

**CDS DIRECT TENDER  
APPLICATION FORM**

**CDS DIRECT**

**Applicant's Information**

<b>Details of applicant</b>	
Name of applicant	
Applicant's contact name	
Applicant's address	
Applicant's contact telephone number	
Applicant's contact email address	
LSC account number (if existing LSC provider)	
Type of organisation applicant falls into (e.g. solicitor's firm, Not for Profit, commercial organisation).	
If you intend to use sub-contractors to provide all or some of the service please confirm their names and addresses (and any LSC account numbers) here and the type of organisation they fall into.  Please also confirm that they have read and signed this Application Form.	
If you are planning to merge with another organisation to provide this service, please list their names and addresses (and any LSC account numbers) here and confirm the type of organisation they fall into.	

Please also confirm that they have read and signed this Application Form	
Please confirm that none of the organisations listed above are involved in any other bid submitting a full tender response for this contract.	

### **IMPORTANT NOTES**

In answering the questions in this Application Form, please consider the details provided in the Invitation to Tender document, particularly the 'selection criteria' and 'conditions of tender', and the draft contract (this will be given to bidders at the Open Day).

The space provided for answers is not reflective of the size of the response required. If there is insufficient space in the box, you should increase the size of the box, or may refer to an attached extra page. All pages must be numbered sequentially, including extra pages (e.g. page 1 of 6). Please also number any appendices and documents submitted to support your application in the same way and mark them at the top with the applicant's name.

Please ensure that you answer every question on the form. If a question is not relevant, please write 'not applicable' rather than leave it blank.

**Section 1. Essential criteria for providing the service  
(Listed in order of importance)**

**1. Ability to deliver the service from the contract start date**

Please demonstrate your ability to deliver the service from the contract start date:

- (a) Please provide a realistic outline plan to demonstrate how you will deliver the service from the contract start date and have the following:
- I. Sufficient advisers meeting the staffing requirements for the volume of cases you are bidding for, including details of any recruitment and training needed;
  - II. Sufficient supervisors meeting the supervisor requirements for the volume of cases you are bidding for, including details of any recruitment and training needed;
  - III. Ability to meet the IT requirements, including if using multiple sites to provide the service;
  - IV. Suitable premises; and
  - V. Arrangements for managing subcontractors (if applicable).

Please also provide details of who will be responsible for managing the set up process and how.

Enclosed (please insert ✓ or x)

- (b) You have a realistic staffing plan for each hour of the day to demonstrate your ability to deliver the volume of hours you are seeking to provide. Please provide your planned staffing plan for one week, including details of:
- I. The number of advisers and supervisors you will be using; and
  - II. The shift patterns you will use.

Enclosed (please insert ✓ or x)

**2. Staffing and Supervision**

The number of advisers and supervisors you propose to use to deliver the size of contract you are bidding for is reasonable and will enable you to adhere to all the contract requirements, such as quality and key performance indicators.

**(a) Organogram**

Please provide an organogram to show the proposed staffing structure, the number of advisers and supervisors and who will supervise each adviser. Your organogram should indicate whether advisers/ supervisors are split between sites or working at different locations

and confirm their qualifications.

Enclosed (please insert ✓ or x)

If your bid includes using advisers and/ or supervisors from agencies or subcontractors, please also provide details of:

- I. Which organisations they will be from;
- II. Whether their involvement has been secured;
- III. If the arrangement is yet to be confirmed, how it will be secured and the timescales for doing so.

**(b) Staff: supervisor ratios**

How many advisers do you expect each supervisor to supervise and how have you assessed this as reasonable?

**(c) For those where a supervisor will supervise a subcontractor only:**

Please provide details of how the supervisor will manage a subcontractor.

**Quality**

The ability to provide an effective telephone service in accordance with the Quality standards indicated:

- (a) What methods and/or practices do you consider to be important in delivering telephone advice at the police station?

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(b) What action do you plan to take to ensure that Peer Review status 1 or 2 is obtained within six months of contract award and then maintained?

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### **Value for Money**

#### Value for Money

You are required to demonstrate your ability to offer value for money through both competitive hourly rates and competitive exit costs in the event that the LSC terminates the contract early under the provision of no-fault termination.

Please complete the separate Price Bid Form. This information must be submitted separately and must NOT be referred to elsewhere (i.e. must not be referred to anywhere in this Application Form or any attached documents).

### **5. Compliance with Regulatory or Legal Rules**

You are required to comply with any relevant regulatory or legal rules - for example, if you are employing solicitors to provide any element of the services, you will need permission/ freedom to deliver advice as regulated by Rules 4 and 7 of the Solicitors' Practice Rules 1990 and the Employed Solicitors Code 1990.

Do you meet all the requirements necessary to be able to offer advice under this contract? Please provide details of all relevant requirements and, if you do not currently comply, details and timescales for compliance.

## 6. Flexibility of resources

You must have the ability to:

- (a) expand the contract to deliver larger volumes of work (up to a maximum of 50% of your contracted volume of cases); and
- (b) effectively manage resources in a controlled and reasonable manner so as to allow the service to respond to peaks and troughs in call volumes; and
- (c) rapidly increase the number of advisers available to give telephone advice during occasional or sustained peak times to get service levels to an acceptable level; and
- (d) reduce the size of the contract if demand does not materialise.

### (a) Expansion

We may wish to expand the contract to deliver larger volumes of work should demand be greater than projected. Please provide details of your ability to expand to provide an increased volume of work up to a maximum of 50% of your bid volume of cases.

Are there any limitations, such as premises, which might limit the maximum size of contract that your organisation could sustain?

If so please provide more details and indicate at what size this would become an issue.

### (b) Managing resources in a controlled and reasonable manner

Please provide details below as to how you would manage your staffing levels to cover:

- I. Calls from new clients;
- II. Recording action taken;

and

- III. in times of sickness and absence;
- IV. to cover planned leave or training; and
- V. over the Christmas period.

**(c) Peaks in demand**

Please provide details below on:

- I. your ability to increase the resources available during times of short term demand; and
- II. your ability to increase the resources available in times of sustained demand.

For those bidding for Welsh service provision, please indicate your ability to increase resources of Welsh speaking advisers and English speaking advisers.

**(d) Reductions in contract size if demand does not materialise**

Please provide details of your ability to reduce staffing resources, including timescales.

**7. Staff Training**

Your bid shows clear and realistic plans and policies in place to ensure staff are suitably trained before the contract start and all ongoing training requirements are met.

**(a) Initial training and induction**

Please provide details of the initial training and induction plan that you will follow to ensure all advisers and supervisors are suitably trained for their respective roles before the contract start.

**(b) Ongoing training**

Please provide details of all ongoing training that you will provide for advisers and supervisors to ensure that they remain suitably skilled and meet all contract requirements throughout the life of the contract – in particular ensuring all advisers attend a Police Station at least 25 times a year to give legal advice and representation in criminal matters and all CDS Direct advisers receive at least 6 hours training each year on police station advice and representation issues.

**9. Provision in Welsh**

For those bidding for provision of advice in Welsh only – your ability to deliver the service in Welsh.

Please provide details of your ability to provide the full service in Welsh.

**Section 2: Desirable Criteria (in order of importance)**

**9. Working in Partnership with the LSC and demonstrating innovation**

You can demonstrate experience of and/or commitment to the ability to work in partnership with the LSC and/or other providers and to demonstrate innovation so as to increase value for money and client satisfaction.

**(a) Experience**

Please give examples of similar contracts where you have experience of improving the quality, client satisfaction and value for money provided by the service.

**(b) Innovation**

Please provide suggestions of improvements that you think could be made to the current system to improve the quality of the service, client satisfaction and/ or value for money.

**10. Experience and Commitment to providing access to advice at the Police Station to different client groups**

Within the LSC we are committed to providing access to services for every member of the community. Please give details of your experience and commitment to providing access to advice to:

- I. vulnerable clients;
- II. clients with disabilities; and
- III. clients with poor/no English, including any experience of using a telephone interpreting service.

**Section 3      Additional information**

Please set out any other information you consider to be relevant to your application that you have not set out anywhere else in this form or the attached documents. Please limit yourself to 500 words.

<b>Section 4</b>	<b>Declaration</b>
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I/we hereby apply for a contract to provide CDS Direct. I/we certify that the information provided in the Application Form (and other related documents) is accurate to the best of my/our knowledge, information and belief. I/we confirm that I/we have not colluded with anyone (including other applicants but excluding any subcontractors) or canvassed views from anyone in connection with this application. I/we understand that if I/we have not answered every question on either form, my/our application may be rejected; further, that any material inaccuracy or omission in the information that I/we have provided may lead to the Application Form and any future bid being treated as invalid and/or any contract offered or awarded being withdrawn or amended by the Commission. I/we confirm that I/we have considered any questions and answers posted on the Commission's website relating to this tendering exercise before submitting this Application Form. I/we understand that this application does not bind either the Commission or me/us to enter into a contract.

I/we hereby declare that the person(s) involved in the preparation and collation of this Application Form were, or are in no way, or will be, associated with the initial preparation by the Commission of the tender documentation or with the subsequent evaluation, assessment, analysis, management and decision making process of this tender.

<b>Signed:</b>	<b>Date:</b>
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<b>Name:</b>	<b>Status:</b>
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<b>Signed:</b>	<b>Date:</b>
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<b>Name:</b>	<b>Status:</b>
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*This Application Form must be signed for you by a person who can bind you to it. If the organisation is a partnership, a partner must sign. If it is a sole practitioner solicitor, the sole practitioner (principal) must sign. If it is a company, a director must sign. If it is an LLP, two LLP members must sign.*

<b>Section 5</b>	<b>Declaration (Subcontractors)</b>
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I/we hereby confirm that we have read the Application Form being submitted by the organisation(s) signing at Section 4 and that the information relating to our potential involvement in the provision of CDS Direct services is accurate to the best of our knowledge, information and belief.

<b>Organisation</b>
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<b>Signed</b>	<b>Date</b>
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<b>Name</b>	<b>Status</b>
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<b>Organisation</b>
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<b>Signed</b>	<b>Date</b>
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<b>Name</b>	<b>Status</b>
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