

Early Market Engagement (EME): Technology Efficiency & Digital Workplace Transformation Services

Organisation: Legal Services Board (LSB)

Response Deadline: 5pm, Monday 15th December 2025

1. Purpose of the EME

The Legal Services Board (LSB) is looking to conduct early market engagement to inform an urgent procurement for technology efficiency and digital workplace transformation services. We require rapid indicative pricing and capability information to support business case approval and enable a swift procurement process.

This is NOT a formal tender. Responses will be used solely to:

- Understand market capability and capacity
- Obtain indicative pricing for budget planning
- Inform procurement approach and timeline
- Identify suitable suppliers for the formal tender process

Responding to this EME does not guarantee invitation to tender, nor does it create any obligation for either party.

2. Background & Urgent Need

The LSB are an oversight regulator for the legal sector, with approximately 50 staff. Our capacity demands are expanding but organisational size remains static. We need to urgently review and improve operational efficiency to free up capacity and enable our existing workforce to meet increased demands effectively.

Key Context:

- Current staff: Approximately 50 staff
- Workload demands increasing without corresponding headcount growth
- Build workforce capability through modern tools and transferable skills
- Senior Leadership Team commitment to rapid transformation
- Budget approval pending cost estimates
- Strong mandate for efficiency improvements from executive leadership

Why the urgency? We need to move quickly due to operational pressures and strategic deadlines. We aim to tender quickly with work commencing in **January 2026**. A formal procurement **may** launch within 2 weeks of EME responses, subject to budget approval.

3. What We're Looking For

3.1 Core Objectives

We need a supplier who can rapidly deliver transformational change across five key areas:

1. Transform Statutory Decisions Team processes (our #1 priority) - modernise workflows, improve efficiency, reduce cycle times

2. Drive productivity & cultural change - build widespread engagement and adoption, streamline decision-making processes, modernise workplace practices and tools

3. Improve employee experience - overhaul internal communications, redesign onboarding, enhance digital workplace

4. Ensure compliance - work within risk-averse culture, maintain GDPR and information security standards

5. Build retention through skills - provide transferable digital workplace skills and development opportunities

3.2 Typical Scope (Indicative)

We envisage the work including:

- **Discovery & assessment** (2-4 weeks)
- **Strategy & roadmap development** (2-3 weeks)
- **Priority implementations** focusing on our core work (statutory decisions team) (2 months)
- **Change management programme** supporting staff through transformation (throughout engagement)
- **Skills development & training** (ongoing)
- **Measurement & continuous improvement** (throughout)

4.1 What We Need from You (Maximum 3 Pages Total)

A. Indicative Pricing & Approach (1 page)

Element	Cost Range	Duration
Discovery & Assessment	£	weeks
Strategy & Implementation	£	weeks
Change Management & Training	£	weeks
Total Indicative Cost	£	

Include: day rates, team size, key assumptions, proposed timeline with milestones

B. Capability & Experience (1 page)

- Brief overview: can you deliver public sector digital transformation?
- ONE case study: client, challenge, solution, outcomes, cost bracket, reference contact
- Confirm you can start in **January 2026**

C. Compliance Checklist & Availability (1 page)

Tick all that apply:

- ISO 27001 or equivalent | ☐ Cyber Essentials Plus
- GDPR compliant | ☐ Professional Indemnity Insurance £5m+
- CCS framework access | ☐ Change management methodology
- Microsoft 365/Google Workspace experience
- Statutory/regulatory process transformation experience

Start date: When can you realistically begin?

Constraints: Any capacity/resource issues?

5. Next Steps & Key Information

5.1 How to Respond

Submission: Email to tenders@legalservicesboard.org.uk

Deadline: Monday, 15th December 2025 5pm

Format: Single PDF or Word document, maximum 3 pages, file name: "EME Tech Efficiency Response - [Your Company Name]"

5.2 What Happens Next

After the EME deadline we will review responses to inform our business case and procurement approach. Subject to budget approval, a formal ITT **may** be issued within 2 weeks.

Note: This EME creates no obligation on either party. We may proceed, delay, cancel, or modify scope. All responses will be treated confidentially.

6. Evaluation of EME Responses

RFI responses will be assessed against:

- **Capability** - Can you credibly deliver what we need?
- **Capacity** - Can you mobilise quickly and deliver to our timeline?
- **Cost realism** - Are your indicative costs realistic and within anticipated budget range?
- **Relevant experience** - Have you done this before successfully?
- **Compliance readiness** - Do you meet baseline requirements?

This assessment will inform:

- Budget requirements for business case
- Whether our timeline is achievable
- Optimal procurement route and framework
- Scope refinement for formal ITT (if we choose to)
- Shortlist for formal tender (if we choose to use one)

8. Important Disclaimer

This EME is issued by Legal Services Board as part of a market testing exercise. It does not constitute a formal tender or create any contractual obligations.

This is market testing only. Proceeding to formal ITT is subject to budget approval and resource availability. We may not issue an ITT, may delay, or modify scope. This creates no obligation on either party.

9. Contact Information

Primary Contact (Questions & Submissions): Donella Williams, Corporate Projects Manager

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