

Invitation to Tender

Legal Services Board

Tender for the Non-Executive Recruitment Services

Deadline for receipt of tenders: 12:00 on 29 March 2023

Objective

1. The Legal Services Board (LSB) is looking to appoint a suitably qualified third party to undertake the recruitment of the Chair and two members of the Legal Services Consumer Panel (LSCP) and one lay board member of the Office of Legal Complaints (OLC).
2. A provider is expected to be appointed by May 2023, with work to commence immediately.
3. This document contains details of how to submit a bid, the nature of the contract and the timelines that the successful bidder will need to work to.
4. Please contact Ethan Fleming, Corporate Governance Manager, tenders@legalservicesboard.org.uk, if you have any questions or require any clarification. Enquiries received after the deadline for questions may not be answered. A summary of the questions received and LSB's response will be published on Contracts Finder.

Background

5. The Legal Services Board is the independent body responsible for overseeing the regulation of lawyers in England and Wales. In all our work, we seek to promote the eight regulatory objectives set out in the Legal Services Act 2007. We share our regulatory objectives with the 'approved regulators' of the legal profession, each of which have direct responsibility for the day-to-day regulation of the different types of lawyers.
6. Our [strategy for the legal services sector](#) outlines our vision to reshape legal services to better meet society's needs.

7. The LSB is responsible for making appointments to the LSCP and the OLC with input from our sponsoring department the MoJ. Although the process and expected level of work by the successful bidder will differ, to provide value for money one company is expected to undertake all of the appointments.

About the Legal Services Consumer Panel

8. The [Legal Services Consumer Panel](#) was created by the Legal Services Act 2007 and started work on 1 November 2009. The Panel is an independent arm of the Legal Services Board and is made up of eight lay members whose appointments were approved by the Lord Chancellor.
9. The Panel provides high quality, evidenced-based advice to the Legal Services Board, in order to help them make decisions that are shaped around the needs of users. The Panel has a remit to represent the interests of the many different consumers of legal services, including small businesses and charities. The Panel has legal powers to publish its advice and the Legal Services Board has a legal duty to explain its reasons when it disagrees with the advice that they publish.
10. Their vision is for a market where everyone can access high quality and affordable legal services that meet their needs:
 - A competitive legal services market where consumers are empowered and have easy access to high quality legal advice at a fair price;
 - All consumers have an equal access to legal services regardless of their personal circumstances;
 - Regulatory bodies have processes enabling them to take decisions which are in the consumer interest;
 - Consumers receive legal advice from a diverse and competent workforce;
 - Consumer complaints are resolved fairly, quickly and cost-effectively.

About the Office For Legal Complaints

11. The [Office for Legal Complaints](#) is responsible for the governance of the [Legal Ombudsman scheme](#). The role of the OLC and its committees is to set the strategy and business plan, to scrutinise the performance and financial responsibilities of the ombudsman scheme and make sure we understand and respond properly to any risks. Throughout, the OLC promotes the regulatory objectives set out in the Legal Services Act.
12. The Legal Ombudsman's role is to help resolve disputes between consumers and legal service provider by:
 - Investigating complaints about the service consumers have received from their service provider and working to resolve the situation.
 - Sharing learning from investigations so that providers understand good service and how to resolve complaints themselves.

Specification of services required (this will form part of the Contract)

Two members of the Legal Services Consumer Panel

13. The LSCP has two members coming to the end of their second terms of appointment in December 2023 and March 2024 respectively, and these individuals are therefore ineligible for reappointment. The prospective provider will be expected to draft a role profile in conjunction with the LSB and Chair of the LSCP, advertise the role and be the point of contact for applicants and arrange interviews. It is not expected that first or preliminary rounds of interviews will be required to be conducted by the provider for these roles.
14. Members of the LSCP are appointed by the LSB Board, and the appointments also require the approval of the Lord Chancellor.
15. The suggested timeline for these appointments is as follows:
- 26 June – 7 July - Role profile to be agreed
 - w/b 10 July 2023 – Open for applications
 - w/b 4 September 2023 – Deadline for applications
 - w/b 11 September 2023 – Shortlisting
 - w/b 25 September 2023 - Interviews
 - w/b 9 October 2023 – LSB Board decision
 - w/b 16 October 2023 – Submission to the Lord Chancellor
 - 1 January 2024 – First appointee takes up post
 - 1 April 2024 – Second appointee takes up post

Legal Services Consumer Panel Chair

16. The LSCP Chair is coming to the end of her second term of office in April 2024 and will be ineligible for reappointment. The prospective provider will be expected to draft a role profile in conjunction with the LSB, advertise the role, conduct a search for suitable candidates and be the point of contact for applicants and arrange interviews. First round or 'preliminary' interviews by the provider will be required.
17. The LSCP Chair is appointed by the LSB Board, and the appointment also requires the approval of the Lord Chancellor
18. The expected timeline for this is as follows:
- May - Role profile to be agreed
 - w/b 5 June 2023 – Open for applications
 - w/b 3 July 2023 – Deadline for applications
 - w/b 10 July 2023 – Shortlisting
 - w/b 17 or 24 July 2023 - Interviews

- w/b 31 July 2023 – LSB Board decision
- w/b 7 August 2023 – Submission to the Lord Chancellor
- early October 2023 – Lord Chancellor's decision made

One member of the Office for Legal Complaints

19. One OLC Board Member (lay) is coming to the end of their second term in April 2024 and is therefore ineligible for reappointment. The prospective provider will be expected to draft a role profile in conjunction with the LSB, advertise the role, conduct a search for suitable candidates and be the point of contact for applicants and arrange interviews with the Panel. First round interviews by the provider are expected to be required.

20. The Lord Chancellor is required to note the appointment of new OLC members.

21. The expected timeline for this is as follows:

- 10 July – 21 July - Role profile to be agreed with Panel
- W/b 24 July 2023 – Open for applications
- W/b 11 September 2023 – Deadline for applications
- W/b 18 September 2023 – Shortlisting by the Panel
- W/b 2 October 2023 - Interviews
- 13 October 2023 – LSB Board Decision
- 20 October 2023 – Submission to the Lord Chancellor
- 15 December 2023 – Lord Chancellor's decision made

Equality, Diversity and Inclusion

22. The LSB is committed to Equality Diversity and Inclusion and bids should contain details including past evidence of how you will attract and convert a diverse range of applicants and remove barriers to applying.

Contract term

23. The contract is expected to commence in April 2023 and continue until the appointment of the relevant candidates.

24. There is a budget ceiling for this work of £30,000 including VAT, and bids above this level may be disregarded with no further evaluation.

Timeline

<i>ITT Issued</i>	<i>01/03/2023</i>
<i>Deadline For Questions</i>	<i>15/03/2023</i>
<i>Deadline for Submissions</i>	<i>12:00 - 29/03/2023</i>
<i>Submission reviewed and scored (Interviews TBC)</i>	<i>12/04/2023</i>
<i>Decision Made on Appointment and Communicated</i>	<i>W/b 17/04/2023</i>
<i>Contract finalised</i>	<i>28/04/2023</i>
<i>Chosen Supplier Commences work</i>	<i>01/05/2023</i>

Tender evaluation

Tenders will be evaluated according to the following criteria:

Evaluation	Criteria	Weight
Qualitative	Method statement	45%
Commercial	Price	45%
Social Value	EDI form	10%

A qualitative assessment will be made by reviewing the method statements provided by the tenderer and applying the scoring guide below:

Score	Acceptability	Description
0	Unacceptable	Information is omitted/ no details provided
1	Poor	Evaluator is not confident that the tenderer understands the contract requirements and/or will be able to satisfactorily meet the criterion requirements.
2	Fair	The Evaluator has some reservations that the applicant understands the contract requirements and/or will be able to satisfactorily meet the criterion requirements.
3	Satisfactory	The Evaluator is reasonably confident that the applicant understands the contract requirements and/or will be able to satisfactorily complete the contract requirements covered by this criterion to a reasonable standard.
4	Good	The Evaluator is confident that the applicant understands the contract requirements and/or will be able to satisfactorily complete the contract requirements covered by this criterion to a high standard.
5	Excellent	The Evaluator is completely confident that the applicant will provide a comprehensive managed service to a very high standard.

Submitting a Tender

A tender is required which should include method statements, but not be limited to:

- A description of how you would work with us.
- A description of how you will meet the service specification requirements listed in paragraph 5 onwards above.
- A fully costed proposal at a minimum broken down into a cost for LSCP Member recruitment, LSCP Chair recruitment and OLC Member recruitment.
- A completed supplier questionnaire form (annex A).
- A completed EDI form (annex B).
- A completed non-collusive tendering certificate (annex C).

Failure to provide any of the above details may lead to bids being disregarded with no further evaluation. Electronic completion and signing of the forms is acceptable.

All tender submissions should be submitted by **12:00 on 29 March 2023** to tenders@legalservicesboard.org.uk . Submissions submitted to other addresses or beyond this time will not be accepted.

Your tender is to remain open for acceptance for 90 calendar days from the date of submission.

No qualifications are to be made to your tender. Any tender queries are to be raised before tender submission.

LSB does not bind itself to accept the lowest or any tender and will not be liable for any costs incurred by the tenderer in preparation of their tender.

We reserve the right not to award a contract. There is no guarantee of any business as a result of this further competition, and we will not be held accountable for any costs to the bidder as a result of this exercise. We will consider bids from consortia on the basis that we may contract with the lead partner only, who we will hold solely responsible for successful delivery of the project.

Annex A - Supplier Questionnaire

To be completed and returned with tender

Name of organisation	
Address for correspondence	
Contact name and position	
Telephone number	
Email address	
Website address	
Address of registered office	
Company Number	
Names and job titles of key points of contact for delivery of the service	
Name of Bank and contact details for bank (financial references may be sought)	
Please attach most recent audited accounts with an explanation of any significant changes since the last year end	
Please provide contact details for two reference organisations	

Annex B – Equality Diversity and Inclusion Questionnaire

LSB - Supplier equality and diversity assessment form

This form will be used to assess your commitment to equality and diversity. Please answer the following questions, providing any necessary documentation.

1. Organisation size

What is the total number of employees/contractors/partners in your organisation?

2. Equality and diversity policy

Does your organisation have an equality and diversity policy, statement or strategy?

YES / NO

If YES, please provide a copy.

If NO, are you intending to implement something in the near future, and if so, when?

3. Bullying and harassment policy

Does your organisation have a policy/procedure to handle issues relating to bullying and/or harassment?

YES / NO

If YES, please provide a copy.

If NO, are you intending to implement something in the near future, and if so, when?

4. Equality and diversity training

Does your organisation provide equality and diversity training?

YES, and it's mandatory / YES, and its optional / NO

If YES, please provide an outline or description of the training, its regularity, and the percentage of your organisation that has completed the training.

If NO, are you intending to implement something in the near future, and if so, when?

Annex C – Non-Collusive Tendering Certificate

Contract for the provision of research services to the Legal Services Board

Non-collusive tendering certificate

We certify that this is a bona fide tender, and that we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not done and we undertake that we will not do at any time before the hour and date specified for the return of this tender any of the following acts:-

- (a) communicate to a person other than the person calling for those tenders the amount or approximate amount of the proposed tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain insurance premium quotations required for the preparation of the tender;
- (b) enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted;
- (c) offer or pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above.

In this certificate, the word "person" includes any persons and any body unincorporate; and "any agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.

Dated this day of year

Signature

**In the capacity of (e.g.
director, secretary etc.)**

(capitals)

**Duly authorised to sign
tenders for and on behalf
of**

Postal address

Telephone no

Email address: