



Crown
Commercial
Service

Bid Pack

Attachment 3 – Statement of Requirements

Contract Reference: CCCB19A05

Provision of Paralegals for Infected Blood Inquiry

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1. PURPOSE

- 1.1 The Infected Blood Inquiry (the 'Authority') needs to urgently recruit 45 Paralegals to the Inquiry legal team to work on evidence gathering.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Infected Blood Inquiry is examining why men, women and children in the UK were given infected blood and/or infected blood products in the 1970s and 1980s which caused HIV or hepatitis C; the impact on their families; the response by the authorities, including government; the nature of any support provided following infection; and whether there was a cover-up.
- 2.2 For further information about the Inquiry, please see our website www.infectedbloodinquiry.org.uk

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Inquiry is looking for highly capable, experienced Paralegals to join the Infected Blood Inquiry legal team. The roles will require providing advice to the Chair of the Inquiry on a broad and diverse range of issues. The successful candidates will be responsible for investigating and gathering a broad range of evidence, which includes managing a disclosure exercise and taking witness evidence. While previous experience or knowledge may be preferable, the work is likely to involve a rapid learning curve to acquire legal skills and knowledge.

4. DEFINITIONS

Expression or Acronym	Definition
BPSS	means Baseline Personnel Security Standard
Paralegal	Paralegals have completed some legal training but are not yet fully qualified as a lawyer.
The Inquiry	means The Infected Blood Inquiry ('the Authority')

5. SCOPE OF REQUIREMENT

- 5.1 The Provider is required to recruit experienced Paralegals with clearance at Baseline Personnel Security Standard (BPSS). The Authority will train the Paralegals in the work to be carried out.

6. THE REQUIREMENT

- 6.1 The Authority is seeking 45 Paralegals to start work as soon as possible and work for 12 months with the possibility to extend. 45 Paralegals shall be continuously employed for the period of the contract. Any individuals who leave before the end of their contract, then those posts will need to be backfilled

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quickly. Duties will include taking written statements which will involve interviewing witnesses, extracting relevant themes and issues, and drafting the instructions into a statement. Research will also be undertaken on discrete issues relevant to the Inquiry.

7. KEY MILESTONES AND DELIVERABLES

7.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Confirm the chosen supplier/Commencement of Contract	12 th November 2019
2	Receive CVs	19 th November 2019
3	Commence the interviews in person at the Inquiry offices	25 th November 2019
4	Have new joiners start work	No later than 19 th December 2019

8. MANAGEMENT INFORMATION/REPORTING

8.1 The Authority will be responsible for managing performance by the Paralegals once the contract with the Inquiry starts.

9. VOLUMES

9.1 The Inquiry is seeking 45 Paralegals during the life of the Contract. Any further increase in Paralegals and therefore increase in Contract value would be subject to further financial approval.

10. CONTINUOUS IMPROVEMENT

10.1 The Supplier shall ensure that there are always 45 Paralegals employed for the period of the contract. Any individuals who leave before the end of their contract, then those posts will need to be backfilled quickly.

10.2 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

10.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

11. SUSTAINABILITY

11.1 Not applicable.

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12. QUALITY

- 12.1 Paralegals will have relevant experience of working in a legal office and will ideally have a legal qualification at a tertiary level. Experience will include dealing with high volumes of documentary evidence and the ability to accurately and quickly review the documents for relevancy. Taking written statements will involve interviewing witnesses, extracting relevant themes and issues, and drafting the instructions into a statement. Research will also be undertaken on discrete issues relevant to the Inquiry.

13. PRICE

- 13.1 The price will be a daily rate of £157 (pay to worker), with supplier element in line with RM6160 Lot 4 – Legal Supply. All costs are excluding VAT. This day rate cannot be exceeded.
- 13.2 Prices are to be submitted via the e-Sourcing Suite at Attachment 4 – Price Schedule.

14. STAFF AND CUSTOMER SERVICE

- 14.1 The Provider shall ensure that Paralegals recruited understand the purpose of the Inquiry and the nature of the work to be carried out.
- 14.2 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service. It is imperative that all 45 vacancies are filled for the entirety of the contract.
- 14.3 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

15. SERVICE LEVELS AND PERFORMANCE

- 15.1 The Authority will measure the quality of the Supplier's delivery by:

15.1.1

KPI/SL A	Service Area	KPI/SLA description	Target
1	Providing CVs	To provide a good range of CVs by agreed timescales	95%
2	Arranging interviews	To arrange interviews within 4 working days of the Inquiry confirming the outcome of the initial sift stage	90%
3	On-boarding	To complete the on-boarding process, including BPSS check within 14 working days of the applicant accepting the role.	90%

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4	Paralegal Employment	Ensuring that 45 Paralegals are employed under the contract at all times and for the entirety of the contract.	100%
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16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 16.1 All recruits must have BPSS clearance. The Provider shall provide the BPSS certificate to the Inquiry, which confirms that level of clearance has been obtained.

17. PAYMENT AND INVOICING

- 17.1 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. It must also clearly state the Purchase Order number.
- 17.2 Invoices should be submitted to: APinvoices-CAB-U@sscl.gse.gov.uk
- 17.3 The Supplier shall ensure that Paralegals are paid within 20 working days of joining the Inquiry.

18. CONTRACT MANAGEMENT

- 18.1 A Nominated Account Manager will be the Inquiry team's key contact, and provide updates as requested on each candidate's progress through the on-boarding system.
- 18.2 The Account Manager shall have a weekly update Phone Call with the Senior Project Manager.
- 18.3 Dedicated day to day Manager for Paralegals to liaise with in relation to any pay or contract issues.
- 18.4 Account Manager to email a copy of the BPSS Certificate for each candidate as soon as they receive it, to avoid undue delay in the on-boarding process.
- 18.5 Travel and subsistence and all related expenses will not be included in this exercise and will be picked up in a separate agreement.

19. LOCATION

- 19.1 The services will be carried out at a range of locations throughout the UK including Fleetbank House, 2-6 Salisbury Square, London EC4Y 8AE and the National Archives, Kew, Richmond, Surrey, TW9 4DU.

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