildon Borough Council Braintree District Council Brentwood Borough Council Chelmsford City Council Epping Forest District Council Harlow Council Thurrock Council Uttlesford District Council
Nottingham	City of Derby	Derby City Council
	City of Leicester	Leicester City Council
	Greater Nottingham	Broxtowe Borough Council Gedling Borough Council Nottingham City Council Rushcliffe Borough Council
	Leicestershire & Rutland	Leicestershire County Council Rutland County Council
	Lincolnshire	Lincolnshire County Council
	North Derbyshire	Bolsover District Council Chesterfield Borough Council Derbyshire Dales District Council High Peak Borough Council North East Derbyshire District Council
	North Nottinghamshire	Ashfield District Council Bassetlaw District Council Mansfield District Council Newark and Sherwood District Council
	Northamptonshire	Northamptonshire County Council
	South Derbyshire	Amber Valley Borough Council Erewash Borough Council South Derbyshire District Council
Bristol	Bournemouth & Poole	Bournemouth Borough Council Poole Borough Council
	City of Bristol, South Gloucestershire and North Somerset	Bristol City Council North Somerset Council South Gloucestershire Council

	City of Plymouth	Plymouth City Council
	Cornwall	Cornwall County Council
	Devon	Devon County Council Torbay Council
	Dorset	Dorset County Council
	Gloucestershire	Gloucestershire County Council
	Somerset	Bath and North East Somerset Council Somerset County Council
	Wiltshire	Swindon Borough Council Wiltshire County Council
Cardiff	Bridgend, Cardiff and the Vale	Bridgend County Borough Council City of Cardiff Council Vale of Glamorgan Council
	Central Wales	Ceredigion County Council Powys County Council
	Neath Port Talbot and Swansea	City and County of Swansea Council Neath Port Talbot County Borough Council
	North East Wales	Denbighshire County Council Flintshire County Council Wrexham County Borough Council
	North West Wales	Conwy County Borough Council Gwynedd County Council Isle of Anglesey County Council
	Rhondda Cynon Taff & Merthyr Tydfil	Merthyr Tydfil County Borough Council Rhondda Cynon Taff County Borough Council
	South East Wales	Blaenau Gwent County Borough Council Caerphilly County Borough Council Monmouthshire County Council Newport City Council Torfaen County Borough Council
	South West Wales	Carmarthenshire County Council Pembrokeshire County Council
Leeds	Barnsley	Barnsley Metropolitan Borough Council
	Bradford	City of Bradford Metropolitan District Council
	Calderdale	Calderdale Metropolitan Borough Council
	City of Kingston upon Hull	Hull City Council
	Doncaster	Doncaster Metropolitan Borough Council
	East Riding of Yorkshire	East Riding of Yorkshire Council
	Kirklees	Kirklees Metropolitan Borough Council

	Leeds	Leeds City Council
	North East Lincolnshire & North Lincolnshire	North East Lincolnshire Council North Lincolnshire Council
	North Yorkshire	City of York Council North Yorkshire County Council
	Rotherham	Rotherham Metropolitan Borough Council
	Sheffield	Sheffield City Council
	Wakefield	Wakefield Metropolitan District Council
South Tyneside	Darlington	Darlington Borough Council
	Durham	Durham County Council
	Gateshead	Gateshead Council
	Hartlepool	Hartlepool Borough Council
	Middlesbrough	Middlesbrough Borough Council
	Newcastle upon Tyne	Newcastle City Council
	North Tyneside	North Tyneside Council
	Northumberland	Northumberland County Council
	Redcar and Cleveland	Redcar & Cleveland Council
	South Tyneside	South Tyneside Council
	Stockton-on-Tees	Stockton Council
	Sunderland	Sunderland City Council
Liverpool	Knowsley	Knowsley Metropolitan Borough Council
	Liverpool	Liverpool City Council
	Sefton	Sefton Metropolitan Borough Council
	St. Helens	St Helens Metropolitan Borough Council
	Wirral	Wirral Borough Council
	Bolton	Bolton Metropolitan Borough Council
	Bury	Bury Metropolitan Borough Council
	Cheshire	Cheshire East Council Cheshire West and Chester Council
	Cumbria	Cumbria County Council
	East Lancashire	Blackburn with Darwen Council Burnley Borough Council Hyndburn Borough Council

Manchester		Pendle Borough Council Ribble Valley Borough Council Rossendale Borough Council
	Manchester	Manchester City Council
	Oldham	Oldham Metropolitan Borough Council
	Rochdale	Rochdale Metropolitan Borough Council
	Salford	Salford City Council
	Stockport	Stockport Metropolitan Borough Council
	Tameside	Tameside Metropolitan Borough Council
	Trafford	Trafford Metropolitan Borough Council
	Warrington & Halton	Halton Borough Council Warrington Borough Council
	West Lancashire	Blackpool Council Chorley Borough Council Fylde Borough Council Lancaster City Council Preston City Council South Ribble Borough Council West Lancashire Borough Council Wyre Council
	Wigan	Wigan Metropolitan Borough Council
London	Inner London	Camden London Borough Council City of London Corporation Hackney London Borough Council Hammersmith & Fulham London Borough Council Islington London Borough Council Kensington & Chelsea London Borough Council Lambeth London Borough Council Southwark London Borough Council Wandsworth London Borough Council Westminster City Council
	West London	Barnet London Borough Council Brent London Borough Council Ealing London Borough Council Enfield London Borough Council Harrow London Borough Council Haringey London Borough Council Hillingdon London Borough Council Hounslow London Borough Council Kingston upon Thames London Borough Council Merton London Borough Council Richmond upon Thames London Borough Council
	East London	Barking and Dagenham London Borough Council Bexley London Borough Council Bromley London Borough Council Croydon London Borough Council Greenwich London Borough Council Havering London Borough Council Lewisham London Borough Council Newham London Borough Council Redbridge London Borough Council Sutton London Borough Council

		Tower Hamlets London Borough Council Waltham Forest London Borough Council
Reading	Berkshire	Bracknell Forest Council Reading Borough Council Slough Borough Council West Berkshire Council Windsor and Maidenhead Borough Council Wokingham Borough Council
	Buckinghamshire	Buckinghamshire County Council Milton Keynes Council
	Hampshire	Hampshire County Council
	Oxfordshire	Oxfordshire County Council
	Portsmouth & Isle of Wight	Isle of Wight Council Portsmouth City Council
	Southampton	Southampton City Council
Brighton	East Sussex	East Sussex County Council
	Mid and South West Kent	Ashford Borough Council Maidstone Borough Council Sevenoaks District Council Tonbridge and Malling Borough Council Tunbridge Wells Borough Council
	North Kent and Medway	Dartford Borough Council Gravesham Borough Council Medway Council Swale Borough Council
	Surrey	Surrey County Council
	The City of Brighton and Hove	Brighton and Hove City Council
	The Kent Coast	Dover District Council Canterbury City Council Shepway District Council Thanet District Council
	West Sussex	West Sussex County Council

Housing, Debt & Welfare Benefits Procurement Areas

Below is a list of Procurement Areas for the purposes of the Housing, Debt & Welfare Benefits ITT.

Region	Housing and Debt Procurement Area	Local Authorities included in the Procurement Area	Welfare Benefits Procurement Area
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Birmingham	Birmingham	Birmingham City Council	Midlands and East (comprised of the Birmingham, Cambridge and Nottingham regions)
	City of Stoke-on-Trent	Stoke-on-Trent City Council	
	City of Wolverhampton	Wolverhampton City Council	
	Coventry	Coventry City Council	
	Dudley	Dudley Metropolitan Borough Council	
	Herefordshire & Worcestershire	Herefordshire Council Worcestershire County Council	
	Sandwell	Sandwell Metropolitan Borough Council	
	Shropshire	Shropshire Council Telford & Wrekin Council	
	Solihull	Solihull Metropolitan Borough Council	
	Staffordshire	Staffordshire County Council	
	Walsall	Walsall Metropolitan Borough Council	
	Warwickshire	Warwickshire County Council	
Cambridge	Bedfordshire	Bedford Borough Council Central Bedfordshire Council Luton Borough Council	
	Cambridgeshire	Cambridgeshire County Council Peterborough City Council	
	East Essex	Castle Point Borough Council Colchester Borough Council Maldon District Council Rochford District Council Southend-on-Sea Borough Council Tendring District Council	
	Norfolk	Norfolk County Council	
	North Hertfordshire	East Hertfordshire District Council North Hertfordshire District Council Stevenage Borough Council Welwyn Hatfield Borough Council	
	South Hertfordshire	Broxbourne Borough Council Dacorum Borough Council Hertsmere Borough Council St Albans City and District Council Three Rivers District Council Watford Borough Council	
	Suffolk	Suffolk County Council	
West Essex	Basildon Borough Council Braintree District Council Brentwood Borough Council Chelmsford City Council Epping Forest District Council		

		Harlow Council Thurrock Council Uttlesford District Council	
Nottingham	City of Derby	Derby City Council	
	City of Leicester	Leicester City Council	
	Greater Nottingham	Broxtowe Borough Council Gedling Borough Council Nottingham City Council Rushcliffe Borough Council	
	Leicestershire & Rutland	Leicestershire County Council Rutland County Council	
	Lincolnshire	Lincolnshire County Council	
	North Derbyshire	Bolsover District Council Chesterfield Borough Council Derbyshire Dales District Council High Peak Borough Council North East Derbyshire District Council	
	North Nottinghamshire	Ashfield District Council Bassetlaw District Council Mansfield District Council Newark and Sherwood District Council	
	Northamptonshire	Northamptonshire County Council	
	South Derbyshire	Amber Valley Borough Council Erewash Borough Council South Derbyshire District Council	
Bristol	Bournemouth & Poole	Bournemouth Borough Council Poole Borough Council	South West and Wales (comprised of the Bristol and Cardiff regions)
	City of Bristol, South Gloucestershire and North Somerset	Bristol City Council North Somerset Council South Gloucestershire Council	
	City of Plymouth	Plymouth City Council	
	Cornwall	Cornwall County Council	
	Devon	Devon County Council Torbay Council	
	Dorset	Dorset County Council	
	Gloucestershire	Gloucestershire County Council	
	Somerset	Bath and North East Somerset Council Somerset County Council	
	Wiltshire	Swindon Borough Council Wiltshire County Council	

Cardiff	Bridgend, Cardiff and the Vale	Bridgend County Borough Council City of Cardiff Council Vale of Glamorgan Council	
	Central Wales	Ceredigion County Council Powys County Council	
	Neath Port Talbot and Swansea	City and County of Swansea Council Neath Port Talbot County Borough Council	
	North East Wales	Denbighshire County Council Flintshire County Council Wrexham County Borough Council	
	North West Wales	Conwy County Borough Council Gwynedd County Council Isle of Anglesey County Council	
	Rhondda Cynon Taff & Merthyr Tydfil	Merthyr Tydfil County Borough Council Rhondda Cynon Taff County Borough Council	
	South East Wales	Blaenau Gwent County Borough Council Caerphilly County Borough Council Monmouthshire County Council Newport City Council Torfaen County Borough Council	
	South West Wales	Carmarthenshire County Council Pembrokeshire County Council	
Leeds	Barnsley	Barnsley Metropolitan Borough Council	North (comprised of the Leeds, South Tyneside, Liverpool and Manchester regions)
	Bradford	City of Bradford Metropolitan District Council	
	Calderdale	Calderdale Metropolitan Borough Council	
	City of Kingston upon Hull	Hull City Council	
	Doncaster	Doncaster Metropolitan Borough Council	
	East Riding of Yorkshire	East Riding of Yorkshire Council	
	Kirklees	Kirklees Metropolitan Borough Council	
	Leeds	Leeds City Council	
	North East Lincolnshire & North Lincolnshire	North East Lincolnshire Council North Lincolnshire Council	
	North Yorkshire	City of York Council North Yorkshire County Council	
	Rotherham	Rotherham Metropolitan Borough Council	

	Sheffield	Sheffield City Council
	Wakefield	Wakefield Metropolitan District Council
South Tyneside	Darlington	Darlington Borough Council
	Durham	Durham County Council
	Gateshead	Gateshead Council
	Hartlepool	Hartlepool Borough Council
	Middlesbrough	Middlesbrough Borough Council
	Newcastle upon Tyne	Newcastle City Council
	North Tyneside	North Tyneside Council
	Northumberland	Northumberland County Council
	Redcar and Cleveland	Redcar & Cleveland Council
	South Tyneside	South Tyneside Council
	Stockton-on-Tees	Stockton Council
	Sunderland	Sunderland City Council
	Liverpool	Knowsley
Liverpool		Liverpool City Council
Sefton		Sefton Metropolitan Borough Council
St. Helens		St Helens Metropolitan Borough Council
Wirral		Wirral Borough Council
Manchester	Bolton	Bolton Metropolitan Borough Council
	Bury	Bury Metropolitan Borough Council
	Cheshire	Cheshire East Council Cheshire West and Chester Council
	Cumbria	Cumbria County Council
	East Lancashire	Blackburn with Darwen Council Burnley Borough Council Hyndburn Borough Council Pendle Borough Council Ribble Valley Borough Council Rossendale Borough Council
	Manchester	Manchester City Council
	Oldham	Oldham Metropolitan Borough Council

	Rochdale	Rochdale Metropolitan Borough Council	
	Salford	Salford City Council	
	Stockport	Stockport Metropolitan Borough Council	
	Tameside	Tameside Metropolitan Borough Council	
	Trafford	Trafford Metropolitan Borough Council	
	Warrington & Halton	Halton Borough Council Warrington Borough Council	
	West Lancashire	Blackpool Council Chorley Borough Council Fylde Borough Council Lancaster City Council Preston City Council South Ribble Borough Council West Lancashire Borough Council Wyre Council	
	Wigan	Wigan Metropolitan Borough Council	
London	Barking and Dagenham	Barking and Dagenham London Borough Council	London and South East (comprised of the London, Reading and Brighton regions)
	Barnet	Barnet London Borough Council	
	Bexley	Bexley London Borough Council	
	Brent	Brent London Borough Council	
	Bromley	Bromley London Borough Council	
	Camden	Camden London Borough Council	
	City of Westminster	Westminster City Council	
	Croydon	Croydon London Borough Council	
	Ealing	Ealing London Borough Council	
	Enfield	Enfield London Borough Council	
	Greenwich	Greenwich London Borough Council	
	Hackney & City of London	City of London Corporation Hackney London Borough Council	
	Hammersmith and Fulham	Hammersmith & Fulham London Borough Council	
	Haringey	Haringey London Borough Council	
	Harrow	Harrow London Borough Council	
	Havering	Havering London Borough Council	
Hillingdon	Hillingdon London Borough Council		

	Hounslow	Hounslow London Borough Council
	Islington	Islington London Borough Council
	Kensington and Chelsea	Kensington & Chelsea London Borough Council
	Kingston upon Thames & Richmond upon Thames	Kingston upon Thames London Borough Council Richmond upon Thames London Borough Council
	Lambeth	Lambeth London Borough Council
	Lewisham	Lewisham London Borough Council
	Merton & Sutton	Merton London Borough Council Sutton London Borough Council
	Newham	Newham London Borough Council
	Redbridge	Redbridge London Borough Council
	Southwark	Southwark London Borough Council
	Tower Hamlets	Tower Hamlets London Borough Council
	Waltham Forest	Waltham Forest London Borough Council
	Wandsworth	Wandsworth London Borough Council
Reading	Berkshire	Bracknell Forest Council Reading Borough Council Slough Borough Council West Berkshire Council Windsor and Maidenhead Borough Council Wokingham Borough Council
	Buckinghamshire	Buckinghamshire County Council Milton Keynes Council
	Hampshire	Hampshire County Council
	Oxfordshire	Oxfordshire County Council
	Portsmouth & Isle of Wight	Isle of Wight Council Portsmouth City Council
	Southampton	Southampton City Council
Brighton	East Sussex	East Sussex County Council
	Mid and South West Kent	Ashford Borough Council Maidstone Borough Council Sevenoaks District Council Tonbridge and Malling Borough Council Tunbridge Wells Borough Council

	North Kent and Medway	Dartford Borough Council Gravesham Borough Council Medway Council Swale Borough Council
	Surrey	Surrey County Council
	The City of Brighton and Hove	Brighton and Hove City Council
	The Kent Coast	Canterbury City Council Dover District Council Shepway District Council Thanet District Council
	West Sussex	West Sussex County Council

Immigration and Asylum Procurement Areas

Below is a list of Procurement Areas and Access Points for the purposes of the Immigration and Asylum ITT.

Region	Procurement Area	Access Point	Local Authorities included in the Access Point
London and South East England	London and South East England	Buckinghamshire	Buckinghamshire County Council Milton Keynes Council
		Hampshire, Southampton, Portsmouth & Isle of Wight	Hampshire County Council Isle of Wight Council Portsmouth City Council Southampton City Council
		London	Barking and Dagenham London Borough Council Barnet London Borough Council Bexley London Borough Council Brent London Borough Council Bromley London Borough Council Camden London Borough Council City of London Corporation Croydon London Borough Council Ealing London Borough Council Enfield London Borough Council Greenwich London Borough Council Hackney London Borough Council Hammersmith & Fulham London Borough Council Haringey London Borough Council Harrow London Borough Council Havering London Borough Council Hillingdon London Borough Council Hounslow London Borough Council Islington London Borough Council Kensington & Chelsea London Borough Council Kingston upon Thames London Borough Council Lambeth London Borough Council Lewisham London Borough Council Merton London Borough Council Newham London Borough Council Redbridge London Borough Council Richmond upon Thames London Borough Council Southwark London Borough Council Sutton London Borough Council Tower Hamlets London Borough Council Waltham Forest London Borough Council Wandsworth London Borough Council Westminster City Council
		Mid, South West and Coastal Kent	Ashford Borough Council Canterbury City Council Dover District Council Maidstone Borough Council Sevenoaks District Council Shepway District Council Thanet District Council Tonbridge and Malling Borough Council Tunbridge Wells Borough Council
		Oxfordshire & Berkshire	Bracknell Forest Council Oxfordshire County Council Reading Borough Council

			Slough Borough Council West Berkshire Council Windsor and Maidenhead Borough Council Wokingham Borough Council
		Surrey & Sussex	Brighton and Hove City Council East Sussex County Council Surrey County Council West Sussex County Council
Midlands and East of England	Midlands and East of England	Bedfordshire & South Hertfordshire	Bedford Borough Council Broxbourne Borough Council Central Bedfordshire Council Dacorum Borough Council Hertsmere Borough Council Luton Borough Council St Albans Borough Council Three Rivers District Council Watford Borough Council
		Cambridgeshire & Northamptonshire	Cambridgeshire County Council Northamptonshire County Council Peterborough City Council
		City of Leicester	Leicester City Council
		City of Stoke-on-Trent	Stoke-on-Trent City Council
		Coventry	Coventry City Council
		Greater Nottingham, Derby & South Derbyshire	Amber Valley Council Broxtowe Borough Council Derby City Council Erewash Borough Council Gedling Borough Council Nottingham City Council Rushcliffe Borough Council South Derbyshire Council
		South Staffordshire, Sandwell and Birmingham	Birmingham City Council Dudley Metropolitan Borough Council Sandwell Metropolitan Borough Council Walsall Metropolitan Borough Council Wolverhampton City Council
North East, Yorkshire and the Humber	North East, Yorkshire and the Humber	County Durham East, Teesside, Tyne & Wear and Gateshead	Darlington Borough Council Gateshead Council Hartlepool Borough Council Middlesbrough Borough Council Newcastle City Council North Tyneside Council Redcar and Cleveland Council South Tyneside Council Stockton Council Sunderland City Council
		South Yorkshire	Barnsley Metropolitan Borough Council Doncaster Metropolitan Borough Council Rotherham Metropolitan Borough Council Sheffield City Council
		West Yorkshire	City of Bradford Metropolitan District Council Calderdale Metropolitan Borough Council

			Kirklees Metropolitan Borough Council Leeds City Council Wakefield Metropolitan District Council
		City of Kingston upon Hull	Hull City Council
North West England	North West England	East & West Lancashire	Blackburn with Darwen Council Blackpool Council Burnley Borough Council Chorley Borough Council Fylde Borough Council Hyndburn Borough Council Lancaster City Council Pendle Borough Council Preston City Council Ribble Valley Borough Council Rossendale Borough Council South Ribble Borough Council West Lancashire Borough Council Wyre Council
		Greater Manchester	Bolton Metropolitan Borough Council Bury Metropolitan Borough Council Manchester City Council Oldham Metropolitan Borough Council Rochdale Metropolitan Borough Council Salford City Council Stockport Metropolitan Borough Council Tameside Metropolitan Borough Council Trafford Metropolitan Borough Council Wigan Metropolitan Borough Council
		Merseyside	Knowsley Metropolitan Borough Council Liverpool City Council Sefton Metropolitan Borough Council St. Helens Metropolitan Borough Council Wirral Borough Council
South West England	South West England	City of Bristol, South Gloucestershire and North Somerset	Bristol City Council North Somerset Council South Gloucestershire Council
		City of Plymouth and Devon	Devon County Council Plymouth City Council Torbay Council
		Swindon	Swindon Borough Council
Cardiff	Wales	Bridgend, Cardiff and South East Wales	Blaenau Gwent County Borough Council Bridgend County Borough Council Caerphilly County Borough Council City of Cardiff Council Monmouthshire County Council Newport City Council Torfaen County Borough Council Vale of Glamorgan Council
		Neath Port Talbot and Swansea	City and County of Swansea Council Neath Port Talbot County Borough Council
		North East Wales	Denbighshire County Council Flintshire County Council Wrexham County Borough Council

Immigration Removal Centres

Below is a list of IRCs for the purposes of the Immigration and Asylum ITT.

IRC	Services delivered to clients at the IRC
Brook House IRC	DDA Surgeries
Campsfield IRC	DDA Surgeries
Colnbrook IRC	DDA Surgeries DAC Scheme
Harmondsworth IRC	DDA Surgeries DAC Scheme
Tinsley House IRC (including Gatwick PDA)	DDA Surgeries
Yarl's Wood IRC	DDA Surgeries DAC Scheme
Morton Hall IRC	DDA Surgeries
The Verne IRC	DDA Surgeries

Mental Health Procurement Areas

Below is a list of Procurement Areas for the purposes of the Mental Health ITT.

Region	Procurement Area	Local Authorities included in the Procurement Area
Birmingham, Cambridge, Nottingham	Midlands and East	Bedford Borough Council Birmingham City Council Cambridgeshire County Council Central Bedfordshire Council Coventry City Council Derby City Council Derbyshire County Council Dudley Metropolitan Borough Council Essex County Council Hertfordshire County Council Leicester City Council Leicestershire County Council Lincolnshire County Council Luton Borough Council Norfolk County Council Northamptonshire County Council Nottingham City Council Nottinghamshire County Council Peterborough City Council Rutland County Council Sandwell Metropolitan Borough Council Shropshire Council Solihull Metropolitan Borough Council Warwickshire County Council Southend-on-Sea Borough Council Staffordshire County Council Stoke-on-Trent City Council Suffolk County Council Telford and Wrekin Council Thurrock Council Walsall Metropolitan Borough Council Wolverhampton City Council Worcestershire County Council
South Tyneside, Leeds, Manchester, Liverpool	North	Barnsley Metropolitan Borough Council Blackburn with Darwen Council Blackpool Council Bolton Metropolitan Borough Council Bury Metropolitan Borough Council Calderdale Metropolitan Borough Council Cheshire East Council Cheshire West and Chester Council City of Bradford Metropolitan District Council City of York Council Cumbria County Council Darlington Borough Council Doncaster Metropolitan Borough Council Durham County Council East Riding of Yorkshire Council Gateshead Council Halton Borough Council Hartlepool Borough Council Hull City Council Kirklees Metropolitan Borough Council

		<p>Knowsley Metropolitan Borough Council Lancashire County Council Leeds City Council Liverpool City Council Manchester City Council Middlesbrough Borough Council Newcastle City Council North East Lincolnshire Council North Lincolnshire Council North Tyneside Council North Yorkshire County Council Northumberland Council Oldham Metropolitan Borough Council Redcar and Cleveland Council Rochdale Metropolitan Borough Council Rotherham Metropolitan Borough Council Salford City Council Sefton Metropolitan Borough Council Sheffield City Council South Tyneside Council St. Helens Metropolitan Borough Council Stockport Metropolitan Borough Council Stockton Council Sunderland City Council Tameside Metropolitan Borough Council Trafford Metropolitan Borough Council Wakefield Metropolitan District Council Warrington Borough Council Wigan Metropolitan Borough Council Wirral Borough Council</p>
<p>London, Brighton, Reading</p>	<p>South and South East</p>	<p>Barking and Dagenham London Borough Council Barnet London Borough Council Bexley London Borough Council Bracknell Forest Council Brent London Borough Council Brighton and Hove City Council Bromley London Borough Council Buckinghamshire County Council Camden London Borough Council City of London Corporation Croydon London Borough Council Ealing London Borough Council East Sussex County Council Enfield London Borough Council Greenwich London Borough Council Hackney London Borough Council Hammersmith & Fulham London Borough Council Hampshire County Council Haringey London Borough Council Harrow London Borough Council Havering London Borough Council Hillingdon London Borough Council Hounslow London Borough Council Isle of Wight Council Islington London Borough Council Kensington & Chelsea London Borough Council Kent County Council Kingston upon Thames London Borough Council Lambeth London Borough Council Lewisham London Borough Council Medway Council Merton London Borough Council Milton Keynes Council</p>

		<p>Newham London Borough Council Oxfordshire County Council Portsmouth City Council Reading Borough Council Redbridge London Borough Council Richmond upon Thames London Borough Council Slough Borough Council Southampton City Council Southwark London Borough Council Surrey County Council Sutton London Borough Council Tower Hamlets London Borough Council Waltham Forest London Borough Council Wandsworth London Borough Council West Berkshire Council West Sussex County Council Westminster City Council Windsor and Maidenhead Borough Council Wokingham Borough Council</p>
Bristol	South West	<p>Bath and North East Somerset Council Bournemouth Borough Council Bristol City Council Cornwall County Council Devon County Council Dorset County Council Gloucestershire County Council North Somerset Council Plymouth City Council Poole Borough Council Somerset County Council South Gloucestershire Council Swindon Borough Council Torbay Council Wiltshire County Council</p>
Cardiff	Wales	<p>Blaenau Gwent County Borough Council Bridgend County Borough Council Caerphilly County Borough Council Carmarthenshire County Council Ceredigion County Council City of Cardiff Council City and County of Swansea Council Conway County Borough Council Denbighshire County Council Flintshire County Council Gwynedd County Council Isle of Anglesey County Council Merthyr Tydfil County Borough Council Monmouthshire County Council Neath Port Talbot County Borough Council Newport City Council Pembrokeshire County Council Powys County Council Rhondda Cynon Taff County Borough Council Torfaen County Borough Council Vale of Glamorgan Council Wrexham County Borough Council</p>

Community Care Procurement Areas

Below is a list of Procurement Areas for the purposes of the Community Care ITT.

Region	Procurement Area	Local Authorities included in the Procurement Area
Birmingham	West Midlands	Birmingham City Council Coventry City Council Dudley Metropolitan Borough Council Herefordshire Council Sandwell Metropolitan Borough Council Shropshire Council Solihull Metropolitan Borough Council Warwickshire County Council Staffordshire County Council Stoke-on-Trent City Council Telford and Wrekin Council Walsall Metropolitan Borough Council Warwickshire County Council Wolverhampton City Council Worcestershire County Council
Cambridge	Eastern	Bedford Borough Council Cambridgeshire County Council Central Bedfordshire Council Essex County Council Hertfordshire County Council Luton Borough Council Norfolk County Council Peterborough City Council Southend-on-Sea Borough Council Suffolk County Council Thurrock Council
Nottingham	East Midlands	Derby City Council Derbyshire County Council Leicester City Council Leicestershire County Council Lincolnshire County Council Northamptonshire County Council Nottingham City Council Nottinghamshire County Council Rutland County Council
Bristol	South West	Bath and North East Somerset Council Bournemouth Borough Council Bristol City Council Cornwall County Council Devon County Council Dorset County Council Gloucestershire County Council North Somerset Council Plymouth City Council Poole Borough Council Somerset County Council South Gloucestershire Council Swindon Borough Council

		Torbay Council Wiltshire County Council
Cardiff	Wales	Blaenau Gwent County Borough Council Bridgend County Borough Council Caerphilly County Borough Council Carmarthenshire County Council Ceredigion County Council City and County of Swansea Council City of Cardiff Council Conway County Borough Council Denbighshire County Council Flintshire County Council Gwynedd County Council Isle of Anglesey County Council Merthyr Tydfil County Borough Council Monmouthshire County Council Neath Port Talbot County Borough Council Newport City Council Pembrokeshire County Council Powys County Council Rhondda Cynon Taff County Borough Council Torfaen County Borough Council Vale of Glamorgan Council Wrexham County Borough Council
Leeds	Yorkshire and Humberside	Barnsley Metropolitan Borough Council Calderdale Metropolitan Borough Council City of Bradford Metropolitan District Council City of York Council Doncaster Metropolitan Borough Council East Riding of Yorkshire Council Hull City Council Kirklees Metropolitan Borough Council Leeds City Council North East Lincolnshire Council North Lincolnshire Council North Yorkshire Country Council Rotherham Metropolitan Borough Council Sheffield City Council Wakefield Metropolitan District Council
South Tyneside	North East	Darlington Borough Council Durham County Council Gateshead Council Hartlepool Borough Council Middlesbrough Borough Council Newcastle City Council North Tyneside Council Northumberland Council Redcar and Cleveland Council South Tyneside Council Stockton Council Sunderland City Council
Liverpool	Merseyside	Knowsley Metropolitan Borough Council Liverpool City Council Sefton Metropolitan Borough Council St. Helens Metropolitan Borough Council Wirral Borough Council
Manchester	North West	Blackburn with Darwen Council Blackpool Council Bolton Metropolitan Borough Council

		<p>Bury Metropolitan Borough Council Cheshire East Council Cheshire West and Chester Council Cumbria County Council Halton Borough Council Lancashire County Council Manchester City Council Oldham Metropolitan Borough Council Rochdale Metropolitan Borough Council Salford City Council Stockport Metropolitan Borough Council Tameside Metropolitan Borough Council Trafford Metropolitan Borough Council Warrington Borough Council Wigan Metropolitan Borough Council</p>
London	London	<p>Barking and Dagenham London Borough Council Barnet London Borough Council Bexley London Borough Council Brent London Borough Council Bromley London Borough Council Camden London Borough Council City of London Corporation Croydon London Borough Council Ealing London Borough Council Enfield London Borough Council Greenwich London Borough Council Hackney London Borough Council Hammersmith & Fulham London Borough Council Haringey London Borough Council Harrow London Borough Council Havering London Borough Council Hillingdon London Borough Council Hounslow London Borough Council Islington London Borough Council Kensington & Chelsea London Borough Council Kingston upon Thames London Borough Council Lambeth London Borough Council Lewisham London Borough Council Merton London Borough Council Newham London Borough Council Redbridge London Borough Council Richmond upon Thames London Borough Council Southwark London Borough Council Sutton London Borough Council Tower Hamlets London Borough Council Waltham Forest London Borough Council Wandsworth London Borough Council Westminster City Council</p>
Reading	South	<p>Bracknell Forest Council Buckinghamshire County Council Hampshire County Council Isle of Wight Council Milton Keynes Council Oxfordshire County Council Portsmouth City Council Reading Borough Council Slough Borough Council Southampton City Council West Berkshire Council Windsor and Maidenhead Borough Council Wokingham Borough Council</p>

Brighton	South East	Brighton and Hove City Council East Sussex County Council Kent County Council Medway Council Surrey County Council West Sussex County Council
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Claims Against Public Authorities Procurement Areas

Below is a list of Procurement Areas for the purposes of the Claims Against Public Authorities ITT.

Region	Procurement Area	Local Authorities included in the Procurement Area
London	London	Barking and Dagenham London Borough Council Barnet London Borough Council Bexley London Borough Council Brent London Borough Council Bromley London Borough Council Camden London Borough Council City of London Corporation Croydon London Borough Council Ealing London Borough Council Enfield London Borough Council Greenwich London Borough Council Hackney London Borough Council Hammersmith & Fulham London Borough Council Haringey London Borough Council Harrow London Borough Council Havering London Borough Council Hillingdon London Borough Council Hounslow London Borough Council Islington London Borough Council Kensington & Chelsea London Borough Council Kingston upon Thames London Borough Council Lambeth London Borough Council Lewisham London Borough Council Merton London Borough Council Newham London Borough Council Redbridge London Borough Council Richmond upon Thames London Borough Council Southwark London Borough Council Sutton London Borough Council Tower Hamlets London Borough Council Waltham Forest London Borough Council Wandsworth London Borough Council Westminster City Council
Birmingham, Cambridge, Nottingham	Midlands and East of England	Bedford Borough Council Birmingham City Council Cambridgeshire County Council Central Bedfordshire Council Coventry City Council Derby City Council Derbyshire County Council Dudley Metropolitan Borough Council Essex County Council

		<p>Herefordshire Council Hertfordshire County Council Leicester City Council Leicestershire County Council Lincolnshire County Council Luton Borough Council Norfolk County Council Northamptonshire County Council Nottingham City Council Nottinghamshire County Council Peterborough City Council Rutland County Council Sandwell Metropolitan Borough Council Shropshire Council Solihull Metropolitan Borough Council Southend-on-Sea Borough Council Staffordshire County Council Stoke-on-Trent City Council Suffolk County Council Telford and Wrekin Council Thurrock Council Walsall Metropolitan Borough Council Warwickshire County Council Wolverhampton City Council Worcestershire County Council</p>
South Tyneside, Leeds	North East	<p>Barnsley Metropolitan Borough Council Calderdale Metropolitan Borough Council City of Bradford Metropolitan District Council City of York Council Darlington Borough Council Doncaster Metropolitan Borough Council Durham County Council East Riding of Yorkshire Council Gateshead Council Hartlepool Borough Council Hull City Council Kirklees Metropolitan Borough Council Leeds City Council Middlesbrough Borough Council Newcastle City Council North East Lincolnshire Council North Lincolnshire Council North Tyneside Council North Yorkshire County Council Northumberland Council Redcar and Cleveland Council Rotherham Metropolitan Borough Council Sheffield City Council South Tyneside Council Stockton Council Sunderland City Council Wakefield Metropolitan District Council</p>
Manchester, Liverpool	North West	<p>Blackburn with Darwen Council Blackpool Council Bolton Metropolitan Borough Council Bury Metropolitan Borough Council Cheshire East Council Cheshire West and Chester Council Cumbria County Council Halton Borough Council Knowsley Metropolitan Borough Council Lancashire County Council</p>

		<p>Liverpool City Council Manchester City Council Oldham Metropolitan Borough Council Rochdale Metropolitan Borough Council Salford City Council Sefton Metropolitan Borough Council St. Helens Metropolitan Borough Council Stockport Metropolitan Borough Council Tameside Metropolitan Borough Council Trafford Metropolitan Borough Council Warrington Borough Council Wigan Metropolitan Borough Council Wirral Borough Council</p>
Brighton, Reading	South East	<p>Bracknell Forest Council Brighton and Hove City Council Buckinghamshire County Council East Sussex County Council Hampshire County Council Isle of Wight Council Kent County Council Medway Council Milton Keynes Council Oxfordshire County Council Portsmouth City Council Reading Borough Council Slough Borough Council Southampton City Council Surrey County Council West Berkshire Council West Sussex County Council Windsor and Maidenhead Borough Council Wokingham Borough Council</p>
Bristol	South West	<p>Bath and North East Somerset Council Bournemouth Borough Council Bristol City Council Cornwall County Council Devon County Council Dorset County Council Gloucestershire County Council North Somerset Council Plymouth City Council Poole Borough Council Somerset County Council South Gloucestershire Council Swindon Borough Council Torbay Council Wiltshire County Council</p>
Cardiff	Wales	<p>Blaenau Gwent County Borough Council Bridgend County Borough Council Caerphilly County Borough Council Carmarthenshire County Council Ceredigion County Council City and County of Swansea Council City of Cardiff Council Conway County Borough Council Denbighshire County Council Flintshire County Council Gwynedd County Council Isle of Anglesey County Council</p>

		Merthyr Tydfil County Borough Council Monmouthshire County Council Neath Port Talbot County Borough Council Newport City Council Pembrokeshire County Council Powys County Council Rhondda Cynon Taff County Borough Council Torfaen County Borough Council Vale of Glamorgan Council Wrexham County Borough Council
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Clinical Negligence Procurement Areas

Below is a list of Procurement Areas for the purposes of the Clinical Negligence ITT.

Region	Procurement Area	Local Authorities included in the Procurement Area
London	London	Barking and Dagenham London Borough Council Barnet London Borough Council Bexley London Borough Council Brent London Borough Council Bromley London Borough Council Camden London Borough Council City of London Corporation Croydon London Borough Council Ealing London Borough Council Enfield London Borough Council Greenwich London Borough Council Hackney London Borough Council Hammersmith & Fulham London Borough Council Haringey London Borough Council Harrow London Borough Council Havering London Borough Council Hillingdon London Borough Council Hounslow London Borough Council Islington London Borough Council Kensington & Chelsea London Borough Council Kingston upon Thames London Borough Council Lambeth London Borough Council Lewisham London Borough Council Merton London Borough Council Newham London Borough Council Redbridge London Borough Council Richmond upon Thames London Borough Council Southwark London Borough Council Sutton London Borough Council Tower Hamlets London Borough Council Waltham Forest London Borough Council Wandsworth London Borough Council Westminster City Council
Birmingham, Cambridge, Nottingham	Midlands and East of England	Bedford Borough Council Birmingham City Council Cambridgeshire County Council Central Bedfordshire Council Coventry City Council Derby City Council Derbyshire County Council Dudley Metropolitan Borough Council Essex County Council

		<p>Herefordshire Council Hertfordshire County Council Leicester City Council Leicestershire County Council Lincolnshire County Council Luton Borough Council Norfolk County Council Northamptonshire County Council Nottingham City Council Nottinghamshire County Council Peterborough City Council Rutland County Council Sandwell Metropolitan Borough Council Shropshire Council Solihull Metropolitan Borough Council Southend-on-Sea Borough Council Staffordshire County Council Stoke-on-Trent City Council Suffolk County Council Telford and Wrekin Council Thurrock Council Walsall Metropolitan Borough Council Warwickshire County Council Wolverhampton City Council Worcestershire County Council</p>
South Tyneside, Leeds	North East	<p>Barnsley Metropolitan Borough Council Calderdale Metropolitan Borough Council City of Bradford Metropolitan District Council City of York Council Darlington Borough Council Doncaster Metropolitan Borough Council Durham County Council East Riding of Yorkshire Council Gateshead Council Hartlepool Borough Council Hull City Council Kirklees Metropolitan Borough Council Leeds City Council Middlesbrough Borough Council Newcastle City Council North East Lincolnshire Council North Lincolnshire Council North Tyneside Council North Yorkshire County Council Northumberland Council Redcar and Cleveland Council Rotherham Metropolitan Borough Council Sheffield City Council South Tyneside Council Stockton Council Sunderland City Council Wakefield Metropolitan District Council</p>
Manchester, Liverpool	North West	<p>Blackburn with Darwen Council Blackpool Council Bolton Metropolitan Borough Council Bury Metropolitan Borough Council Cheshire East Council Cheshire West and Chester Council Cumbria County Council Halton Borough Council Knowsley Metropolitan Borough Council Lancashire County Council</p>

		<p>Liverpool City Council Manchester City Council Oldham Metropolitan Borough Council Rochdale Metropolitan Borough Council Salford City Council Sefton Metropolitan Borough Council St. Helens Metropolitan Borough Council Stockport Metropolitan Borough Council Tameside Metropolitan Borough Council Trafford Metropolitan Borough Council Warrington Borough Council Wigan Metropolitan Borough Council Wirral Borough Council</p>
Brighton, Reading	South East	<p>Bracknell Forest Council Brighton and Hove City Council Buckinghamshire County Council East Sussex County Council Hampshire County Council Isle of Wight Council Kent County Council Medway Council Milton Keynes Council Oxfordshire County Council Portsmouth City Council Reading Borough Council Slough Borough Council Southampton City Council Surrey County Council West Berkshire Council West Sussex County Council Windsor and Maidenhead Borough Council Wokingham Borough Council</p>
Bristol	South West	<p>Bath and North East Somerset Council Bournemouth Borough Council Bristol City Council Cornwall County Council Devon County Council Dorset County Council Gloucestershire County Council North Somerset Council Plymouth City Council Poole Borough Council Somerset County Council South Gloucestershire Council Swindon Borough Council Torbay Council Wiltshire County Council</p>
Cardiff	Wales	<p>Blaenau Gwent County Borough Council Bridgend County Borough Council Caerphilly County Borough Council Carmarthenshire County Council Ceredigion County Council City and County of Swansea Council City of Cardiff Council Conway County Borough Council Denbighshire County Council Flintshire County Council Gwynedd County Council Isle of Anglesey County Council</p>

		Merthyr Tydfil County Borough Council Monmouthshire County Council Neath Port Talbot County Borough Council Newport City Council Pembrokeshire County Council Powys County Council Rhondda Cynon Taff County Borough Council Torfaen County Borough Council Vale of Glamorgan Council Wrexham County Borough Council
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Public Law Procurement Areas

Below is a list of Procurement Areas for the purposes of the Public Law ITT.

Region	Procurement Area	Local Authorities included in the Procurement Area
London	London	Barking and Dagenham London Borough Council Barnet London Borough Council Bexley London Borough Council Brent London Borough Council Bromley London Borough Council Camden London Borough Council City of London Corporation Croydon London Borough Council Ealing London Borough Council Enfield London Borough Council Greenwich London Borough Council Hackney London Borough Council Haringey London Borough Council Harrow London Borough Council Hammersmith & Fulham London Borough Council Havering London Borough Council Hillingdon London Borough Council Hounslow London Borough Council Islington London Borough Council Kensington & Chelsea London Borough Council Kingston upon Thames London Borough Council Lambeth London Borough Council Lewisham London Borough Council Merton London Borough Council Newham London Borough Council Redbridge London Borough Council Richmond upon Thames London Borough Council Southwark London Borough Council Sutton London Borough Council Tower Hamlets London Borough Council Waltham Forest London Borough Council Wandsworth London Borough Council Westminster City Council
Birmingham, Cambridge, Nottingham	Midlands and East of England	Bedford Borough Council Birmingham City Council Cambridgeshire County Council Central Bedfordshire Council Coventry City Council Derby City Council Derbyshire County Council Dudley Metropolitan Borough Council Essex County Council

		<p>Herefordshire Council Hertfordshire County Council Leicester City Council Leicestershire County Council Lincolnshire County Council Luton Borough Council Norfolk County Council Northamptonshire County Council Nottingham City Council Nottinghamshire County Council Peterborough City Council Rutland County Council Sandwell Metropolitan Borough Council Shropshire Council Solihull Metropolitan Borough Council Southend-on-Sea Borough Council Staffordshire County Council Stoke-on-Trent City Council Suffolk County Council Telford and Wrekin Council Thurrock Council Walsall Metropolitan Borough Council Warwickshire County Council Wolverhampton City Council Worcestershire County Council</p>
South Tyneside, Leeds	North East	<p>Barnsley Metropolitan Borough Council Calderdale Metropolitan Borough Council City of Bradford Metropolitan District Council City of York Council Darlington Borough Council Doncaster Metropolitan Borough Council Durham County Council East Riding of Yorkshire Council Gateshead Council Hartlepool Borough Council Hull City Council Kirklees Metropolitan Borough Council Leeds City Council Middlesbrough Borough Council Newcastle City Council North East Lincolnshire Council North Lincolnshire Council North Tyneside Council North Yorkshire County Council Northumberland Council Redcar and Cleveland Council Rotherham Metropolitan Borough Council Sheffield City Council South Tyneside Council Stockton Council Sunderland City Council Wakefield Metropolitan District Council</p>
Manchester, Liverpool	North West	<p>Blackburn with Darwen Council Blackpool Council Bolton Metropolitan Borough Council Bury Metropolitan Borough Council Cheshire East Council Cheshire West and Chester Council Cumbria County Council Halton Borough Council Knowsley Metropolitan Borough Council Lancashire County Council</p>

		<p>Liverpool City Council Manchester City Council Oldham Metropolitan Borough Council Rochdale Metropolitan Borough Council Salford City Council Sefton Metropolitan Borough Council St. Helens Metropolitan Borough Council Stockport Metropolitan Borough Council Tameside Metropolitan Borough Council Trafford Metropolitan Borough Council Warrington Borough Council Wigan Metropolitan Borough Council Wirral Borough Council</p>
Brighton, Reading	South East	<p>Bracknell Forest Council Brighton and Hove City Council Buckinghamshire County Council East Sussex County Council Hampshire County Council Isle of Wight Council Kent County Council Medway Council Milton Keynes Council Oxfordshire County Council Portsmouth City Council Reading Borough Council Slough Borough Council Southampton City Council Surrey County Council West Berkshire Council West Sussex County Council Windsor and Maidenhead Borough Council Wokingham Borough Council</p>
Bristol	South West	<p>Bath and North East Somerset Council Bournemouth Borough Council Bristol City Council Cornwall County Council Devon County Council Dorset County Council Gloucestershire County Council North Somerset Council Plymouth City Council Poole Borough Council Somerset County Council South Gloucestershire Council Swindon Borough Council Torbay Council Wiltshire County Council</p>
Cardiff	Wales	<p>Blaenau Gwent County Borough Council Bridgend County Borough Council Caerphilly County Borough Council Carmarthenshire County Council Ceredigion County Council City and County of Swansea Council City of Cardiff Council Conway County Borough Council Denbighshire County Council Flintshire County Council Gwynedd County Council Isle of Anglesey County Council</p>

		Merthyr Tydfil County Borough Council Monmouthshire County Council Neath Port Talbot County Borough Council Newport City Council Pembrokeshire County Council Powys County Council Rhondda Cynon Taff County Borough Council Torfaen County Borough Council Vale of Glamorgan Council Wrexham County Borough Council
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ANNEX B: ITT QUESTIONS AND ASSESSMENT

ITT Questions and Assessment – Family ITT

Section A – Bid details

	Question	Response Type
Note	Applicants tendering to deliver Family Contract Work under a Face to Face Contract must submit a response to the Selection Questionnaire for 2018 Standard Civil Contracts in addition to this ITT	
A.1.i	Please confirm the Procurement Area in which Office 1 is (or will be) based	Options List
Note	Where the Applicant indicates that it is tendering to deliver Contract Work from multiple Offices, it will then be required to enter the relevant details as applicable for a second Office. It will then be asked to indicate whether it wishes to deliver work from another Office and give the details, and so on for up to 20 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 20 Offices, it must contact the LAA in accordance with paragraph 4.8 of the IFA.	
A.1.ii	Is the Applicant intending to deliver Family Contract Work from another Office?	Yes No
A.1.iii	If the Applicant knows the address for Office 1 please enter the Office address (excluding postcode). Where you do not yet know the address for this Office please enter 'N/A'.	Free text
A.1.iv	If the Applicant knows the postcode for Office 1 please enter the Office postcode. Where you do not yet know the postcode for this Office please enter 'N/A'.	Free text
A.1.v	If the Applicant currently delivers legal aid contract work from Office 1 please enter the LAA Account Number for this Office. LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation. Where you do not currently have LAA Account Number for this Office please enter 'N/A'.	Free text

A.2.i	Please confirm the Lot the Applicant wishes to deliver from this Office	Options List Licensed Work only Lot 1 - 20 Matter Starts Lot 2 - 100 Matter Starts Lot 3 - 250 Matter Starts Above Lot 3 (Answer A.3.i to A.3.v as applicable)
Note	INDIVIDUAL BIDS FOR ABOVE LOT 3 The following questions must be answered as applicable only for Applicants' Individual Bids for above Lot 3.	
A.3.i	Please confirm the number of Family Matter Starts you are tendering to deliver from this Office	Numeric
A.3.ii	Between 1 September 2016 and 31 August 2017, from the Office associated with this Individual Bid did you start at least the number of Family Matter Starts bid for in answer to question A.3.i? In answering this question an Applicant may only include Matter Starts under a current face to face legal aid standard civil contract. Applicants may not rely on Matter Starts started under other funding to evidence delivering an equivalent number of Matter Starts. Please note; where an Applicant answers 'Yes' to question A.3.ii, the LAA will check its own records to confirm whether the number of Family Matter Starts delivered from this Office under your standard civil contract between 1 September 2016 and 31 August 2017 is the same or greater than the number of Matter Starts bid for in response to Question A.3.i.	Yes No (Answer questions A.3.iii – A.3.v)

	Please note; where an Applicant answers 'No' to question A.3.ii, it must complete a Delivery Plan by answering questions A.3.iii – A.3.v.	
Note	DELIVERY PLAN	
A.3.iii	<p>Please provide details of how you intend to build your capacity and caseload in order to deliver the full volume of cases bid for, including:</p> <ul style="list-style-type: none"> - How you will set and assess the key milestones (with dates) which will need to be met to ensure the delivery of the full volume of Matter Starts bid for; and - Any recruitment required to deliver the volume of Matter Starts bid for (including the position recruits will hold in respect of this Face to Face Contract (e.g. Supervisor or caseworker), key qualifications and experience required, milestones and dates for the employment and training of those staff) 	Free text
A.3.iv	<p>Please confirm how clients will access your services.</p> <p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services. <p>Where these sign posting and referral arrangements are not currently in place, please include detail of how you will establish them (including milestones and dates)</p>	Free text

A.3.v	<p>Please describe the arrangements in place for supervision, specifically to address:</p> <ul style="list-style-type: none"> - The increased volume of cases being conducted; and - How specific tasks will be allocated and supervised where more than one caseworker will be conducting work on a client's case; and - How the short-term absence of caseworkers and Supervisors will be managed; and - A summary of the contingency or succession plans for long-term absence or resignations 	Free text
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Section B – Miscellaneous Contract Work

	Question	Response Type
NOTE	<p>In this section the Applicant may tender for Matter Starts to undertake compensation claims for victims of human trafficking and/or modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO.</p>	
B.1.i	<p>Does the Applicant wish to receive an allocation of Matter Starts to undertake compensation claims for victims of human trafficking and modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO?</p>	<p>Options List</p> <p>Yes – 25 Matter Starts</p> <p>Yes – over 25 Matter Starts (Answer B.2.i – B.2.iii)</p> <p>No</p>
NOTE	<p>BUSINESS CASE FOR MORE THAN 25 MISCELLANEOUS MATTER STARTS TO ASSIST VICTIMS OF HUMAN TRAFFICKING AND/OR MODERN SLAVERY</p> <p>An Applicant's answers to questions B.2.i – B.2.iii jointly constitute the Applicant's Business Case. These questions must be answered only by Applicants wishing to deliver more than 25 Matter Starts in the first Contract year to assist victims of human trafficking and/or modern slavery.</p>	

	<p>Applicants wishing to deliver more than 25 Miscellaneous Matter Starts to assist victims of human trafficking and/or modern slavery should provide a Business Case in response to one ITT, regardless of how many they respond to. Applicants submitting multiple ITT Responses may choose which ITT they use to provide their Business Case (except the Family Mediation ITT, through which there is no opportunity to tender for Miscellaneous Matter Starts).</p> <p>An Applicant's Business Case will be considered in accordance with the process detailed in Section 6 of the IFA.</p>	
B.2.i	<p>Please confirm the number of Miscellaneous Matter Starts you anticipate being able to deliver when undertaking compensation claims for victims of human trafficking and modern slavery in the first Contract year.</p>	<p>Options List</p> <p>50</p> <p>75</p> <p>100</p>
B.2.ii	<p>Please provide details of the Applicant's knowledge/experience of trafficking and/or modern slavery claims and relevant legal expertise, including:</p> <ul style="list-style-type: none"> - The volume of such cases you have undertaken in the last 12 months; and - The nature of cases undertaken previously and/or the complexity of cases undertaken previously; and - Details of any notable cases (and links to legal reports of these cases) you have conducted. 	Free text
B.2.iii	<p>Please confirm how clients who are victims of human trafficking and modern slavery will access your services.</p> <p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services. 	Free text

Section C – Warranties and Declaration

By completing and submitting this Face to Face ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a Face to Face Contract and confirms it will evidence that it meets these requirements at least six weeks before the Contract Start Date:

- Will be authorised by a Relevant Professional Body. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the Face to Face Contract must have all necessary licences and authorisations to conduct Contract Work by the Contract Start Date; and
- Will hold a relevant Quality Standard; and
- Will employ at least one Full Time Equivalent (FTE) Supervisor who meets the Family Supervisor Standard and who will actively supervise the Family Contract Work tendered for; and
- Will meet the one FTE Supervisor: four FTE caseworkers ratio at each Office from which it is tendering to deliver Family Contract Work; and
- Each Office will be a Permanent Presence in the Procurement Area in which it is tendering to deliver Family Contract Work; and
- Where tendering for Lot 3 or above Lot 3, will employ at least one Part Time Equivalent individual who is based and regularly working at the Office related to the Individual Bid and who is:
 - a member of the Law Society’s Children Law Accreditation Scheme; or
 - a member of the Law Society’s Family Law Advanced Accreditation Scheme (having passed the “violence in the home” module or previously held adult party representative status on the Children Law Accreditation Scheme); or
 - a Resolution Accredited Specialist in Domestic Abuse.

By completing and submitting this Face to Face ITT Response I give my undertaking that I am either:

- the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where the Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
- the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where the Applicant is or intends to be authorised by the Bar Standards Board (BSB); or

- the Compliance Manager (CM) or the individual intending to be the CM where the Applicant is or intends to be authorised by CILEx Regulation (CILEx); or
- where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, 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;

and am authorised to make this submission on behalf of the Applicant and that the answers submitted in this ITT Response are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered a Face to Face Contract for Contract Work in the Family Category of Law. I understand that the LAA may conduct verification checks and may reject this ITT Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will verify my Tender and I will be required to evidence the information and warranties in the Applicant's Tender, including in this ITT Response, at least six weeks before the Contract Start Date.

	Question	Response Type
C.1	Name of individual completing this ITT Response	Free text
C.2	Status within the Applicant organisation	Free text
C.3	Name of the individual making declaration on behalf of the Applicant	Free text
C.4	Status within the Applicant organisation	Free text

ITT Questions and Assessment – Housing, Debt and Welfare Benefits ITT

Section A – Bid details

	Question	Response Type
Note	Applicants tendering to deliver Housing and Debt (and, if applicable Welfare Benefits) Contract Work under a Face to Face Contract must submit a response to the Selection Questionnaire for 2018 Standard Civil Contracts in addition to this ITT	
A.1.i	Please confirm the Procurement Area in which Office 1 is (or will be) based	Options List
Note	Where the Applicant indicates that it is tendering to deliver Contract Work from multiple Offices, it will then be required to enter the relevant details as applicable for a second Office. It will then be asked to indicate whether it wishes to deliver work from another Office and give the details, and so on for up to 30 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 30 Offices, it must contact the LAA in accordance with paragraph 4.8 of the IFA.	
A.1.ii	Is the Applicant intending to deliver Housing and Debt Contract Work from another Office?	Yes No
A.1.iii	If the Applicant knows the address for Office 1 please enter the Office address (excluding postcode). Where you do not yet know the address for this Office please enter 'N/A'.	Free text
A.1.iv	If the Applicant knows the postcode for Office 1 please enter the Office postcode. Where you do not yet know the postcode for this Office please enter 'N/A'.	Free text
A.1.v	If the Applicant currently delivers legal aid contract work from Office 1 please enter the LAA Account Number for this Office.	Free text

	LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation. Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.	
A.2.i	Please confirm the Lot corresponding to the volume of Housing Matter Starts the Applicant wishes to deliver from this Office	Options List Lot 1 – 100 Matter Starts (Answer A.2.ii as applicable) Lot 2 – 250 Matter Starts (Answer A.2.ii) Above Lot 2 (Answer A.2.ii, and A.3.i - A.3.v as applicable)
A.2.ii	Does the Applicant additionally wish to tender for Welfare Benefits Contract Work from this Office? Applicants tendering to deliver Welfare Benefits Contract Work will need to evidence as part of verification that they will meet the additional Welfare Benefits requirements by the Contract Start Date. The additional requirements are detailed in the Information For Applicants and are included in the Warranties and Declaration section of this ITT.	Yes No
Note	INDIVIDUAL BIDS FOR ABOVE LOT 2 The following questions must be answered as applicable only for Applicants' Individual Bids for above Lot 2.	
A.3.i	Please confirm the number of Housing Matter Starts you are tendering to deliver from this Office	Numeric

A.3.ii	<p>Between 1 September 2016 and 31 August 2017, from the Office associated with this Individual Bid did you start at least the number of Housing Matter Starts bid for in answer to question A.3.i?</p> <p>In answering this question an Applicant may only include Matter Starts under a current face to face legal aid standard civil contract. Applicants may not rely on Matter Starts started under other funding to evidence delivering an equivalent number of Matter Starts.</p> <p>Please note; where an Applicant answers 'Yes' to question A.3.ii, the LAA will check its own records to confirm whether the number of Housing Matter Starts delivered from this Office under your standard civil contract between 1 September 2016 and 31 August 2017 is the same or greater than the number of Matter Starts bid for in response to Question A.3.i.</p> <p>Please note; where an Applicant answers 'No' to question A.3.ii, it must complete a Delivery Plan by answering questions A.3.iii – A.3.v</p>	<p>Yes</p> <p>No (Answer questions A.3.iii – A.3.v)</p>
Note	DEIVERY PLAN	
A.3.iii	<p>Please provide details of how you intend to build your capacity and caseload in order to deliver the full volume of cases bid for, including:</p> <ul style="list-style-type: none"> - How you will set and assess the key milestones (with dates) which will need to be met to ensure the delivery of the full volume of Matter Starts bid for; and - Any recruitment required to deliver the volume of Matter Starts bid for (including the position recruits will hold in respect of this Face to Face Contract (e.g. Supervisor or caseworker), key qualifications and experience required, milestones and dates for the employment and training of those staff) 	Free text

A.3.iv	<p>Please confirm how clients will access your services.</p> <p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services <p>Where these signposting and referral arrangements are not currently in place, please include detail of how you will establish them (including milestones and dates)</p>	Free text
A.3.v	<p>Please describe the arrangements in place for supervision, specifically to address:</p> <ul style="list-style-type: none"> - The increased volume of cases being conducted; and - How specific tasks will be allocated and supervised where more than one caseworker will be conducting work on a client's case; and - How the short-term absence of caseworkers and Supervisors will be managed; and - A summary of the contingency or succession plans for long-term absence or resignations 	Free text

Section B – Miscellaneous Contract Work

	Question	Response Type
NOTE	In this section the Applicant may tender for Matter Starts to undertake compensation claims for victims of human trafficking and/or modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO.	

B.1.i	Does the Applicant wish to receive an allocation of Matter Starts to undertake compensation claims for victims of human trafficking and modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO?	Options List Yes – 25 Matter Starts Yes – over 25 Matter Starts (Answer B.2.i – B.2.iii) No
NOTE	<p>BUSINESS CASE FOR MORE THAN 25 MISCELLANEOUS MATTER STARTS TO ASSIST VICTIMS OF HUMAN TRAFFICKING AND/OR MODERN SLAVERY</p> <p>An Applicant’s answers to questions B.2.i – B.2.iii jointly constitute the Applicant’s Business Case. These questions must be answered only by Applicants wishing to deliver more than 25 Matter Starts in the first Contract year to assist victims of human trafficking and/or modern slavery.</p> <p>Applicants wishing to deliver more than 25 Miscellaneous Matter Starts to assist victims of human trafficking and/or modern slavery should provide a Business Case in response to one ITT, regardless of how many they respond to. Applicants submitting multiple ITT Responses may choose which ITT they use to provide their Business Case (except the Family Mediation ITT, through which there is no opportunity to tender for Miscellaneous Matter Starts).</p> <p>An Applicant’s Business Case will be considered in accordance with the process detailed in Section 6 of the IFA.</p>	
B.2.i	Please confirm the number of Miscellaneous Matter Starts you anticipate being able to deliver when undertaking compensation claims for victims of human trafficking and modern slavery in the first Contract year.	Options List 50 75 100
B.2.ii	Please provide details of the Applicant’s knowledge/experience of trafficking and/or modern slavery claims and relevant legal expertise, including:	Free text

	<ul style="list-style-type: none"> - The volume of such cases you have undertaken in the last 12 months; and - The nature of cases undertaken previously and/or the complexity of cases undertaken previously; and - Details of any notable cases (and links to legal reports of these cases) you have conducted. 	
B.2.iii	<p>Please confirm how clients who are victims of human trafficking and modern slavery will access your services.</p> <p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services. 	Free text

Section C – Warranties and Declaration

By completing and submitting this Face to Face ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a Face to Face Contract and confirms it will evidence that it meets these requirements at least six weeks before the Contract Start Date:

- Will be authorised by a Relevant Professional Body. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the Face to Face Contract must have all necessary licences and authorisations to conduct Contract Work by the Contract Start Date; and
- Will hold a relevant Quality Standard; and
- Will employ at least one Full Time Equivalent (FTE) Supervisor who meets the Housing and Debt Supervisor Standard and who will actively supervise the Housing and Debt Contract Work tendered for; and

- Where tendering for Welfare Benefits Contract Work in addition to Housing and Debt, will employ at least one Part Time Equivalent (PTE) individual who meets the Welfare Benefits Supervisor Standard and who will actively supervise the Welfare Benefits Contract Work tendered for; and
- Will meet the one FTE Supervisor: four FTE caseworkers ratio at each Office from which it is tendering to deliver Housing and Debt Contract Work; and
- Where tendering for Welfare Benefits Contract Work in addition to Housing and Debt, will employ at least one PTE Supervisor (who meets the Welfare Benefits Supervisor Standard and will actively supervise the Welfare Benefits Contract Work tendered for) for every two FTE caseworkers at each Office from which it is tendering to deliver Welfare Benefits Contract Work; and
- Each Office will be a Permanent Presence in the Procurement Area in which it is tendering to deliver Housing and Debt (and Welfare Benefits) Contract Work; and
- Will employ at least one PTE Authorised Litigator with experience of delivering Housing and Debt cases, who will be available to each of its Offices to deliver Licensed Work; and
- Where tendering for Welfare Benefits Contract Work in addition to Housing and Debt, will at all times have access to an Authorised Litigator with experience of delivering Welfare Benefits cases; and
- Where tendering for Lot 2 or above Lot 2 in the Housing Category, will employ a PTE Authorised Litigator with experience of delivering Housing and Debt cases who is based and regularly working at the Office related to the Individual Bid for at least 17.5 hours each week.

By completing and submitting this Face to Face ITT Response I give my undertaking that I am either:

- the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where the Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
- the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where Applicant is or intends to be authorised by the Bar Standards Board (BSB); or

- the Compliance Manager (CM) or the individual intending to be the CM where Applicant is or intends to be authorised by CILEx Regulation (CILEx); or

- where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, 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;

and am authorised to make this submission on behalf of the Applicant and that the answers submitted in this ITT Response are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered a Face to Face Contract for Contract Work in the Housing and Debt (and Welfare Benefits where applicable) Categories of Law. I understand that the LAA may conduct verification checks and may reject this ITT Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will verify my Tender and I will be required to evidence the information and warranties in the Applicant's Tender, including in this ITT Response, at least six weeks before the Contract Start Date.

C.1	Name of individual completing this ITT Response	Free text
C.2	Status within the Applicant organisation	Free text
C.3	Name of the individual making declaration on behalf of the Applicant	Free text
C.4	Status within the Applicant organisation	Free text

ITT Questions and Assessment – Immigration and Asylum ITT

Section A – Bid details

	Question	Response Type
Note	Applicants tendering to deliver Immigration and Asylum Contract Work under a Face to Face Contract must submit a response to the Selection Questionnaire for 2018 Standard Civil Contracts in addition to this ITT	
A.1.i	Please confirm the Access Point in which Office 1 is (or will be) based	Options list
Note	Where the Applicant indicates that it is tendering to deliver Contract Work from multiple Offices, it will then be required to enter the relevant details as applicable for a second Office. It will then be asked to indicate whether it wishes to deliver work from another Office and give the details, and so on for up to 20 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 20 Offices, it must contact the LAA in accordance with paragraph 4.8 of the IFA.	
A.1.ii	Is the Applicant intending to deliver Immigration and Asylum Contract Work from another Office?	Yes No
A.1.iii	If the Applicant knows the address for Office 1 please enter the Office address (excluding postcode). Where you do not yet know the address for this Office please enter 'N/A'.	Free text
A.1.iv	If the Applicant knows the postcode for Office 1 please enter the Office postcode. Where you do not yet know the postcode for this Office please enter 'N/A'.	Free text
A.1.v	If the Applicant currently delivers legal aid contract work from Office 1 please enter the LAA Account Number for this Office.	Free text

	LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation. Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.	
A.2.i	Please confirm the Lot the Applicant wishes to deliver from this Office	Options List Lot 1 – 150 Matter Starts Lot 2 - 300 Matter Starts Above Lot 2 (Answer A.3.i – A.3.v as applicable) Lot 3 – 300 Matter Starts Above Lot 3 (Answer A.3.i – A.3.v as applicable)
Note	INDIVIDUAL BIDS FOR ABOVE LOT 2 OR ABOVE LOT 3 The following questions must be answered as applicable only for Applicants' Individual Bids for above Lot 3.	
A.3.i	Please confirm the number of Immigration and Asylum Matter Starts you are tendering to deliver from this Office	Numeric
A.3.ii	Between 1 September 2016 and 31 August 2017, from the Office associated with this Individual Bid did you start at least the number of Immigration and Asylum Matter Starts bid for in answer to question A.3.i?	Yes

	<p>In answering this question an Applicant may only include Matter Starts under a current face to face legal aid standard civil contract. Applicants may not rely on matters started under other funding to evidence delivering an equivalent number of Matter Starts.</p> <p>Please note; where an Applicant answers 'Yes' to question A.3.ii, the LAA will check its own records to confirm whether the number of Immigration and Asylum Matter Starts delivered from this Office under your standard civil contract between 1 September 2016 and 31 August 2017 is the same or greater than the number of Matter Starts bid for in response to Question A.3.i.</p> <p>Please note; where an Applicant answers 'No' to question A.3.ii, the Applicant must complete a Delivery Plan by answering questions A.3.iii – A.3.v.</p>	No (Answer questions A.3.iii – A.3.v)
Note	DELIVERY PLAN	
A.3.iii	<p>Please provide details of how you intend to build your capacity and caseload in order to deliver the full volume of cases bid for, including:</p> <ul style="list-style-type: none"> - How you will set and assess the key milestones (with dates) which will need to be met to ensure the delivery of the full volume of Matter Starts bid for; and - Any recruitment required to deliver the volume of Matter Starts bid for (including the position recruits will hold in respect of this Face to Face Contract (e.g. Supervisor or caseworker), key qualifications and experience required, milestones and dates for the employment and training of those staff) 	Free text
A.3.iv	<p>Please confirm how clients will access your services.</p> <p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services 	Free text

	Where these signposting and referral arrangements are not currently in place, please include detail of how you will establish them (including milestones and dates).	
A.3.v	<p>Please describe the arrangements in place for supervision, specifically to address:</p> <ul style="list-style-type: none"> - The increased volume of cases being conducted; and - How specific tasks will be allocated and supervised where more than one caseworker will be conducting work on a client's case; and - How the short-term absence of caseworkers and Supervisors will be managed; and - A summary of the contingency or succession plans for long-term absence or resignations 	Free text

NOTE	<p>Contract Work in an IRC setting</p> <p>An Applicant may tender a maximum of once to deliver Immigration and Asylum Contract Work at each IRC for which they are eligible to bid. Applicants must tender in Lot 2 or above to be eligible to tender for DDA Surgery Rota weeks and in Lot 3 or above to tender for both DDA Surgery Rota weeks and DAC Rota slots.</p> <p>An Applicant will not be eligible to tender to deliver Immigration and Asylum Contract Work in an IRC setting where it bids in Lot 1 only</p>	
A.4.i	Does the Applicant wish to tender to join IRC Rota(s) from any of its Offices?	<p>Yes (Answer A.4.ii-A.4.v as applicable)</p> <p>No</p>
NOTE	DDA Surgery Rota weeks	

A.4.ii	Is the Applicant is submitting at least one Immigration and Asylum Individual Bid which is <u>above Lot 1</u> , which will qualify them to tender for DDA Surgery Rota weeks.	Yes (Answer A.4.iii) No
A.4.iii	Please confirm the IRC Rota(s) the Applicant wishes to join to deliver DDA Surgery Rota weeks	Multi choice: Harmondsworth and Colnbrook IRC Yarl's Wood IRC Campsfield IRC Brook House IRC Tinsley House IRC (including Gatwick PDA) The Verne IRC Morton Hall IRC
A.4.iv	Is the Applicant submitting at least one Immigration and Asylum Individual Bid for Lot 3 or above, which will qualify them to tender for DAC Surgery Rota slots.	Yes (Answer A.4.v) No
A.4.v	Please confirm the IRC Rota(s) the Applicant wishes to join to deliver DAC Surgery Rota slots	Multi choice Harmondsworth and Colnbrook Yarl's Wood

Section B – Miscellaneous Contract Work

	Question	Response Type
NOTE	In this section the Applicant may tender for Matter Starts to undertake compensation claims for victims of human trafficking and/or modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO.	
B.1.i	Does the Applicant wish to receive an allocation of Matter Starts to undertake compensation claims for victims of human trafficking and modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO?	Options List Yes – 25 Matter Starts Yes – over 25 Matter Starts (Answer B.2.i – B.2.iii) No
NOTE	<p>BUSINESS CASE FOR MORE THAN 25 MISCELLANEOUS MATTER STARTS TO ASSIST VICTIMS OF HUMAN TRAFFICKING AND/OR MODERN SLAVERY</p> <p>An Applicant’s answers to questions B.2.i – B.2.iii jointly constitute the Applicant’s Business Case. These questions must be answered only by Applicants wishing to deliver more than 25 Matter Starts in the first Contract year to assist victims of human trafficking and/or modern slavery.</p> <p>Applicants wishing to deliver more than 25 Miscellaneous Matter Starts to assist victims of human trafficking and/or modern slavery should provide a Business Case in response to one ITT, regardless of how many they respond to. Applicants submitting multiple ITT Responses may choose which ITT they use to provide their Business Case (except the Family Mediation ITT, through which there is no opportunity to tender for Miscellaneous Matter Starts).</p> <p>An Applicant’s Business Case will be considered in accordance with the process detailed in Section 6 of the IFA.</p>	

B.2.i	Please confirm the number of Miscellaneous Matter Starts you anticipate being able to deliver when undertaking compensation claims for victims of human trafficking and modern slavery in the first Contract year.	Options List 50 75 100
B.2.ii	Please provide details of the Applicant's knowledge/experience of trafficking and/or modern slavery claims and relevant legal expertise, including: - The volume of such cases you have undertaken in the last 12 months; and - The nature of cases undertaken previously and/or the complexity of cases undertaken previously; and - Details of any notable cases (and links to legal reports of these cases) you have conducted.	Free text
B.2.iii	Please confirm how clients who are victims of human trafficking and modern slavery will access your services. Please include in your response specific details as to: - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services.	Free text

Section C – Warranties and Declaration

By completing and submitting this Face to Face ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a Face to Face Contract and confirms it will evidence that it meets these requirements at least six weeks before the Contract Start Date:

- Will be authorised by a Relevant Professional Body. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the Face to Face Contract must have all necessary licences and authorisations to conduct Contract Work by the Contract Start Date; and
- Will hold a relevant Quality Standard; and
- Will employ at least one Full Time Equivalent (FTE) Supervisor who meets the Immigration and Asylum Supervisor Standard and who will actively supervise the Immigration and Asylum Contract Work tendered for; and
- Will meet the one FTE Supervisor: four FTE caseworkers ratio at each Office from which it is tendering to deliver Immigration and Asylum Contract Work; and
- For each Procurement Area in which it tenders, will have an Office in an Access Point which is a Permanent Presence; and
- Will be able and willing to conduct the full range of Controlled Work; and
- All caseworkers delivering the Immigration and Asylum Contract Work will be accredited by the Law Society's Immigration and Asylum Accreditation Scheme (IAAS); and
- Each Office from which it is tendering to deliver Immigration and Asylum Contract Work will have at least one FTE IAAS Senior Caseworker employed for every two employed IAAS Trainee Caseworker Assistant/Casework Assistant FTE caseworkers; and
- Where tendering for Lot 2, Lot 3, above Lot 2 or above Lot 3, will be able and willing to undertake the full range of Controlled Work and Licensed Work in the Immigration and Asylum Category of Law; and
- Where it is tendering for Lot 3 or above Lot 3, will employ an FTE individual who is an IAAS accredited Advanced Caseworker at the Office related to the Individual Bid; and
- Where it is tendering to deliver Contract Work at an IRC, at each of the IRCs for which it is tendering will be able and willing to deliver Immigration and Asylum Contract Work for detained clients in accordance with the terms of the Face to Face Contract; and
- Where it is tendering to deliver Contract Work at an IRC will in respect of each IRC for which it is tendering, have access to interpretation services at short notice to interpret in any language required by a client; and

- Where tendering to deliver Contract Work at Yarl's Wood IRC will employ at least one PTE female IAAS accredited Senior Caseworker (or Advanced Caseworker) staff member who is deployed to delivering this service.

By completing and submitting this Face to Face ITT Response I give my undertaking that I am either:

- the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where the Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
- the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where the Applicant is or intends to be authorised by the Bar Standards Board (BSB); or
- the Compliance Manager (CM) or the individual intending to be the CM where the Applicant is or intends to be authorised by CILEx Regulation (CILEx); or
- where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, 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;

and am authorised to make this submission on behalf of the Applicant and that the answers submitted in this ITT Response are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered a Face to Face Contract for Contract Work in the Immigration and Asylum Category of Law. I understand that the LAA may conduct verification checks and may reject this ITT Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will verify my Tender and I will be required to evidence the information and warranties in the Applicant's Tender, including in this ITT Response, at least six weeks before the Contract Start Date.

	Question	Response Type
C.1	Name of individual completing this ITT Response	Free text
C.2	Status within the Applicant organisation	Free text

C.3	Name of the individual making declaration on behalf of the Applicant	Free text
C.4	Status within the Applicant organisation	Free text

ITT Questions and Assessment – Mental Health ITT

Section A – Bid details

	Question	Response Type
Note	Applicants tendering to deliver Mental Health Contract Work under a Face to Face Contract must submit a response to the Selection Questionnaire for 2018 Standard Civil Contracts in addition to this ITT	
Note	<p>In answer to question A.1.i Applicants must select which of the five Mental Health Procurement Areas they are tendering for.</p> <p>Applicants may bid once per Procurement Area. Where an Applicant has multiple delivery locations within a Procurement Area, they only need to provide the address and postcode of the primary location for the purposes of the Tender.</p> <p>Applicants must tender to deliver Mental Health Contract Work from an Office which is a Permanent Presence in England and/or Wales. Applicants do not need an Office which is a Permanent Presence in each Procurement Area but must have at least one Office which is either a Permanent Presence or an Alternative Arrangement in each Procurement Area in which they deliver Mental Health Contract Work.</p>	
A.1.i	Please confirm the Procurement Area(s) in which the Applicant is tendering to deliver Mental Health Contract Work	Multi choice: Midlands and East North South and South East South West Wales

A.1.ii	Will the Applicant's Office in this Procurement Area be a Permanent Presence or an Alternative Arrangement as defined in the Face to Face Contract?	Permanent Presence Alternative Arrangement
A.1.iii	If the Applicant knows the address for this Office please enter the Office address (excluding postcode). Where you do not yet know the address for this Office please enter 'N/A'.	Free text
A.1.iv	If the Applicant knows the postcode for this Office please enter the Office postcode. Where you do not yet know the postcode for this Office please enter 'N/A'.	Free text
A.1.v	If the Applicant currently delivers legal aid contract work from this Office please enter the LAA Account Number for this Office. LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation. Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.	Free text
A.2.i	Please confirm the Lot the Applicant wishes to deliver from this Procurement Area	Options List Lot 1 - 100 Matter Starts Lot 2 – 300 Matter Starts Lot 3 – 500 Matter Starts Above Lot 3 (Answer A.3.i – A.3.v as applicable)
NOTE	INDIVIDUAL BIDS FOR ABOVE LOT 3 The following questions must be answered as applicable only for Applicants' Individual Bids for above Lot 3.	

A.3.i	Please confirm the number of Mental Health Matter Starts you are tendering to deliver from this Procurement Area	Numeric
A.3.ii	<p>Between 1 September 2016 and 31 August 2017, from the Office associated with this Individual Bid did you start at least the number of Mental Health Matter Starts bid for in answer to question A.3.i?</p> <p>In answering this question an Applicant may only include Matter Starts under a current face to face legal aid standard civil contract. Applicants may not rely on Matter Starts started under other funding to evidence delivering an equivalent number of Matter Starts.</p> <p>Please note; where an Applicant answers 'Yes' to question A.3.ii, the LAA will check its own records to confirm whether the number of Mental Health Matter Starts delivered from this Office under your standard civil contract between 1 September 2016 and 31 August 2017 is the same or greater than the number of Matter Starts bid for in response to Question A.3.i.</p> <p>Please note; where an Applicant answers 'No' to question A.3.ii, it must complete a Delivery Plan by answering questions A.3.iii – A.3.v.</p>	<p>Yes</p> <p>No (Answer questions A.3.iii – A.3.v)</p>
Note	DELIVERY PLAN	
A.3.iii	<p>Please provide details of how you intend to build your capacity and caseload in order to deliver the full volume of cases bid for, including:</p> <ul style="list-style-type: none"> - How you will set and assess the key milestones (with dates) which will need to be met to ensure the delivery of the full volume of Matter Starts bid for; and - Any recruitment required to deliver the volume of Matter Starts bid for (including the position recruits will hold in respect of this Face to Face Contract (e.g. Supervisor or caseworker) key qualifications and experience required, milestones and dates for the employment and training of those staff) 	Free text
A.3.iv	Please confirm how clients will access your services.	Free text

	<p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services <p>Where these signposting and referral arrangements are not currently in place, please include detail of how you will establish these (including milestones and dates).</p>	
A.3.v	<p>Please describe the arrangements in place for supervision, specifically to address:</p> <ul style="list-style-type: none"> - The increased volume of cases being conducted; and - How specific tasks will be allocated and supervised where more than one caseworker will be conducting work on a client's case; and - How the short-term absence of caseworkers and Supervisors will be managed; and - A summary of the contingency or succession plans for long-term absence or resignations 	Free text

Section B – Miscellaneous Contract Work

	Question	Response Type
NOTE	In this section the Applicant may tender for Matter Starts to undertake compensation claims for victims of human trafficking and/or modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO.	
B.1.i	Does the Applicant wish to receive an allocation of Matter Starts to undertake compensation claims for victims of human trafficking and modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO?	Options List Yes – 25 Matter Starts

		Yes – over 25 Matter Starts (Answer B.2.i – B.2.iii) No
NOTE	<p>BUSINESS CASE FOR MORE THAN 25 MISCELLANEOUS MATTER STARTS TO ASSIST VICTIMS OF HUMAN TRAFFICKING AND/OR MODERN SLAVERY</p> <p>An Applicant’s answers to questions B.2.i – B.2.iii jointly constitute the Applicant’s Business Case. These questions must be answered only by Applicants wishing to deliver more than 25 Matter Starts in the first Contract year to assist victims of human trafficking and/or modern slavery.</p> <p>Applicants wishing to deliver more than 25 Miscellaneous Matter Starts to assist victims of human trafficking and/or modern slavery should provide a Business Case in response to one ITT, regardless of how many they respond to. Applicants submitting multiple ITT Responses may choose which ITT they use to provide their Business Case (except the Family Mediation ITT, through which there is no opportunity to tender for Miscellaneous Matter Starts).</p> <p>An Applicant’s Business Case will be considered in accordance with the process detailed in Section 6 of the IFA.</p>	
B.2.i	Please confirm the number of Miscellaneous Matter Starts you anticipate being able to deliver when undertaking compensation claims for victims of human trafficking and modern slavery in the first Contract year.	Options List 50 75 100
B.2.ii	<p>Please provide details of the Applicant’s knowledge/experience of trafficking and/or modern slavery claims and relevant legal expertise, including:</p> <ul style="list-style-type: none"> - The volume of such cases you have undertaken in the last 12 months; and - The nature of cases undertaken previously and/or the complexity of cases undertaken previously; and 	Free text

	- Details of any notable cases (and links to legal reports of these cases) you have conducted.	
B.2.iii	<p>Please confirm how clients who are victims of human trafficking and modern slavery will access your services.</p> <p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services. 	Free text

Section C – Warranties and Declaration

By completing and submitting this Face to Face ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a Face to Face Contract and confirms it will evidence that it meets these requirements at least six weeks before the Contract Start Date:

- Will be authorised by a Relevant Professional Body. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the Face to Face Contract must have all necessary licences and authorisations to conduct Contract Work by the Contract Start Date; and
- Will hold a relevant Quality Standard; and
- Will employ at least one Full Time Equivalent (FTE) Supervisor who meets the Mental Health Supervisor Standard and who will actively supervise the Mental Health Contract Work tendered for; and
- Will meet the one FTE Supervisor: four FTE caseworkers ratio in each Procurement Area from which it is tendering to deliver Mental Health Contract Work; and
- In each Procurement Area from which it tenders the Applicant will employ at least one PTE individual who meets the Mental Health Supervisor Standard and will actively supervise the Mental Health Contract Work tendered for in the Procurement Area during business hours; and

- Will have an Office in England or Wales that meets the Permanent Presence definition and in each Procurement Area from which it tenders the Applicant will have an Office which meets the Permanent Presence or Alternative Arrangements definition; and
- Will employ an Authorised Litigator with experience of delivering Mental Health cases who will be available to each of the Procurement Areas it is contracted to provide services in to deliver Licensed Work; and
- Where it is tendering for Lot 1, will have at least 1 FTE member of the Law Society's Mental Health Accreditation Scheme in each Procurement Area in which they bid in this Lot; and
- Where it is tendering for Lot 2, will have at least 2 FTE members of the Law Society's Mental Health Accreditation Scheme in each Procurement Area in which they bid in this Lot; and
- Where it is tendering for Lot 3, will have at least 3 FTE members of the Law Society's Mental Health Accreditation Scheme in each Procurement Area in which they bid in this Lot; and
- Where it is tendering for above Lot 3, will have at least 4 FTE members of the Law Society's Mental Health Accreditation Scheme in each Procurement Area in which they bid in this Lot.

By completing and submitting this Face to Face ITT Response I give my undertaking that I am either:

- the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where the Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
- the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where the Applicant is or intends to be authorised by the Bar Standards Board (BSB); or
- the Compliance Manager (CM) or the individual intending to be the CM where the Applicant is or intends to be authorised by CILEx Regulation (CILEx); or

- where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, 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;

and am authorised to make this submission on behalf of the Applicant and that the answers submitted in this ITT Response are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered a Face to Face Contract for Contract Work in the Mental Health Category of Law. I understand that the LAA may conduct verification checks and may reject this ITT Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will verify my Tender and I will be required to evidence the information and warranties in the Applicant's Tender, including in this ITT Response, at least six weeks before the Contract Start Date.

	Question	Response Type
C.1	Name of individual completing this ITT Response	Free text
C.2	Status within the Applicant organisation	Free text
C.3	Name of the individual making declaration on behalf of the Applicant	Free text
C.4	Status within the Applicant organisation	Free text

ITT Questions and Assessment – Community Care ITT

Section A – Bid details

	Question	Response Type
Note	Applicants tendering to deliver Community Care Contract Work under a Face to Face Contract must submit a response to the Selection Questionnaire for 2018 Standard Civil Contracts in addition to this ITT	
A.1.i	Please confirm the Procurement Area in which Office 1 is (or will be) based	Options List
Note	Where the Applicant indicates that it is tendering to deliver Contract Work from multiple Offices, it will then be required to enter the relevant details as applicable for a second Office. It will then be asked to indicate whether it wishes to deliver work from another Office and give the details, and so on for up to 15 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 15 Offices, it must contact the LAA in accordance with paragraph 4.8 of the IFA.	
A.1.ii	Is the Applicant intending to deliver Community Care Contract Work from another Office?	Yes No
A.1.iii	If the Applicant knows the address for Office 1 please enter the Office address (excluding postcode). Where you do not yet know the address for this Office please enter 'N/A'.	Free text
A.1.iv	If the Applicant knows the postcode for Office 1 please enter the Office postcode. Where you do not yet know the postcode for this Office please enter 'N/A'.	Free text
A.1.v	If the Applicant currently delivers legal aid contract work from Office 1 please enter the LAA Account Number for this Office. LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation.	Free text

	Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.	
A.2.i	Please confirm the Lot the Applicant wishes to deliver from this Office	Options List Lot 1 - 100 Matter Starts Above Lot 1 (Answer A.3.i – A.3.v as applicable)
Note	INDIVIDUAL BIDS FOR ABOVE LOT 1 The following questions must be answered as applicable only for Applicants' Individual Bids for above Lot 1.	
A.3.i	Please confirm the number of Community Care Matter Starts you are tendering to deliver from this Office	Numeric
A.3.ii	Between 1 September 2016 and 31 August 2017, from the Office associated with this Individual Bid did you start at least the number of Community Care Matter Starts bid for in answer to question A.3.i? In answering this question an Applicant may only include Matter Starts under a current face to face legal aid standard civil contract. Applicants may not rely on Matter Starts started under other funding to evidence delivering an equivalent number of Matter Starts. Please note; where an Applicant answers 'Yes' to question A.3.ii, the LAA will check its own records to confirm whether the number of Community Care Matter Starts delivered from this Office under your standard civil contract between 1 September 2016 and 31 August 2017 is the same or greater than the number of Matter Starts bid for in response to Question A.3.i. Please note; where an Applicant answers 'No' to question A.3.ii, it must complete a Delivery Plan by answering questions A.3.iii – A.3.v.	Yes No (Answer questions A.3.iii – A.3.v)
Note	DELIVERY PLAN	

A.3.iii	<p>Please provide details of how you intend to build your capacity and caseload in order to deliver the full volume of cases bid for, including:</p> <ul style="list-style-type: none"> - How you will set and assess the key milestones (with dates) which will need to be met to ensure the delivery of the full volume of Matter Starts bid for; and - Any recruitment required to deliver the volume of Matter Starts bid for (including the position recruits will hold in respect of this Face to Face Contract (e.g. Supervisor or caseworker), key qualifications and experience required, milestones and dates for the employment and training of those staff) 	Free text
A.3.iv	<p>Please confirm how clients will access your services.</p> <p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services <p>Where these signposting and referral arrangements are not currently in place, please include detail on how you will establish them (including milestones and dates).</p>	Free text
A.3.v	<p>Please describe the arrangements in place for supervision, specifically to address:</p> <ul style="list-style-type: none"> - The increased volume of cases being conducted; and - How specific tasks will be allocated and supervised where more than one caseworker will be conducting work on a client's case; and - How the short-term absence of caseworkers and Supervisors will be managed; and - A summary of the contingency or succession plans for long-term absence or resignations 	Free text

Section B – Miscellaneous Contract Work

	Question	Response Type
NOTE	In this section the Applicant may tender for Matter Starts to undertake compensation claims for victims of human trafficking and/or modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO.	
B.1.i	Does the Applicant wish to receive an allocation of Matter Starts to undertake compensation claims for victims of human trafficking and modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO?	Options List Yes – 25 Matter Starts Yes – over 25 Matter Starts (Answer B.2.i – B.2.iii) No
NOTE	<p>BUSINESS CASE FOR MORE THAN 25 MISCELLANEOUS MATTER STARTS TO ASSIST VICTIMS OF HUMAN TRAFFICKING AND/OR MODERN SLAVERY</p> <p>An Applicant’s answers to questions B.2.i – B.2.iii jointly constitute the Applicant’s Business Case. These questions must be answered only by Applicants wishing to deliver more than 25 Matter Starts in the first Contract year to assist victims of human trafficking and/or modern slavery.</p> <p>Applicants wishing to deliver more than 25 Miscellaneous Matter Starts to assist victims of human trafficking and/or modern slavery should provide a Business Case in response to one ITT, regardless of how many they respond to. Applicants submitting multiple ITT Responses may choose which ITT they use to provide their Business Case (except the Family Mediation ITT, through which there is no opportunity to tender for Miscellaneous Matter Starts).</p> <p>An Applicant’s Business Case will be considered in accordance with the process detailed in Section 6 of the IFA.</p>	
B.2.i	Please confirm the number of Miscellaneous Matter Starts you anticipate being able to deliver when undertaking compensation claims for victims of human trafficking and modern slavery in the first Contract year.	Options List 50 75

		100
B.2.ii	<p>Please provide details of the Applicant’s knowledge/experience of trafficking and/or modern slavery claims and relevant legal expertise, including:</p> <ul style="list-style-type: none"> - The volume of such cases you have undertaken in the last 12 months; and - The nature of cases undertaken previously and/or the complexity of cases undertaken previously; and - Details of any notable cases (and links to legal reports of these cases) you have conducted. 	Free text
B.2.iii	<p>Please confirm how clients who are victims of human trafficking and modern slavery will access your services.</p> <p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services. 	Free text

Section C – Warranties and Declaration

By completing and submitting this Face to Face ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a Face to Face Contract and confirms it will evidence that it meets these requirements at least six weeks before the Contract Start Date:

- Will be authorised by a Relevant Professional Body. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the Face to Face Contract must have all necessary licences and authorisations to conduct Contract Work by the Contract Start Date; and
- Will hold a relevant Quality Standard; and

- Will employ at least one Full Time Equivalent (FTE) Supervisor who meets the Community Care Supervisor Standard and who will actively supervise the Community Care Contract Work tendered for; and
- Will meet the one FTE Supervisor: four FTE caseworkers at each Office from which it is tendering to deliver Community Care Contract Work; and
- Each Office will be a Permanent Presence in the Procurement Area in which it is tendering to deliver Community Care Contract Work; and
- Will employ at least a Part Time Equivalent (PTE) Authorised Litigator with experience of delivering Community Care cases who will be available to each of its Offices to deliver Licensed Work.

By completing and submitting this Face to Face ITT Response I give my undertaking that I am either:

- the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where the Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
- the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where the Applicant is or intends to be authorised by the Bar Standards Board (BSB); or
- the Compliance Manager (CM) or the individual intending to be the CM where the Applicant is or intends to be authorised by CILEx Regulation (CILEx); or
- where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, 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;

and am authorised to make this submission on behalf of the Applicant and that the answers submitted in this ITT Response are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered a Face to Face Contract for Contract Work in the Community Care Category of Law. I understand that the LAA may conduct verification checks and may reject this ITT Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will

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verify my Tender and I will be required to evidence the information and warranties in the Applicant's Tender, including in this ITT Response, at least six weeks before the Contract Start Date.

	Question	Response Type
C.1	Name of individual completing this ITT Response	Free text
C.2	Status within the Applicant organisation	Free text
C.3	Name of the individual making declaration on behalf of the Applicant	Free text
C.4	Status within the Applicant organisation	Free text

ITT Questions and Assessment – Claims Against Public Authorities ITT

Section A – Bid details

	Question	Response Type
Note	Applicants tendering to deliver Claims Against Public Authorities Contract Work under a Face to Face Contract must submit a response to the Selection Questionnaire for 2018 Standard Civil Contracts in addition to this ITT	
A.1.i	Please confirm the Procurement Area in which Office 1 is (or will be) based	Options List
Note	Where the Applicant indicates that it is tendering to deliver Contract Work from multiple Offices, it will then be required to enter the relevant details as applicable for a second Office. It will then be asked to indicate whether it wishes to deliver work from another Office and give the details, and so on for up to 10 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 10 Offices, it must contact the LAA in accordance with paragraph 4.8 of the IFA.	
A.1.ii	Is the Applicant intending to deliver Claims Against Public Authorities Contract Work from another Office?	Yes No
A.1.iii	If the Applicant knows the address for Office 1 please enter the Office address (excluding postcode). Where you do not yet know the address for this Office please enter 'N/A'.	Free text
A.1.iv	If the Applicant knows the postcode for Office 1 please enter the Office postcode. Where you do not yet know the postcode for this Office please enter 'N/A'.	Free text
A.1.v	If the Applicant currently delivers legal aid contract work from Office 1 please enter the LAA Account Number for this Office. LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation.	Free text

	Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.	
A.2.i	Please confirm the Lot the Applicant wishes to deliver from this Office	Options List Lot 1 - 60 Matter Starts Above Lot 1 (Answer A.3.i – A.3.v as applicable)
Note	INDIVIDUAL BIDS FOR ABOVE LOT 1 The following questions must be answered as applicable only for Applicants' Individual Bids for above Lot 1.	
A.3.i	Please confirm the number of Claims Against Public Authorities Matter Starts you are tendering to deliver from this Office	Numeric
A.3.ii	Between 1 September 2016 and 31 August 2017, from the Office associated with this Individual Bid, did you start at least the number of Claims Against Public Authorities Matter Starts bid for in answer to question A.3.i? In answering this question an Applicant may only include Matter Starts under a current face to face legal aid standard civil contract. Applicants may not rely on Matter Starts started under other funding to evidence delivering an equivalent number of Matter Starts. Please note; where an Applicant answers 'Yes' to question A.3.ii, the LAA will check its own records to confirm whether the number of Claims Against Public Authorities Matter Starts delivered from this Office under your standard civil contract between 1 September 2016 and 31 August 2017 is the same or greater than the number of Matter Starts bid for in response to Question A.3.i. Between 1 April 2016 and 31 March 2017, the Claims Against Public Authorities Category was termed 'Actions Against the Police etc' by the LAA. Please note; where an Applicant answers 'No' to question A.3.ii, it must complete a Delivery Plan by answering questions A.3.iii – A.3.v.	Yes No (Answer questions A.3.iii – A.3.v)
Note	DELIVERY PLAN	

A.3.iii	<p>Please provide details of how you intend to build your capacity and caseload in order to deliver the full volume of cases bid for, including:</p> <ul style="list-style-type: none"> - How you will set and assess the key milestones (with dates) which will need to be met to ensure the delivery of the full volume of Matter Starts bid for; and - Any recruitment required to deliver the volume of Matter Starts bid for (including the position recruits will hold in respect of this Face to Face Contract (e.g. Supervisor or caseworker), key qualifications and experience required, milestones and dates for the employment and training of those staff) 	Free text
A.3.iv	<p>Please confirm how clients will access your services.</p> <p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services <p>Where these signposting and referral arrangements are not currently in place, please include detail of how you will establish them (including milestones and dates).</p>	Free text
A.3.v	<p>Please describe the arrangements in place for supervision, specifically to address:</p> <ul style="list-style-type: none"> - The increased volume of cases being conducted; and - How specific tasks will be allocated and supervised where more than one caseworker will be conducting work on a client's case; and - How the short-term absence of caseworkers and Supervisors will be managed; and - A summary of the contingency or succession plans for long-term absence or resignations 	Free text

Section B – Miscellaneous Contract Work

	Question	Response Type
NOTE	In this section the Applicant may tender for Matter Starts to undertake compensation claims for victims of human trafficking and/or modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO.	
B.1.i	Does the Applicant wish to receive an allocation of Matter Starts to undertake compensation claims for victims of human trafficking and modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO?	Options List Yes – 25 Matter Starts Yes – over 25 Matter Starts (Answer B.2.i – B.2.iii) No
NOTE	<p>BUSINESS CASE FOR MORE THAN 25 MISCELLANEOUS MATTER STARTS TO ASSIST VICTIMS OF HUMAN TRAFFICKING AND/OR MODERN SLAVERY</p> <p>An Applicant’s answers to questions B.2.i – B.2.iii jointly constitute the Applicant’s Business Case. These questions must be answered only by Applicants wishing to deliver more than 25 Matter Starts in the first Contract year to assist victims of human trafficking and/or modern slavery.</p> <p>Applicants wishing to deliver more than 25 Miscellaneous Matter Starts to assist victims of human trafficking and/or modern slavery should provide a Business Case in response to one ITT, regardless of how many they respond to. Applicants submitting multiple ITT Responses may choose which ITT they use to provide their Business Case (except the Family Mediation ITT, through which there is no opportunity to tender for Miscellaneous Matter Starts).</p> <p>An Applicant’s Business Case will be considered in accordance with the process detailed in Section 6 of the IFA.</p>	

B.2.i	Please confirm the number of Miscellaneous Matter Starts you anticipate being able to deliver when undertaking compensation claims for victims of human trafficking and modern slavery in the first Contract year.	Options List 50 75 100
B.2.ii	Please provide details of the Applicant's knowledge/experience of trafficking and/or modern slavery claims and relevant legal expertise, including: - The volume of such cases you have undertaken in the last 12 months; and - The nature of cases undertaken previously and/or the complexity of cases undertaken previously; and - Details of any notable cases (and links to legal reports of these cases) you have conducted.	Free text
B.2.iii	Please confirm how clients who are victims of human trafficking and modern slavery will access your services. Please include in your response specific details as to: - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services.	Free text

Section C – Warranties and Declaration

By completing and submitting this Face to Face ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a Face to Face Contract and confirms it will evidence that it meets these requirements at least six weeks before the Contract Start Date:

- Will be authorised by a Relevant Professional Body. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the Face to Face Contract must have all necessary licences and authorisations to conduct Contract Work by the Contract Start Date; and
- Will hold a relevant Quality Standard; and
- By the Contract Start Date the Applicant will employ at least one Part Time Equivalent (PTE) Supervisor who meets the Claims Against Public Authorities Supervisor Standard and who will actively supervise the Claims Against Public Authorities Contract Work tendered for; and
- Will meet the one PTE Supervisor: two FTE caseworkers ratio at each Office from which it is tendering to deliver Claims Against Public Authorities Contract Work; and
- Each Office will be a Permanent or Part Time Presence in the Procurement Area in which it is tendering to deliver Claims Against Public Authorities Contract Work; and
- Will employ at least a PTE Authorised Litigator with experience of delivering Claims Against Public Authorities cases who will be available to each of its Offices to deliver Licensed Work.

By completing and submitting this Face to Face ITT Response I give my undertaking that I am either:

- the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where the Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
- the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where the Applicant is or intends to be authorised by the Bar Standards Board (BSB); or
- the Compliance Manager (CM) or the individual intending to be the CM where the Applicant is or intends to be authorised by CILEx Regulation (CILEx); or

- where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, 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;

and am authorised to make this submission on behalf of the Applicant and that the answers submitted in this ITT Response are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered a Face to Face Contract for Contract Work in the Claims Against Public Authorities Category of Law. I understand that the LAA may conduct verification checks and may reject this ITT Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will verify my Tender and I will be required to evidence the information and warranties in the Applicant's Tender, including in this ITT Response, at least six weeks before the Contract Start Date.

	Question	Response Type
C.1	Name of individual completing this ITT Response	Free text
C.2	Status within the Applicant organisation	Free text
C.3	Name of the individual making declaration on behalf of the Applicant	Free text
C.4	Status within the Applicant organisation	Free text

ITT Questions and Assessment – Clinical Negligence ITT

Section A – Bid details

	Question	Response Type
Note	Applicants tendering to deliver Clinical Negligence Contract Work under a Face to Face Contract must submit a response to the Selection Questionnaire for 2018 Standard Civil Contracts in addition to this ITT	
A.1.i	Please confirm the Procurement Area in which Office 1 is (or will be) based	Options List
Note	Where the Applicant indicates that it is tendering to deliver Contract Work from multiple Offices, it will then be required to enter the relevant details as applicable for a second Office. It will then be asked to indicate whether it wishes to deliver work from another Office and give the details, and so on for up to 10 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 10 Offices, it must contact the LAA in accordance with paragraph 4.8 of the IFA.	
A.1.ii	Is the Applicant intending to deliver Clinical Negligence Contract Work from another Office?	Yes No
A.1.iii	If the Applicant knows the address for Office 1 please enter the Office address (excluding postcode). Where you do not yet know the address for this Office please enter 'N/A'.	Free text
A.1.iv	If the Applicant knows the postcode for Office 1 please enter the Office postcode. Where you do not yet know the postcode for this Office please enter 'N/A'.	Free text
A.1.v	If the Applicant currently delivers legal aid contract work from Office 1 please enter the LAA Account Number for this Office. LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation.	Free text

	Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.	
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Section B – Miscellaneous Contract Work

	Question	Response Type
NOTE	In this section the Applicant may tender for Matter Starts to undertake compensation claims for victims of human trafficking and/or modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO.	
B.1.i	Does the Applicant wish to receive an allocation of Matter Starts to undertake compensation claims for victims of human trafficking and modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO?	Options List Yes – 25 Matter Starts Yes – over 25 Matter Starts (Answer B.2.i – B.2.iii) No
NOTE	<p>BUSINESS CASE FOR MORE THAN 25 MISCELLANEOUS MATTER STARTS TO ASSIST VICTIMS OF HUMAN TRAFFICKING AND/OR MODERN SLAVERY</p> <p>An Applicant’s answers to questions B.2.i – B.2.iii jointly constitute the Applicant’s Business Case. These questions must be answered only by Applicants wishing to deliver more than 25 Matter Starts in the first Contract year to assist victims of human trafficking and/or modern slavery.</p> <p>Applicants wishing to deliver more than 25 Miscellaneous Matter Starts to assist victims of human trafficking and/or modern slavery should provide a Business Case in response to one ITT, regardless of how many they respond to. Applicants submitting multiple ITT Responses may choose which ITT they use to provide their Business Case (except the Family Mediation ITT, through which there is no opportunity to tender for Miscellaneous Matter Starts).</p> <p>An Applicant’s Business Case will be considered in accordance with the process detailed in Section 6 of the IFA.</p>	

B.2.i	Please confirm the number of Miscellaneous Matter Starts you anticipate being able to deliver when undertaking compensation claims for victims of human trafficking and modern slavery in the first Contract year.	Options List 50 75 100
B.2.ii	Please provide details of the Applicant's knowledge/experience of trafficking and/or modern slavery claims and relevant legal expertise, including: - The volume of such cases you have undertaken in the last 12 months; and - The nature of cases undertaken previously and/or the complexity of cases undertaken previously; and - Details of any notable cases (and links to legal reports of these cases) you have conducted.	Free text
B.2.iii	Please confirm how clients who are victims of human trafficking and modern slavery will access your services. Please include in your response specific details as to: - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services.	Free text

Section C – Warranties and Declaration

By completing and submitting this Face to Face ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a Face to Face Contract and confirms it will evidence that it meets these requirements at least six weeks before the Contract Start Date:

- Will be authorised by a Relevant Professional Body. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the Face to Face Contract must have all necessary licences and authorisations to conduct Contract Work by the Contract Start Date; and
- Will hold a relevant Quality Standard; and
- Will employ at least one Part Time Equivalent (PTE) Supervisor who meets the Clinical Negligence Supervisor Standard and who will actively supervise the Clinical Negligence Contract Work tendered for; and
- Will meet the one PTE Supervisor: two FTE caseworkers ratio at each Office from which it is tendering to deliver Clinical Negligence Contract Work; and
- Each Office will be a Permanent or Part Time Presence in the Procurement Area in which it is tendering to deliver Clinical Negligence Contract Work.

By completing and submitting this Face to Face ITT Response I give my undertaking that I am either:

- the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where the Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
- the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where the Applicant is or intends to be authorised by the Bar Standards Board (BSB); or
- the Compliance Manager (CM) or the individual intending to be the CM where the Applicant is or intends to be authorised by CILEx Regulation (CILEx); or
- where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, 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;

and am authorised to make this submission on behalf of the Applicant and that the answers submitted in this ITT Response are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered a Face to Face Contract for Contract Work in the Clinical Negligence Category of Law. I understand that the LAA may conduct verification checks and may reject this ITT Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will verify my Tender and I will be required to evidence the information and warranties in the Applicant's Tender, including in this ITT Response, at least six weeks before the Contract Start Date.

	Question	Response Type
C.1	Name of individual completing this ITT Response	Free text
C.2	Status within the Applicant organisation	Free text
C.3	Name of the individual making declaration on behalf of the Applicant	Free text
C.4	Status within the Applicant organisation	Free text

ITT Questions and Assessment – Public Law ITT

Section A – Bid details

	Question	Response Type
Note	Applicants tendering to deliver Public Law Contract Work under a Face to Face Contract must submit a response to the Selection Questionnaire for 2018 Standard Civil Contracts in addition to this ITT	
A.1.i	Please confirm the Procurement Area in which Office 1 is (or will be) based	Options List
Note	Where the Applicant indicates that it is tendering to deliver Contract Work from multiple Offices, it will then be required to enter the relevant details as applicable for a second Office. It will then be asked to indicate whether it wishes to deliver work from another Office and give the details, and so on for up to 10 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 10 Offices, it must contact the LAA in accordance with paragraph 4.8 of the IFA.	
A.1.ii	Is the Applicant intending to deliver Public Law Contract Work from another Office?	Yes No
A.1.iii	If the Applicant knows the address for Office 1 please enter the Office address (excluding postcode). Where you do not yet know the address for this Office please enter 'N/A'.	Free text
A.1.iv	If the Applicant knows the postcode for Office 1 please enter the Office postcode. Where you do not yet know the postcode for this Office please enter 'N/A'.	Free text
A.1.v	If the Applicant currently delivers legal aid contract work from Office 1 please enter the LAA Account Number for this Office. LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation.	Free text

	Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.	
A.2.i	Please confirm the Lot the Applicant wishes to deliver from this Office	Options List Lot 1 - 30 Matter Starts Above Lot 1 (Answer A.3.i – A.3.v as applicable)
NOTE	INDIVIDUAL BIDS FOR ABOVE LOT 1 The following questions must be answered as applicable only for Applicants' Individual Bids for above Lot 1.	
A.3.i	Please confirm the number of Public Law Matter Starts you are tendering to deliver from this Office	Numeric
A.3.ii	Between 1 September 2016 and 31 August 2017, from the Office associated with this Individual Bid did you start at least the number of Public Law Matter Starts bid for in answer to question A.3.i? In answering this question an Applicant may only include Matter Starts under a current face to face legal aid standard civil contract. Applicants may not rely on Matter Starts started under other funding to evidence delivering an equivalent number of Matter Starts. Please note; where an Applicant answers 'Yes' to question A.3.ii, the LAA will check its own records to confirm whether the number of Public Law Matter Starts delivered from this Office under your standard civil contract between 1 September 2016 and 31 August 2017 is the same or greater than the number of Matter Starts bid for in response to Question A.3.i. Please note; where an Applicant answers 'No' to question A.3.ii, it must complete a Delivery Plan by answering questions A.3.iii – A.3.v.	Yes No (Answer questions A.3.iii – A.3.v)
Note	DELIVERY PLAN	

A.3.iii	<p>Please provide details of how you intend to build your capacity and caseload in order to deliver the full volume of cases bid for, including:</p> <ul style="list-style-type: none"> - How you will set and assess the key milestones (with dates) which will need to be met to ensure the delivery of the full volume of Matter Starts bid for; and - Any recruitment required to deliver the volume of Matter Starts bid for (including the position recruits will hold in respect of this Face to Face Contract (e.g. Supervisor or caseworker), key qualifications and experience required, milestones and dates for the employment and training of those staff) 	Free text
A.3.iv	<p>Please confirm how clients will access your services.</p> <p>Please include in your response specific details as to:</p> <ul style="list-style-type: none"> - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services <p>Where these signposting and referral arrangements are not currently in place, please include detail of how you will establish them (including milestones and dates).</p>	Free text
A.3.v	<p>Please describe the arrangements in place for supervision, specifically to address:</p> <ul style="list-style-type: none"> - The increased volume of cases being conducted; and - How specific tasks will be allocated and supervised where more than one caseworker will be conducting work on a client's case; and - How the short-term absence of caseworkers and Supervisors will be managed; and - A summary of the contingency or succession plans for long-term absence or resignations 	Free text

Section B – Miscellaneous Contract Work

	Question	Response Type
NOTE	In this section the Applicant may tender for Matter Starts to undertake compensation claims for victims of human trafficking and/or modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO.	
B.1.i	Does the Applicant wish to receive an allocation of Matter Starts to undertake compensation claims for victims of human trafficking and modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO?	Options List Yes – 25 Matter Starts Yes – over 25 Matter Starts (Answer B.2.i – B.2.iii) No
NOTE	<p>BUSINESS CASE FOR MORE THAN 25 MISCELLANEOUS MATTER STARTS TO ASSIST VICTIMS OF HUMAN TRAFFICKING AND/OR MODERN SLAVERY</p> <p>An Applicant’s answers to questions B.2.i – B.2.iii jointly constitute the Applicant’s Business Case. These questions must be answered only by Applicants wishing to deliver more than 25 Matter Starts in the first Contract year to assist victims of human trafficking and/or modern slavery.</p> <p>Applicants wishing to deliver more than 25 Miscellaneous Matter Starts to assist victims of human trafficking and/or modern slavery should provide a Business Case in response to one ITT, regardless of how many they respond to. Applicants submitting multiple ITT Responses may choose which ITT they use to provide their Business Case (except the Family Mediation ITT, through which there is no opportunity to tender for Miscellaneous Matter Starts).</p> <p>An Applicant’s Business Case will be considered in accordance with the process detailed in Section 6 of the IFA.</p>	

B.2.i	Please confirm the number of Miscellaneous Matter Starts you anticipate being able to deliver when undertaking compensation claims for victims of human trafficking and modern slavery in the first Contract year.	Options List 50 75 100
B.2.ii	Please provide details of the Applicant's knowledge/experience of trafficking and/or modern slavery claims and relevant legal expertise, including: - The volume of such cases you have undertaken in the last 12 months; and - The nature of cases undertaken previously and/or the complexity of cases undertaken previously; and - Details of any notable cases (and links to legal reports of these cases) you have conducted.	Free text
B.2.iii	Please confirm how clients who are victims of human trafficking and modern slavery will access your services. Please include in your response specific details as to: - Any signposting and referral arrangements with other LAA providers; and - Any signposting and referral arrangements with non-legal aid providers, local charities or groups; and - Any other methods by which clients will be able to access your services.	Free text

Section C – Warranties and Declaration

By completing and submitting this Face to Face ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a Face to Face Contract and confirms it will evidence that it meets these requirements at least six weeks before the Contract Start Date:

- Will be authorised by a Relevant Professional Body. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the Face to Face Contract must have all necessary licences and authorisations to conduct Contract Work by the Contract Start Date; and
- Will hold a relevant Quality Standard; and
- Will employ at least one Part Time Equivalent (PTE) Supervisor who meets the Public Law Supervisor Standard and who will actively supervise the Public Law Contract Work tendered for; and
- Will meet the one PTE Supervisor: two FTE caseworkers ratio at each Office from which it is tendering to deliver Public Law Contract Work; and
- Each Office will be a Permanent or Part Time Presence in the Procurement Area in which it is tendering to deliver Public Law Contract Work; and
- Will employ at least a PTE Authorised Litigator with experience of delivering Public Law cases who will be available to each of its Offices to deliver Licensed Work.

By completing and submitting this Face to Face ITT Response I give my undertaking that I am either:

- the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where the Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
- the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where the Applicant is or intends to be authorised by the Bar Standards Board (BSB); or
- the Compliance Manager (CM) or the individual intending to be the CM where the Applicant is or intends to be authorised by CILEx Regulation (CILEx); or

- where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, 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;

and am authorised to make this submission on behalf of the Applicant and that the answers submitted in this ITT Response are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered a Face to Face Contract for Contract Work in the Public Law Category of Law. I understand that the LAA may conduct verification checks and may reject this ITT Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will verify my Tender and I will be required to evidence the information and warranties in the Applicant's Tender, including in this ITT Response, at least six weeks before the Contract Start Date.

	Question	Response Type
C.1	Name of individual completing this ITT Response	Free text
C.2	Status within the Applicant organisation	Free text
C.3	Name of the individual making declaration on behalf of the Applicant	Free text
C.4	Status within the Applicant organisation	Free text

ITT Questions and Assessment – Family Mediation ITT

Section A – Bid details

	Question	Response Type
Note	Applicants tendering to deliver Family Mediation Contract Work under a Face to Face Contract must submit a response to the Selection Questionnaire for 2018 Standard Civil Contracts in addition to this ITT	
A.1.i	Please confirm the town or city in England or Wales in which your Office is (or will be) based	Free text
A.1.ii	If the Applicant knows the address this Office please enter the Office address (excluding postcode). Where you do not yet know the address for this Office please enter 'N/A'.	Free text
A.1.iii	If the Applicant knows the postcode for this Office please enter the Office postcode. Where you do not yet know the postcode for this Office please enter 'N/A'.	Free text
A.1.iv	If the Applicant currently delivers legal aid contract work from this Office please enter the LAA Account Number for this Office. LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation. Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.	Free text
Note	Applicants wishing to deliver Family Mediation from one or more Outreach locations in England and/or Wales in addition to their Office will be required to confirm the address of each Outreach location by as part of verification.	

Section B – Miscellaneous Contract Work

	Question	Response Type
NOTE	There is no opportunity to undertake compensation claims for victims of human trafficking and modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO.	

Section C – Warranties and Declaration

By completing and submitting this Face to Face ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a Face to Face Contract and confirms it will evidence that it meets these requirements at least six weeks before the Contract Start Date:

- Any Mediator undertaking Mediation Contract Work will be employed by the Applicant and will hold Family Mediation Council Accreditation; and
- Will have an Office in England or Wales that meets the requirements of the Family Mediation specification; and
- Will be able and willing to provide Family Mediation across all categories of Family Mediation Contract Work (i.e. Child Only, Property & Finance and All Issues); and
- Will employ at least one Mediator who meets the requirements to undertake Family Mediation as set out in the Contract; and
- Will employ or have formal arrangements with a Supervisor who meets the Supervisor Standard in Family Mediation.

By completing and submitting this Face to Face ITT Response I give my undertaking that I am either:

- the Compliance Officer for Legal Practice (COLP) or the individual intending to be the COLP where the Applicant is or intends to be authorised by the Solicitors Regulation Authority (SRA); or
- the Head of Legal Practice (HOLP) or the individual intending to be the HOLP where the Applicant is or intends to be authorised by the Bar Standards Board (BSB); or
- the Compliance Manager (CM) or the individual intending to be the CM where the Applicant is or intends to be authorised by CILEx Regulation (CILEx); or

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- where the Applicant is not (and will not be) authorised by the SRA, the BSB or CILEx, 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;

and am authorised to make this submission on behalf of the Applicant and that the answers submitted in this ITT Response are correct. I understand that the information will be used in the process to assess the Applicant’s suitability to be offered a Face to Face Contract for Contract Work in the Family Mediation Category of Law. I understand that the LAA may conduct verification checks and may reject this ITT Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will verify my Tender and I will be required to evidence the information and warranties in the Applicant’s Tender, including in this ITT Response, at least six weeks before the Contract Start Date.

	Question	Response Type
C.1	Name of individual completing this ITT Response	Free text
C.2	Status within the Applicant organisation	Free text
C.3	Name of the individual making declaration on behalf of the Applicant	Free text
C.4	Status within the Applicant organisation	Free text

ANNEX C: INFORMATION THE LAA WILL REQUEST TO VERIFY APPLICANTS' SUCCESSFUL TENDERS

Applicants should note that in all Categories except Family Mediation, the LAA may seek evidence of employment where the same individual is named by different Applicants. This is to determine that the conditions of tender and the Contract are met. For example, if two Applicants were reliant on the same FTE Supervisor to meet the Tender requirements the LAA may seek evidence of the basis upon which each individual organisation employs this individual. The LAA reserves the right to request this evidence during verification and after the Contract Start Date.

Family Category verification

An Applicant which is notified of our intention to award them a Face to Face Contract to conduct Contract Work in the Family Category of Law must be able to demonstrate it meets the following minimum Face to Face Contract requirements six weeks before the Contract Start Date, i.e. by 23:59 on 20 July 2018:

Verification which will be requested from all Applicants who are successful in tendering to deliver Family Contract Work	
What the LAA will verify	What evidence will be required
The Applicant holds appropriate authorisation to deliver legal services from a Relevant Professional Body See paragraph 2.18 for further information	Confirmation of the Applicant's SRA or BSB number or CILEx Regulation ID Where, in accordance with paragraph 2.18, transitional provisions apply to an Applicant, they must confirm this in their verification response
The Applicant holds a valid Quality Standard See paragraph 2.8 – 2.17 for further information on Quality Standards	Lexcel Certificate or SQM Certificate, valid at 1 September 2018. Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided
The Applicant employs at least one FTE Supervisor that meets the requirements of the Contract and the Supervisor Standard in the Family Category of Law	At least one compliant Supervisor Declaration Form for each Supervisor in the Family Category of Law. As set out at paragraph 2.26 of the Face to Face Contract Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each
The Applicant meets the one FTE Supervisor: four FTE caseworkers ratio at each Office delivering Family Contract Work under the Face to Face Contract	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date
Each Office from which the Applicant is applying to conduct Contract Work is in the relevant Procurement Area is a Permanent Presence	Full address including postcode for the Office and, if applicable, the Office's current LAA account number
Verification which will be requested from Applicants' successful Individual Bids for Lot 3 or above Lot 3	
What the LAA will verify	What evidence will be required
The Applicant employs at least one PTE at the Office who is: a member of the Law Society Children Panel; or an advanced member of the Law Society's Family Law Accreditation Scheme (having passed the 'violence in	Certificate of accreditation which is valid at 1 September 2018 for the individual(s) that comprise the PTE at each Office

the home' module or previously held adult party representative status on the Children Panel); or a Resolution Accredited Specialist in Domestic Abuse; or a Resolution Accredited Specialist in Domestic Abuse	
Verification which will be requested from Applicants' above top Lot Individual Bids which rely on a Delivery Plan	
What the LAA will verify	What evidence will be required
The commitments made in the Applicant's Delivery Plan	The request will be tailored, based on the information supplied by the Applicant in its Delivery Plan

Housing, Debt and Welfare Benefits Category verification

An Applicant which is notified of our intention to award them a Face to Face Contract to conduct Contract Work in the Housing and Debt (and Welfare Benefits) Categories of Law and where must be able to demonstrate it meets the following minimum Face to Face Contract requirements six weeks before the Contract Start Date, i.e. by 23:59 on 20 July 2018:

Verification which will be requested from all Applicants who are successful in tendering to deliver Housing and Debt (and Welfare Benefits) Contract Work	
What the LAA will verify	What evidence will be required
The Applicant holds appropriate authorisation to deliver legal services from a Relevant Professional Body See paragraph 2.18 for further information	Confirmation of the Applicant's SRA or BSB number or CILEx Regulation ID Where, in accordance with paragraph 2.18, transitional provisions apply to an Applicant, they must confirm this in their verification response
The Applicant holds a valid Quality Standard See paragraph 2.8 – 2.17 for further information on Quality Standards	Lexcel Certificate or SQM Certificate, valid at 1 September 2018. Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided
The Applicant employs at least one FTE Supervisor that meets the requirements of the Contract and the Supervisor Standard in the Housing and Debt Categories of Law	At least one compliant Supervisor Declaration Form for each Supervisor in the Housing and Debt Categories of Law. As set out at paragraph 2.26 of the Face to Face Contract Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each
The Applicant meets the one FTE Supervisor: four FTE caseworkers ratio at each Office delivering Housing and Debt Contract Work under the Face to Face Contract	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date
Each Office from which the Applicant is applying to conduct Contract Work is in the relevant Procurement Area and is a Permanent Presence	Full address including postcode for the Office and, if applicable, the Office's current LAA account number
The Applicant employs at least one PTE Authorised Litigator with experience of delivering Housing and Debt cases	Authorised Litigator name and roll number
Verification which will be requested from Applicants who additionally tender successfully to conduct Welfare Benefits Contract Work	
What the LAA will verify	What evidence will be required

The Applicant employs at least one PTE Supervisor that meets the requirements of the Contract and the Supervisor Standard in the Welfare Benefits Category of Law	At least one compliant Supervisor Declaration Form for each Supervisor in the Welfare Benefits Category of Law. As set out at paragraph 2.26 of the Face to Face Contract Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each
The Applicant has access to an Authorised Litigator with experience of delivering Welfare Benefits cases	Authorised Litigator name and roll number
Verification which will be requested from Applicants' successful Housing Individual Bids for Lot 2 or above Lot 2	
What the LAA will verify	What evidence will be required
The Applicant employs an Authorised Litigator with experience of delivering Housing cases who is based and regularly working at the Office related to the Individual Bid on at least a PTE basis.	The name and roll number for the for the individual(s) that comprise the PTE Authorised Litigator at each Office
Verification which will be requested from Applicants' above top Lot Individual Bids for Housing which rely on a Delivery Plan	
What the LAA will verify	What evidence will be required
The commitments made in the Applicant's Delivery Plan	The request will be tailored, based on the information supplied by the Applicant in its Delivery Plan

Immigration and Asylum Category verification

An Applicant which is notified of our intention to award them a Face to Face Contract to conduct Contract Work in the Immigration and Asylum Category of Law and where must be able to demonstrate it meets the following minimum Face to Face Contract requirements six weeks before the Contract Start Date, i.e. by 23:59 on 20 July 2018:

Verification which will be requested from all Applicants who are successful in tendering to deliver Immigration and Asylum Contract Work	
What the LAA will verify	What evidence will be required
The Applicant holds appropriate authorisation to deliver legal services from a Relevant Professional Body See paragraph 2.18 for further information	Confirmation of the Applicant's SRA or BSB number or CILEx Regulation ID Where, in accordance with paragraph 2.18, transitional provisions apply to an Applicant, they must confirm this in their verification response
The Applicant holds a valid Quality Standard See paragraph 2.8 – 2.17 for further information on Quality Standards	Lexcel Certificate or SQM Certificate, valid at 1 September 2018. Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided
The Applicant employs at least one FTE Supervisor that meets the requirements of the Contract and the Supervisor Standard in the Immigration and Asylum Category of Law	At least one compliant Supervisor Declaration Form for each Supervisor in the Immigration and Asylum Category of Law. As set out at paragraph 2.26 of the Face to Face Contract Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each

The Applicant meets the one FTE Supervisor: four FTE caseworkers ratio at each Office delivering Immigration and Asylum Contract Work under the Face to Face Contract	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date
Each Office from which the Applicant is applying to conduct Contract Work is in the relevant Access Point and is a Permanent Presence	Full address including postcode for the Office and, if applicable, the Office's current LAA account number
All the Applicant's caseworkers delivering Immigration and Asylum Contract Work will be accredited by the Law Society's Immigration and Asylum Accreditation Scheme (IAAS)	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date
The Applicant has at least one FTE IAAS Senior Caseworker employed for every two FTE IAAS Trainee Caseworker Assistants/Casework Assistants	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date
Verification which will be requested from Applicants who confirm during verification that they wish to deliver Immigration and Asylum Contract Work from additional locations, in accordance with paragraph 2.33	
What the LAA will verify	What evidence will be required
Each additional location is an Office which meets the Permanent Presence or Part Time Presence definition and which is located in the relevant wider Procurement Area	Full address including postcode for the Office and, if applicable, the Office's current LAA account number
Verification which will be requested from Applicants' successful Individual Bids for Lot 2, Lot 3, above Lot 2 or above Lot 3	
What the LAA will verify	What evidence will be required
The Applicant is able and willing to conduct the full range of Licensed Work in the Immigration and Asylum Category of Law	Authorised Litigator name and roll number
Verification which will be requested from Applicants' successful Individual Bids for Lot 3 or above Lot 3	
What the LAA will verify	What evidence will be required
The Applicant employs an FTE who is an IAAS accredited Advanced Caseworker at the Office related to the Individual Bid	Certificate of accreditation which is valid at 1 September 2018 for the individual(s) that comprise the FTE for the relevant Individual Bid
Verification which will be requested from Applicants' above top Lot Individual Bids which rely on a Delivery Plan	
What the LAA will verify	What evidence will be required
The commitments made in the Applicant's Delivery Plan	The request will be tailored, based on the information supplied by the Applicant in its Delivery Plan
Verification which will be requested from Applicants that successfully tender deliver Immigration and Asylum Contract Work at any IRC	
What the LAA will verify	What evidence will be required
The Applicant has access to interpretation services at short notice to interpret in any language required by a client at each IRC for which it has tendered	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date
Verification which will be requested from Applicants that successfully tender to deliver Immigration and Asylum Contract Work at Yarl's Wood IRC	
What the LAA will verify	What evidence will be required
The Applicant employs at least a PTE female staff member who is IAAS accredited to at least the level of Senior Caseworker and who is deployed to delivering Contract Work at Yarl's Wood IRC	Certificate of accreditation which is valid at 1 September 2018 for the individual(s) that comprise the PTE staff member

As referred to at paragraph 2.33 of this IFA, Applicants that successfully tender to deliver Immigration and Asylum Contract Work from an Office in an Access Point may confirm as part

of verification any additional locations from which they wish to deliver Immigration and Asylum Contract Work. Any additional presence must be a) in the same Procurement Area as the relevant Office but outside a specific Access Point; and b) either a Part Time Presence or a Permanent Presence. Additional presences will not receive a separate Matter Start allocation but will be added to the Schedule for the relevant Office. An Applicant will be able to open Matter Starts allocated to their Office from additional presences listed on the same Schedule.

Mental Health Category verification

An Applicant which is notified of our intention to award them a Face to Face Contract to conduct Contract Work in the Mental Health Category of Law must be able to demonstrate it meets the following minimum Face to Face Contract requirements six weeks before the Contract Start Date, i.e. by 23:59 on 20 July 2018:

Verification which will be requested from all Applicants who are successful in tendering to deliver Mental Health Contract Work	
What the LAA will verify	What evidence will be required
The Applicant holds appropriate authorisation to deliver legal services from a Relevant Professional Body See paragraph 2.18 for further information	Confirmation of the Applicant's SRA or BSB number or CILEx Regulation ID Where, in accordance with paragraph 2.18, transitional provisions apply to an Applicant, they must confirm this in their verification response
The Applicant holds a valid Quality Standard See paragraph 2.8 – 2.17 for further information on Quality Standards	Lexcel Certificate or SQM Certificate, valid at 1 September 2018. Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided
The Applicant employs at least one FTE Supervisor that meets the requirements of the Contract and the Supervisor Standard in the Mental Health Category of Law	At least one compliant Supervisor Declaration Form for each Supervisor in the Mental Health Category of Law. As set out at paragraph 2.26 of the Face to Face Contract Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each
The Applicant meets the one FTE Supervisor: four FTE caseworkers ratio in each Procurement Area delivering Mental Health Contract Work under the Face to Face Contract	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date As set out at paragraph 9.6 (c) of the Mental Health Category Specification the same individual may only be used to fulfil the requirements of this Paragraph across a maximum of two Procurement Areas
The Applicant has an Office in England or Wales that is a Permanent Presence <u>and</u> in each Procurement Area in respect of which it tenders the Applicant will have an Office which is either a Permanent Presence or Alternative Arrangements	Full address including postcode for the Office and, if applicable, the Office's current LAA account number
The Applicant employs an Authorised Litigator with experience of delivering Mental Health cases	Authorised Litigator name and roll number
Verification which will be requested from Applicants' successful Individual Bids for Lot 1	
What the LAA will verify	What evidence will be required
The Applicant has at least 1 FTE member of the Law Society's Mental Health Accreditation Scheme	Certificate of accreditation which is valid at 1 September 2018 for the individual(s) that comprise the

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	1 FTE in each Procurement Area in which the Applicant as tendered for Lot 1
Verification which will be requested from Applicants' successful Individual Bids for Lot 2	
What the LAA will verify	What evidence will be required
The Applicant has at least 2 FTE members of the Law Society's Mental Health Accreditation Scheme	Certificate of accreditation which is valid at 1 September 2018 for the individuals that comprise the 2 FTE in each Procurement Area in which the Applicant as tendered for Lot 2
Verification which will be requested from Applicants' successful Individual Bids for Lot 3	
What the LAA will verify	What evidence will be required
The Applicant has at least 3 FTE members of the Law Society's Mental Health Accreditation Scheme	Certificate of accreditation which is valid at 1 September 2018 for the individuals that comprise the 3 FTE in each Procurement Area in which the Applicant as tendered for Lot 3
Verification which will be requested from Applicants' successful Individual Bids for above Lot 3	
What the LAA will verify	What evidence will be required
The Applicant has at least 4 FTE members of the Law Society's Mental Health Accreditation Scheme	Certificate of accreditation which is valid at 1 September 2018 for the individuals that comprise the 4 FTE in each Procurement Area in which the Applicant as tendered for above Lot 3
Verification which will be requested from Applicants who confirm during verification that they wish to deliver Mental Health Contract Work from additional locations, in accordance with paragraph 2.34	
What the LAA will verify	What evidence will be required
Each additional location is an Office which meets the Permanent Presence or Alternative Arrangements Presence definition and which is located in the relevant Procurement Area	Full address including postcode for the Office and, if applicable, the Office's current LAA account number
Verification which will be requested from Applicants' above top Lot Individual Bids which rely on a Delivery Plan	
What the LAA will verify	What evidence will be required
The commitments made in the Applicant's Delivery Plan	The request will be tailored, based on the information supplied by the Applicant in its Delivery Plan

In the Mental Health Category Alternative Arrangements will be listed on the Schedule of the Office with a Permanent Presence. Where an Applicant has multiple Permanent Presences the Alternative Arrangements will be listed on the Schedule of the Lead Office, or if the Lead Office does not undertake Mental Health services, on the Office chosen by the Applicant.

Community Care Category verification

An Applicant which is notified of our intention to award them a Face to Face Contract to conduct Contract Work in the Community Care Category of Law must be able to demonstrate it meets the following minimum Face to Face Contract requirements six weeks before the Contract Start Date, i.e. by 23:59 on 20 July 2018:

Verification which will be requested from all Applicants who are successful in tendering to deliver Community Care Contract Work	
What the LAA will verify	What evidence will be required
The Applicant holds appropriate authorisation to deliver legal services from a Relevant Professional Body	Confirmation of the Applicant's SRA or BSB number or CILEx Regulation ID
See paragraph 2.18 for further information	Where, in accordance with paragraph 2.18, transitional provisions apply to an Applicant, they must confirm this in their verification response

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The Applicant holds a valid Quality Standard See paragraph 2.8 – 2.17 for further information on Quality Standards	Lexcel Certificate or SQM Certificate, valid at 1 September 2018. Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided
The Applicant employs at least one FTE Supervisor that meets the requirements of the Contract and the Supervisor Standard in the Community Care Category of Law	At least one compliant Supervisor Declaration Form for each Supervisor in the Community Care Category of Law. As set out at paragraph 2.26 of the Face to Face Contract Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each
The Applicant meets the one FTE Supervisor: four FTE caseworkers ratio at each Office delivering Community Care Contract Work under the Face to Face Contract	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date
Each Office from which the Applicant is applying to conduct Contract Work is in the relevant Procurement Area and is a Permanent Presence	Full address including postcode for the Office and, if applicable, the Office's current LAA account number
The Applicant employs at least one PTE Authorised Litigator with experience of delivering Community Care cases	Authorised Litigator name and roll number
Verification which will be requested from Applicants' above top Lot Individual Bids which rely on a Delivery Plan	
What the LAA will verify	What evidence will be required
The commitments made in the Applicant's Delivery Plan	The request will be tailored, based on the information supplied by the Applicant in its Delivery Plan

Claims Against Public Authorities Category verification

An Applicant which is notified of our intention to award them a Face to Face Contract to conduct Contract Work in the Claims Against Public Authorities Category of Law must be able to demonstrate it meets the following minimum Face to Face Contract requirements six weeks before the Contract Start Date, i.e. by 23:59 on 20 July 2018:

Verification which will be requested from all Applicants who are successful in tendering to deliver Claims Against Public Authorities Contract Work	
What the LAA will verify	What evidence will be required
The Applicant holds appropriate authorisation to deliver legal services from a Relevant Professional Body See paragraph 2.18 for further information	Confirmation of the Applicant's SRA or BSB number or CILEx Regulation ID Where, in accordance with paragraph 2.18, transitional provisions apply to an Applicant, they must confirm this in their verification response
The Applicant holds a valid Quality Standard See paragraph 2.8 – 2.17 for further information on Quality Standards	Lexcel Certificate or SQM Certificate, valid at 1 September 2018. Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided
The Applicant employs at least one PTE Supervisor that meets the requirements of the Contract and the Supervisor Standard in the Claims Against Public Authorities Category of Law	At least one compliant Supervisor Declaration Form for each Supervisor in the Claims Against Public Authorities Category of Law.

	As set out at paragraph 2.26 of the Face to Face Contract Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each
The Applicant meets the one PTE Supervisor: two FTE caseworkers ratio at each Office delivering Claims Against Public Authorities Contract Work under the Face to Face Contract	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date
Each Office from which the Applicant is applying to conduct Contract Work is in the relevant Procurement Area and is either a Permanent Presence or a Part Time Presence	Full address including postcode for the Office and, if applicable, the Office's current LAA account number
The Applicant employs at least one PTE Authorised Litigator with experience of delivering Claims Against Public Authorities cases	Authorised Litigator name and roll number
Verification which will be requested from Applicants' above top Lot Individual Bids which rely on a Delivery Plan	
What the LAA will verify	What evidence will be required
The commitments made in the Applicant's Delivery Plan	The request will be tailored, based on the information supplied by the Applicant in its Delivery Plan

Clinical Negligence Category verification

An Applicant which is notified of our intention to award them a Face to Face Contract to conduct Contract Work in the Clinical Negligence Category of Law must be able to demonstrate it meets the following minimum Face to Face Contract requirements six weeks before the Contract Start Date, i.e. by 23:59 on 20 July 2018:

Verification which will be requested from all Applicants who are successful in tendering to deliver Clinical Negligence Contract Work	
What the LAA will verify	What evidence will be required
The Applicant holds appropriate authorisation to deliver legal services from a Relevant Professional Body See paragraph 2.18 for further information	Confirmation of the Applicant's SRA or BSB number or CILEx Regulation ID Where, in accordance with paragraph 2.18, transitional provisions apply to an Applicant, they must confirm this in their verification response
The Applicant holds a valid Quality Standard See paragraph 2.8 – 2.17 for further information on Quality Standards	Lexcel Certificate or SQM Certificate, valid at 1 September 2018. Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided
The Applicant employs at least one PTE Supervisor that meets the requirements of the Contract and the Supervisor Standard in the Clinical Negligence Category of Law	At least one compliant Supervisor Declaration Form for each Supervisor in the Clinical Negligence Category of Law. As set out at paragraph 2.26 of the Face to Face Contract Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each
The Applicant meets the one PTE Supervisor: two FTE caseworkers ratio at each Office delivering Clinical	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date

Negligence Contract Work under the Face to Face Contract	
Each Office from which the Applicant is applying to conduct Contract Work is in the relevant Procurement Area and is either a Permanent Presence or a Part Time Presence	Full address including postcode for the Office and, if applicable, the Office's current LAA account number

Public Law Category verification

An Applicant which is notified of our intention to award them a Face to Face Contract to conduct Contract Work in the Public Law Category of Law must be able to demonstrate it meets the following minimum Face to Face Contract requirements six weeks before the Contract Start Date, i.e. by 23:59 on 20 July 2018:

Verification which will be requested from all Applicants who are successful in tendering to deliver Public Law Contract Work	
What the LAA will verify	What evidence will be required
The Applicant holds appropriate authorisation to deliver legal services from a Relevant Professional Body See paragraph 2.18 for further information	Confirmation of the Applicant's SRA or BSB number or CILEx Regulation ID Where, in accordance with paragraph 2.18, transitional provisions apply to an Applicant, they must confirm this in their verification response
The Applicant holds a valid Quality Standard See paragraph 2.8 – 2.17 for further information on Quality Standards	Lexcel Certificate or SQM Certificate, valid at 1 September 2018. Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided
The Applicant employs at least one PTE Supervisor that meets the requirements of the Contract and the Supervisor Standard in the Public Law Category of Law	At least one compliant Supervisor Declaration Form for each Supervisor in the Public Law Category of Law. As set out at paragraph 2.26 of the Face to Face Contract Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each
The Applicant meets the one PTE Supervisor: two FTE caseworkers ratio at each Office delivering Public Law Contract Work under the Face to Face Contract	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date
Each Office from which the Applicant is applying to conduct Contract Work is in the relevant Procurement Area and is either a Permanent Presence or a Part Time Presence	Full address including postcode for the Office and, if applicable, the Office's current LAA account number
The Applicant employs at least one PTE Authorised Litigator with experience of delivering Public Law cases	Authorised Litigator name and roll number

Family Mediation Category verification

An Applicant which is notified of our intention to award them a Face to Face Contract to conduct Contract Work in the Family Mediation Category of Law must be able to demonstrate it meets the following minimum Face to Face Contract requirements six weeks before the Contract Start Date, i.e. by 23:59 on 20 July 2018:

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Verification which will be requested from all Applicants who are successful in tendering to deliver Family Mediation Contract Work	
What the LAA will verify	What evidence will be required
Any Mediator undertaking Mediation Contract Work will be employed by the Applicant and will hold Family Mediation Council Accreditation	Certificate of accreditation which is valid at 1 September 2018 for at least one Mediator employed by the Applicant
The Applicant employs or has formal arrangements in place with a Supervisor who meets the Family Mediation Supervisor Standard	At least one compliant Supervisor Declaration Form for each Supervisor in the Family Mediation Category of Law <u>plus</u> a copy of the formal arrangements where the Applicant does not employ the Supervisor
The Applicant has an Office in England or Wales	Full address including postcode for the Office and, if applicable, the Office's current LAA account number
Verification which will be requested from Applicants who confirm during verification that they wish to deliver Family Mediation Contract Work from Outreach locations, in accordance with paragraph 2.32	
What the LAA will verify	What evidence will be required
Each Outreach location is located in England and Wales.	Full address including postcode for the Outreach

In the Family Mediation Category, only the Applicant's Office will be issued with an account number and Schedule. Outreach locations will be listed on the Applicant's Office Schedule.

ANNEX D: GLOSSARY OF DEFINED TERMS

Defined Term	Definition
2018 Contract	As defined in the SQ
Access Point	Geographic level in which the LAA will procure Contract Work where a Procurement Area has been further broken down into smaller areas
AC1 form	The form that must be used for an Applicant to apply for a LAA account number for an Office. The AC1 form is available from: https://www.gov.uk/guidance/update-your-details-with-laa
Advanced Caseworker	A level of accreditation within the Law Society's Immigration and Asylum Accreditation Scheme (IAAS), previously known as 'level 3' accreditation
All Issues	As defined at Section 1 of the Family Mediation Specification
Alternative Arrangements	As defined at 9.5 of the Contract Specification (Mental Health Specification and Category Specific Rules)
Applicant	A single legal entity (including an individual) tendering to deliver the advertised services. "You" and "your" shall hold the same meaning
Authorised Litigator	An individual who conducts litigation services as an authorised person in accordance with the Legal Services Act 2007
BSB	Bar Standards Board; a Relevant Professional Body
Business Case	Additional questions an Applicant tendering for more than 25 Miscellaneous Matter Starts to conduct claims for victims of human trafficking and/or modern slavery needs to answer
Casework Assistant	A level of accreditation within the Law Society's Immigration and Asylum Accreditation Scheme (IAAS), previously known as 'level 1' accreditation
Category, Categories or Categories of Law	The category or categories of law, which are publicly funded legal services being tendered for and listed on page 1 of this IFA, the definitions of which are set out in the Category Definitions 2018
Category Definitions 2018	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.
Child Only	As defined at Section 1 of the Family Mediation Specification
Children Law Accreditation Scheme or Children Panel	An accreditation scheme operated by the Law Society to accredit family law practitioners
CILEx	Chartered Institute of Legal Executives; a Relevant Professional Body
Civil Contract	The 2018 Standard Civil Contract
Civil Legal Advice (or "CLA")	LAA's publicly funded telephone based helpline offering specialist legal advice to the public
Claims Against Public Authorities	Publicly funded face to face advice and representation to clients in the Claims Against Public Authorities Category of Law as defined in the Category Definitions 2018 document
Clinical Negligence	Publicly funded face to face advice and representation to clients in the Clinical Negligence Category of Law as defined

	in the Category Definitions 2018 document
CM	Compliance Manager for an organisation authorised by CILEx
COLP	Compliance Officer for Legal Practice for an organisation authorised by the SRA.
Community Care	Publicly funded face to face advice and representation to clients in the Community Care Category of Law as defined in the Category Definitions 2018 document.
Consultative Bodies	The Law Society (TLS), the Bar Council, the Legal Aid Practitioners Group (LAPG), and the Advice Services Alliance (ASA).
Contract Management	A department within the LAA, responsible for managing relationships with Providers and their performance under contract.
Contract Manager	An individual employed within LAA's Contract Management department with responsibility for managing relationships with Providers.
Contract Period	As defined in the Contract for Signature.
Contract Start Date	1 September 2018
Contract Specification	Services that may be performed for clients as specified in the Schedule(s) and the Specification under or by virtue of the Civil Contracts covered by this procurement process
Contract Work	Services to be delivered under a legal aid contract in accordance with the requirements of the Contract
Controlled Work	As defined in Section 1 of the Contract Specification and regulation 2 of the Procedure Regulations
Controlled Work and Administration ('CWA')	A digital billing service that contains all Providers' contracts and schedules
Crown Copyright	As defined under section 163 of the Copyright, Designs and Patents Act 1988
Deadline	5pm on 10 November 2017
Debt	Publicly funded face to face advice and representation to clients in the Debt Category of Law as defined in the Category Definitions 2018 document
Delivery Plan	Additional questions an Applicant making an Individual Bid for 'above the top Lot' in a Category who cannot evidence delivery of at least the same number of cases as Matter Starts they are bidding for needs to answer
Designated Signatories	The user 'role' within the CWA system which is able to accept, reject or query contract offers
Detained Asylum Casework ("DAC")	The scheme operated by UK Visas and Immigration which deals with the accelerated processing of detained asylum claims in IRCs. "Detained Asylum Casework Scheme" or "DAC Scheme" shall hold the same meaning.
Detained Duty Advice ("DDA")	Immigration and Asylum Contract Work delivered through an advice surgery at the designated IRC(s). "Detained Duty Advice Surgery" and "DDA Surgery" shall hold the same meaning.
Disclosure and Barring Service	The Government's Disclosure and Barring Service responsible for processing requests for criminal records checks (DBS checks)

e-Tendering system	The LAA's secure Internet site at www.legalaid.bravosolution.co.uk through which Tenders and the procurement process as a whole are managed
Exclusive Schedule or Exclusive Schedule Arrangements	The Contract Schedule authorising providers to conduct Immigration and Asylum Contract Work in an IRC setting
Executive Agency	A body tasked with carrying out executive functions within government
Face to Face Contract or Contract	The 2018 Standard Civil Contract
Family	Publicly funded face to face advice and representation to clients in the Family Category of Law as defined in the Category Definitions 2018 document
Family Law Advanced Accreditation Scheme	An accreditation scheme operated by the Law Society to accredit family law practitioners conducting certain specialist areas of family law work.
Family Mediation	Publicly funded face-to-face family mediation work under the meaning given in regulation 7 of the Procedure Regulations and regulation 16 of the Merits Regulations
Family Mediation Council	An organisation aimed at promoting family mediation and setting standards for the family mediation profession. It is comprised of six member organisations: <ul style="list-style-type: none"> - Resolution - The Law Society - College of Mediators - National Family Mediation - Family Mediators Association - IDR Europe (ADR Group)
Family Mediation Council Accreditation	An accreditation scheme run by the Family Mediation Council which denotes the fully-qualified status for family mediators in England and Wales
Frequently Asked Questions ("FAQs")	Questions that the LAA considers to be of wider interest which will be published to ensure that all potential Applicants have equal access to information.
Full Time Equivalent (FTE)	The equivalent of one individual working 5 days a week and 7 hours on each such day (excluding breaks). For example the following working pattern would represent on Full Time Equivalent: <ul style="list-style-type: none"> - Person A – 20 hours per week - Person B - 10 hours per week - Person C – 5 hours per week <p>One FTE is based on a 35 hour working week. Applicants are not permitted to claim an individual member of staff as more than one FTE even if they work more than 35 hours per week</p>
HOLP	Head of Legal Practice for an organisation authorised by the BSB
Housing	Publicly funded face to face advice and representation to clients in the Housing Category of Law as defined in the Category Definitions 2018 document

Housing Possession Court Duty Scheme (“HPCDS”)	A LAA funded scheme providing on-the-day emergency advice and advocacy to anyone facing possession proceedings
Immigration and Asylum	Publicly funded face to face advice and representation to clients in the Immigration and Asylum Category of Law as defined in the Category Definitions 2018 document
Immigration and Asylum Accreditation Scheme (“IAAS”)	An accreditation scheme operated by the Law Society to accredit immigration and asylum law practitioners.
Immigration Removal Centres (“IRCs”)	Holding centres for foreign nationals awaiting decisions on their asylum claims or awaiting deportation following a failed application
Individual Bid	A bid for Contract Work in a particular Category of Law from a particular Office.
Information For Applicants (“IFA”)	This Information for Applicants (in its entirety)
Invitation to Tender (“ITT”)	Part of the procurement process containing Category-specific requirements
IRC Rota or Rota	Either a rota in relation to an DDA Surgery or a DAC Scheme at an IRC
ITT Response	An Applicant’s response to an ITT as part of this procurement process
Key Personnel	<p>Any individual who has or is held out as having either expressly or impliedly, or exercises, (or will have, be held out as having or exercise by the Contract Start Date) powers of representation, decision, veto, influence or control in relation to an Applicant including partners, directors, trustees and other senior managers and employees of the Applicant.</p> <p>Where a trust or company would satisfy the above in relation to an Applicant, any individual who has the right to exercise significant influence or control over the activities of that trust or company.</p>
LAA Account Number	The unique reference assigned to each provider Office from which legal aid work is undertaken
Lead Office	The Applicant’s principal Office for the purpose of the Face to Face Contract.
Legal Aid Agency or LAA	The Executive Agency of the Ministry of Justice that from 1 April 2013 is responsible for the administration of legal aid (including this procurement process)
Legal Aid Legislation	The Legal Aid, Sentencing and Punishment of Offenders Act 2012 and statutory instruments made under it that are relevant to the 2018 Civil Contract
Legal Competence Standards	As detailed in the relevant Category Specification
Legal Representation	has the meaning given in regulation 18 of the Merits Regulations.
Lexcel Practice Management standard (“Lexcel”)	The Law Society’s legal practice quality mark, which is a relevant Quality Standard

Lexcel Certificate	Certification evidencing that an entity holds the Lexcel Quality Standard
Licensed Work	Has the meaning given in regulation 2 of the Procedure Regulation. Generally covers legal representation. There is no limit to the volume of Licenced Work a Provider can undertake. However, funding applications need to be submitted to the LAA for each Licensed Work case and the LAA decides whether the relevant criteria are met.
Lot	A band into which an Applicant must categorise each of its Individual Bids for Family, Housing, Immigration and Asylum, Mental Health, Community Care, Public Law and Claims Against Public Authorities and which will inform the allocation of work
Matter Start or Matter	A Controlled Work case as defined at Section 1 of the Contract Specification
Mediation Quality Mark ("MQM")	A discontinued quality assurance standard for organisations providing Mediation Services to members of the public, the key obligations of which have been incorporated into the 2018 Standard Civil Contract
Mediator	An individual who either has been assessed as competent through the Family Mediation Council's Assessment of Professional Competence scheme or has obtained the Law Society's Mediation Panel Practitioner membership
Mental Health	Publicly funded face to face advice and representation to clients in the Mental Health Category of Law as defined in the Category Definitions 2018 document
Mental Health Accreditation Scheme	An accreditation scheme operated by the Law Society to accredit mental health law practitioners
Minister	A member of the House of Commons or House of Lords who is chosen by the Prime Minister to be responsible for the actions of their departments
Miscellaneous	Publicly funded face to face advice and representation to clients in the Miscellaneous Category of Law as defined in the Category Definitions 2018 document
Office	As defined at 2.32 of the 2018 Standard Civil Contract Specification For Family Mediation, as defined at paragraph 1.5 of the Family Mediation Specification
Outreach	Any location (additional to an Office) from which an Applicant is tendering to deliver Family Mediation Contract Work
Part Time Equivalent (PTE)	The equivalent of an individual working 17.5 hours a week during business hours excluding breaks One PTE is based on a 35 hour working week (i.e. half of one FTE). Applicants are not permitted to claim an individual member of staff as more than one FTE even if they work more than 35 hours per week.

Part Time Presence	As defined at 2.34A - 2.34B of the 2018 Standard Civil Contract Specification
Permanent Presence	As defined at 2.33 - 2.34 of the 2018 Standard Civil Contract Specification
Pre QM	An on site audit to assess an organisation's application to be granted the SQM Quality Standard where the entity is applying for the SQM Quality Standard for the first time
Procurement Area	A geographical area in which the LAA will procure Contract Work in all Categories except Family Mediation, where Procurement Areas do not apply.
Property & Finance	As defined at Section 1 of the Family Mediation Specification
Provider	A party to a contract with the LAA in respect of the provision of Legal Aid
Public Law	Publicly funded face to face advice and representation to clients in the Public Law Category of Law as defined in the Category Definitions 2018 document
Quality Standard	The LAA Specialist Quality Mark (SQM) or the Law Society's Lexcel Practice Management Standard (Lexcel).
Recognising Excellence Limited	The body which, since 1 April 2017 has been the SQM Audit Provider
Relevant Professional Body	The body or organisation which regulates or exercises control over your professional or service activities or such activities of any of your personnel and/or any other body to whose rules you have elected to be subject to. For the avoidance of doubt this includes any relevant approved regulator for the purposes of the Legal Services Act 2007
Reserved Matters	As set out at 8.18 of the Immigration and Asylum Category Specification
Resolution Accredited Specialist in Domestic Abuse	An accreditation scheme operated by Resolution to accredit family law practitioners.
Roll Number	The number or SRA ID given to all solicitors admitted by the Law Society of England and Wales
Schedule	A Contract document issued by the LAA as specified in the 2018 Standard Civil Contract
Selection Questionnaire or SQ	The Selection Questionnaire for 2018 Contracts.
Senior Caseworker	A level of accreditation within the Law Society's Immigration and Asylum Accreditation Scheme (IAAS), previously known as 'level 2' accreditation
Specialist Quality Mark ("SQM")	The LAA's legal practice quality mark which is a relevant Quality Standard
SQ IFA	The SQ Information for Applicants in its entirety
SQ Response	An Applicant's response to the SQ as part of this procurement process
SQM Audit Provider	The SQM Delivery Partnership or Recognising Excellence Limited
SQM Certificate	Certification issued by the SQM Audit Provider evidencing that an entity holds the SQM Quality Standard
SQM Delivery Partnership	The body which, prior to 1 April 2017 was the SQM Audit Provider
SRA	Solicitors Regulation Authority; a Relevant Professional Body

Standard Terms	The contractual document which governs the commercial relationship between the Legal Aid Agency and providers
Supervisor	Any person employed by the Applicant who meets the Supervisor Standard set out in the LAA's Contract Specification in the relevant Category of Law, and who will be actively supervising the Contract Work tendered for For Family Mediation, any person who meets the Supervisor Standard set out in the LAA's Mediation Specification and who is employed by the Applicant or who has a formalised contract with the Applicant which documents, in detail, the supervisory arrangements in place to ensure accessibility to the Applicant's Mediators and control over the Family Mediation Contract Work tendered for
Supervisor Declaration Form	A form setting out how the Applicant's Supervisor(s) meets the Supervisor Standard in the relevant Category of Law. Forms are available to download from https://www.gov.uk/government/publications/standard-civil-contract-2018 .
Supervisor Standard	The required supervision experience, Category-specific case experience and Category-specific case involvement that any Supervisor must meet and which is evidenced via the Supervisor Declaration Form.
Supplementary Matter Starts	As defined at Section 1 of the General Specification
Surgery Rota	A rota to deliver advice at a designated IRC(s)
Tender	An Applicant's response to this procurement process consisting of an SQ Response and at least one ITT Response, which may contain a number of Individual Bids
Trainee Caseworker	A level of accreditation within the Law Society's Immigration and Asylum Accreditation Scheme (IAAS), previously known as 'probationer' level accreditation
Tribunal Procedure Committee	A public body which makes rules governing the practice and procedure in the First-tier Tribunal and the Upper Tribunal
Welfare Benefits	Publicly funded face to face advice and representation to clients in the Welfare Benefits Category of Law as defined in the Category Definitions 2018 document