

INVITATION TO TENDER TO DELIVER
PUBLICLY FUNDED SERVICES IN
ENGLAND AND WALES IN THE
FOLLOWING CATEGORIES OF LAW

Actions Against the Police etc.

Clinical Negligence

*Consumer (Disability Discrimination and Professional Negligence
only)*

Education

Personal Injury

Public Law

**INFORMATION
FOR
APPLICANTS**

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Section 1: Overview of this Information for Applicants (IFA)

What are we inviting Applicant Organisations to deliver?

1.1 The Legal Services Commission (LSC) is inviting interested parties to submit tenders to carry out publicly funded services in one or more of the Low Volume Categories (LVCs) for clients in England and Wales from 14 October 2010. LVC Services cover face-to-face representation services (and, where appropriate, advice) for clients in the following six Categories of Law:

- Actions Against the Police etc.
- Clinical Negligence
- Consumer (Disability Discrimination and Professional Negligence only)
- Education
- Personal Injury
- Public Law

1.2 Please see Section 7 for more details.

What does this IFA cover?

1.3 This IFA contains the information, instructions, rules, conditions of contract award and Terms and Conditions of Tender that will govern the tender process for **28** separate Invitations to Tender (ITTs) (see Section 2 and 7).

Who may submit tenders?

1.4 This is an open process and Applicant Organisations do not need to be current contract holders with the LSC to apply. Any Applicant Organisation interested in undertaking LVC Services in England and Wales may apply.

What are Applicant Organisations tendering for in relation to Clinical Negligence, Consumer, Personal Injury and Public Law?

1.5 For Clinical Negligence, Consumer, Personal Injury and Public Law, Applicant Organisations are tendering for a license to represent clients and will also be allocated a limited number of Controlled Work Matter Starts. In these Categories, Applicants Organisations are not in competition with each other. All Applicant Organisations meeting our requirements will be awarded a contract.

What are Applicant Organisations tendering for in relation to Actions Against the Police etc and Education?

1.6 In Actions Against the Police etc and Education, Applicant Organisations are tendering for a license to represent clients and a limited number of Controlled Work Matter Starts. In these two Categories, Applicant Organisations will be in competition with each other if there are not sufficient Matter Starts available to satisfy all the tenders.

1.7 For more information please see Sections 7 and 8.

How do Applicant Organisations submit tenders?

1.8 The 28 ITTs covering LVC Services will be published on our eTendering system for Applicant Organisations to submit tenders against. For tenders to be complete, a response to the Pre Qualification Questionnaire (PQQ) must also have been submitted. We will only accept tenders submitted through our eTendering system which can be accessed at www.legalservices.bravosolution.co.uk (see Section 9).

What does a completed tender consist of?

1.9 A completed tender consists of a response to the PQQ **and** a response to an ITT (including the Mandatory Form) (see Section 9).

When can Applicant Organisations submit tenders from?

1.10 The ITTs for the LVC Services outlined above open on **15 March 2010** and you may submit tenders from this date until the deadline below.

When is the deadline for submitting tenders?

1.11 The deadline for submitting tenders is **12 noon on 4 May 2010**. Tenders received after this deadline will not be considered (see Section 3 for full details of the timetable).

How will tenders be assessed?

1.12 Tenders will be assessed by the LSC in accordance with the process set out in Section 10.

What happens if a tender is successful?

1.13 If a tender is successful, we will enter into a contract with the Applicant Organisation to operate the applicable services under the terms of the 2010 Standard Civil Contract (3 year contract to commence on 14 October 2010 and extendable at our option by up to a further 2 years). Visit our website www.legalservices.gov.uk (following the links Community Legal Service (CLS) > Civil Contracts > 2010 Standard Civil Contract) to see all the contract documentation and accompanying guidance on the terms.

Section 2: Services covered by this IFA

2.1. This IFA covers information on the 28 Invitations to Tender (ITTs) for the provision of Low Volume Category (LVC) Services by Providers across England and Wales.

Actions Against the Police etc.

2.2. For Actions Against the Police etc Services (AAP) there will be 12 ITTs, each covering a Procurement Area. It is necessary to have 12 as each ITT includes Selection Criteria to facilitate the competition.

Education

2.3. For Education there will be 12 ITTs, each covering a Procurement Area. It is necessary to have 12 as each ITT includes Selection Criteria to facilitate the competition.

Clinical Negligence, Consumer, Personal Injury and Public Law

2.4. For the following LVC Services there will just be 1 ITT per Category of Law covering the whole of England and Wales. This is because there are no Selection Criteria as the Applicant Organisations are not in competition for these Services:

- 1 ITT covering Clinical Negligence Services
- 1 ITT covering Consumer Services
- 1 ITT covering Personal Injury Services
- 1 ITT covering Public Law Services

2.5. For LVC Services our intention is to make work available broadly in line with that which is undertaken by providers at the present time. We anticipate that in AAP and Education, there may be significantly greater demand to deliver services than at present. Therefore, these two categories will be advertised as competitive tenders where the award and allocation of NMS will be based on the applicant organisation's score against the selection criteria within the tender.

2.6 In the Personal Injury, Clinical Negligence, Public Law, and Consumer (Disability Discrimination and Professional Negligence only) Categories of Law the likely volumes of work that are conducted at Legal Help are small and a high proportion of work is conducted as licensed work. We therefore consider that for these categories it will be more appropriate for a non-competitive tender.

Section 3: About this IFA

Structure

3.1. This IFA is set out into 12 sections for your ease of reference:

- Section 1: Overview of this Information For Applicants (IFA)
- Section 2: Services covered by this IFA
- Section 3: About this IFA
- Section 4: Documents related to this IFA
- Section 5: About the Legal Services Commission and legal aid
- Section 6: Quality Standards for the delivery of services from October 2010
- Section 7: About LVC Services from October 2010
- Section 8: About the volume and location of the Services we wish to procure
- Section 9: How to submit a tender (responding to the PQQ and ITT(s))
- Section 10: How will tenders be assessed and Matter Starts awarded?
- Section 11: Terms and Conditions of Tender
- Section 12: Definitions

3.2. In addition there are eight supporting Annexes:

- Annex A: Criteria for Actions Against the Police etc.
- Annex B: Criteria for Clinical Negligence
- Annex C: Criteria for Consumer
- Annex D: Criteria for Education
- Annex E: Criteria for Personal Injury
- Annex F: Criteria for Public Law
- Annex G: Map of Procurement Areas
- Annex H: How to undertake a search on the eTendering system to find an Invitation To Tender (ITT)

Conditions of Tender and Definitions

3.3. Section 12 explains all the definitions of phrases capitalised throughout the Tender Documents. Section 11 contains the Terms and Conditions of Tender governing this tender process; Applicant Organisations should familiarise themselves with these terms.

Communications about this IFA, PQQ and ITT

3.4. Communications about this IFA, PQQ and ITT will be sent through the eTendering system and if applicable posted on our website. You must therefore ensure that any staff members dealing with the submission of your tenders continues to monitor any email addresses, which you have provided to us as part of the registering onto the eTendering system.

Asking questions

3.5. There will be two different channels through which to direct questions depending on the nature of your query. The two different question types are:

- Questions about the content of this IFA or the 28 ITTs; and
- Questions about how to technically use the eTendering system.

Questions about this IFA, the PQQ or the ITTs

- 3.6. If you have any questions about the content of this IFA, the PQQ or the ITTs, you may submit them up until **12 noon on 12 April 2010** (note this is referred to as the 'End date for clarification messages') on the eTendering system.
- 3.7. All questions must be submitted using the online secure messaging tool within the eTendering System (see Section 9 for more detail about eTendering).
- 3.8. Questions that we consider to be of wider interest will be collated and answered centrally in writing to ensure that all interested parties have equal access to information in the answers. These questions and answers will be published regularly on the civil tender pages of our website in a 'LVC Frequently Asked Questions (FAQ)' document.
- 3.9. A final LVC FAQ document will be published on **19 April 2010**.

Questions about how to use the eTendering system

- 3.10. We will offer a Helpdesk to provide technical support to Applicant Organisations using the eTendering System. However, the Helpdesk is **unable** to assist with problems with your own computer hardware or systems - for these types of issues you should contact your usual IT support.
- 3.11. Questions must be emailed to the following email address: lscsupport@bravosolution.co.uk. Alternatively, the telephone number for the Helpdesk is 0203 3496610 (charged at a local rate from any national destination).
- 3.12. Please note that we recommend that you start to complete your tender response early so that you identify any areas where you need help as soon possible, as the team is likely to be very busy in the days leading up to the tender deadline.

Timelines

- 3.13. A list of planned dates for key activities in this tender process are set out below.

Activity	Timescale
Invitations to tender for LVC Services are opened and available via the LSC's eTender portal	15 March 2010
Final date to submit questions about this IFA and the ITTs	12 noon on 12 April 2010
Final 'Frequently Asked Questions' to be published	19 April 2010
Deadline for submission of tenders (response to the PQQ and response to one or both ITT)	12 noon on 4 May 2010
Applicant Organisations notified of the outcome of the tender process	11 June 2010
Deadline for submission of appeals from Applicant Organisations	25 June 2010
Notification of decision on appeal	30 July 2010
2010 Standard Civil Contract including Schedules issued to successful Applicant Organisations	Aug – Sept 2010
Contract Start Date	14 October 2010

Section 4: Documents related to this IFA

Tender Documents - you MUST read these before submitting your tender

NAME	Description	Location
Information for Applicants (IFA)	This document sets out the information, instructions, rules and Terms and Conditions of Tender relating to the two ITTs	LSC Website pathway: www.legalservices.gov.uk (CLS > Tenders > Civil Bid Rounds for 2010 > Low Volume Categories)
Pre Qualification Questionnaire (PQQ)	Includes: (1) Series of questions; (2) Applicant Organisation Information Form (Private Sector or NfP); <u>and</u> <i>If applying for the SQM as part of the PQQ:</i> (3) QM1 Form (4) Request to provide Office Manual	PQQ pages on the eTendering portal: www.legalservices.bravosolution.co.uk (Please note that the Applicant Information Form and QM1 Form can be found in the 'Buyer Attachments' link once in the PQQ)
Invitation to Tender (ITT): <ul style="list-style-type: none"> • Clinical Negligence • Consumer • Personal Injury • Public Law <ul style="list-style-type: none"> • 12 x AAP • 12 x Education 	Includes: (1) Series of questions (2) Tender Information Form (Mandatory Form) (3) Essential Criteria questions (including request to provide Supervisor Self Declaration Forms); and <i>For AAP and Education only</i> (4) Selection Criteria questions	ITT pages on the eTendering portal: www.legalservices.bravosolution.co.uk (Please note that the Supervisor Self Declaration Forms and Tender Information Form can be found in the 'Buyer Attachments' link once in the relevant ITT)

Supporting documents- contract documents, additional supporting guidance and information

Name	Description	Location
2010 Standard Civil Contract	All Contract documentation including: Contract for Signature Standard Terms Schedule Specification (including Payment Annex)	LSC website pathway www.legalservices.gov.uk (CLS > Civil Contracts > 2010 Standard Civil Contract)
Tender FAQ document	Questions and answers of wider interest to Applicant Organisations	LSC website pathway: www.legalservices.gov.uk (CLS > Tenders > Civil 2010 Contracts)
eTendering guidance*	Guidance on how to use the eTendering system including: (1) eTendering online training or Powerpoint presentation (2) eTendering Quick Guides (3) eTendering Technical FAQ	“Technical Support and Guidance” section on the eTendering portal: www.legalservices.bravosolution.co.uk Please note, this link is only available on the front page of the portal so we advise that Applicant Organisations familiarise themselves with this documentation before registering or logging in.
Tender Information Form guidance	Guidance for Applicant Organisation unable to access the Tender Information Form due to macros	LSC Website pathway: www.legalservices.gov.uk (CLS > Tenders > Civil contracts for 2010 > Low Volume Categories)

*In addition to the LSC eTendering guidance, our provider of the eTendering system, Bravo Solution, has its own Supplier Helpdesk which can be accessed through clicking on the '?' options on the eTendering system. This Supplier Helpdesk contains Bravo Solution's own technical support which may assist you further in using the eTendering system.

Section 5: About the Legal Services Commission and legal aid

About the LSC

- 5.1 The Legal Services Commission (the LSC) is responsible for delivering legal aid (publicly funded advice and representation) through high quality service providers to people with legal problems in England and Wales.
- 5.2 The LSC was established under the Access to Justice Act 1999 ('the Act'), replacing the Legal Aid Board in April 2000. It is a non-departmental public body sponsored by the Ministry of Justice. The Lord Chancellor and the Secretary of State for Justice is accountable to Parliament for the LSC's activities and performance, and also appoints a board of non-executive Commissioners to oversee its work.

About legal aid

- 5.3 Legal aid enables people to safeguard their rights and address their legal problems. Our work is therefore essential to the fair, effective and efficient operation of the civil and criminal justice systems. It is also critical in helping to provide access to justice and fair trials (with professional representation) to over two million people each year.
- 5.4 We commission the services people need from solicitors, advice agencies, barristers and commercial organisations (known as our 'Providers'). The skills and commitment of legal aid service Providers are essential to helping people resolve their problems.
- 5.5 We deliver legal services through two schemes: the Criminal Defence Service (CDS) and the Community Legal Service (CLS). Both schemes have eligibility criteria in relation to the means of the client and the nature of the problem, with certain limited exceptions.

The Community Legal Service (CLS)

- 5.6 The CLS consists of a network of Providers (including solicitors and not for profit agencies, such as Citizens Advice Bureaux and Law Centres), which provides and promotes civil and family legal advice and representation.
- 5.7 Part of this is done through Community Legal Advice, which includes telephone and Internet based services. We jointly fund legal services with local authorities known as Community Legal Advice Centres and Networks.
- 5.8 We also contract with Providers to deliver face-to-face civil legal aid services. Contracts are awarded by Categories of Law, allowing us to allocate funding to the areas where clients need it most.

Client choice

- 5.9 While Providers contract with the LSC to conduct civil advice and representation services, the LSC does not control the allocation of cases or work. Providers with civil contracts obtain clients under open market conditions, where clients are free to choose, from those providers, a legal representative of their choice to advise or represent them.

Quality Assessment

- 5.10 It is a mandatory requirement for our 2010 Contract that all providers that deliver services under the civil or crime contract hold either the LSC's own quality standard – the Specialist Quality Mark (SQM) or the Law Society's quality standard - Lexcel. See Section 6 for more information about these and how to apply for the SQM.
- 5.11 The LSC also operates a quality assessment tool called peer review. Peer review involves independent experienced legal aid practitioners assessing a random sample of a Provider's case files to determine the quality of advice and legal work provided to clients in a particular Category of Law. A standard ratings system is applied to the work as an indication of quality (1 being the highest rating and 5 being the lowest). More information on peer review can be found at www.legalservices.gov.uk (CLS > Quality and Performance > Peer review).

The Funding Code

- 5.12 The Funding Code is the set of rules used to decide which individual cases are to be funded by the LSC and is central to the delivery of legal aid services. The Funding Code criteria define what services the LSC will fund, ranging from basic legal advice to representation in court proceedings and sets out the types of cases known as the Levels of Service. A full copy of the Funding Code can be found at www.legalservices.gov.uk (CLS> Civil legal aid eligibility).
- 5.13 The Funding Code divides services into levels of cases known as Levels of Service. There are four Levels of Service in civil, three known collectively as Controlled Work and a fourth covering Licensed Work.

Controlled Work

- 5.14 The three Levels of Service in Controlled Work cover basic levels of advice and assistance (and some representation before tribunals):
- Legal Help
 - Help at Court
 - Controlled Legal Representation (CLR) which is limited representation before:
 - o A Mental Health Tribunal
 - o An Asylum and Immigration Tribunal (including appeals).
- 5.15 A minimum and maximum number of Controlled Work cases (known as Matter Starts) are allocated to a Provider who may then assist clients directly without prior authority from the LSC (provided they have sufficient Matter Starts available).
- 5.16 Most payment for Controlled Work is based on a fixed fee per Matter which may be different in each Category of Law and at each Level of Service. In certain circumstances a case may be deemed exceptional and paid outside the fixed fee at prescribed legal aid hourly rates. On a monthly basis, Providers compile and submit a claim to the LSC detailing the value of cases completed that month. Providers are paid a monthly amount for their Controlled Work based on the average value of these monthly claims.

Licensed Work

- 5.17 Licensed Work covers all representation other than CLR (and excluding high cost cases which are managed through specialist contracts). The Contract operates as a license for Providers to undertake Licensed Work (without limits on numbers). However, funding applications need to be submitted to the LSC for each case and the LSC decides whether the Funding Code criteria and the merits test are met. Limits in relation to the work are then set which may be varied on application by the Provider on behalf of the Client.
- 5.18 You are entitled to do Licensed Work out of any Office/Procurement Area for which you are granted a schedule. Section 2 of the Civil Specification explains that some Licensed Work (e.g. Clinical Negligence) is 'exclusive' meaning that you will need to have Schedule Authorisation in that Category of Law for the particular Office. Some other Categories (e.g. Consumer) are not exclusive categories meaning that all you need is Schedule Authorisation in any Category of Law (for that Office) in order to undertake Licensed Work in the non-exclusive Category.
- 5.19 Payment for Licensed Work is assessed by either the court or the LSC and is paid on the basis of individual claims submitted by Providers.

2010 Standard Civil Contract

- 5.20 New civil contracts for the delivery of face-to-face civil legal aid advice, including LVC, will come into force on 14 October 2010 (the contract start date) and have a term of 3 years, subject to rights of early termination and our right to extend for up to 2 years. All LVC Services (including staff, premises etc.) must commence on 14 October 2010 and an Applicant Organisation must be able to confirm it is ready to deliver these services 8 weeks before the contract start date. The contract is split into:
- Contract for Signature
 - Standard Terms (govern the relationship between the LSC and the Provider)
 - Specification (governs how work should be delivered and includes the Key Performance Indicators that Providers must meet and the Payment Annex setting out the applicable rates)
 - Schedules (sets out the Categories of Law, volume of work and any bespoke terms relevant to the delivery of services at a particular location)
- 5.21 All the contract documentation (and guidance) is available on our website (CLS > Civil Contracts > 2010 Standard Civil Contract) and we would strongly recommend that you familiarise yourself with the terms of the contract prior to tendering.

Who we will contract with

- 5.22 As part of this tender process we are introducing a Pre Qualification Questionnaire (PQQ), which will ask a series of questions designed to determine whether Applicant Organisations can meet the minimum standards for a contractual relationship with the LSC.

Legal Status of Applicants, subcontracting and consortia tenders

- 5.23 We will only contract with a single legal entity for the purposes of providing LVC Services.
- 5.24 Therefore, should Applicant Organisations wish to merge or join up with others it will be necessary to form a new single legal entity to provide the advice services required. This will mean that the single entity will be responsible for ensuring the performance of the Provider's obligations under the contract and that a Client's retainer will always be with the single entity.
- 5.25 Where Applicant Organisations are tendering as a new single legal entity that will be in place 8 weeks before 14 October 2010, it must complete a single PQQ and complete their the ITT(s) as that new legal entity.
- 5.26 We will not accept subcontracting arrangements (e.g. where you pay another organisation to deliver part of the service); instead, Applicant Organisations must be able to provide all the services they tender for, without the need to refer any Matters or Levels of Work to other individuals or organisations (although the contract does permit the use of Agents in certain circumstances). We will not accept consortia tenders for the provision of these LVC Services.

TUPE

- 5.27 The LSC does not consider that TUPE will apply to the termination of current LVC contracts and the re-awarding of Civil Standard 2010 Contracts following this tender process.
- 5.28 In summary, where the number of outgoing Providers and successful Providers is greater than two on both sides of the alleged transfer of activities, it seems likely that there will be significant difficulties in showing that the relevant activities are a identifiable transfer from a particular outgoing Provider to a particular incoming Provider.
- 5.29 However, we continue to state that Applicant Organisations should seek their own legal advice on TUPE and not rely on our views.

Indemnities from Applicant Organisations with limited liabilities (excluding charities)

- 5.30 If you are an Applicant Organisation with limited liability (unless you are a registered charity) you must as part of the ITTs commit to providing an indemnity on the relevant form specified by us following submission of a tender.
- 5.31 A draft copy of the form is available on our website at www.legalservices.gov.uk (CLS>Civil Contracts>2010 Standard Civil Contract)
- 5.32 It will be a condition of any contract award that you will supply us (by the date set out in any request) with a relevant indemnity form signed by the ultimate owners of your organisation and/or such persons as we might reasonably regard as being controllers and/or senior managers of your organisation and/or where you are a limited company, from any company which is your holding company.

5.33 In summary, by signing the form the ultimate owners etc of the organisation indemnify the LSC in respect of any losses, costs, expenses, damages suffered or incurred by the LSC as a result of the Provider (or any receiver, administrator or similar person appointed by the Provider) failing to comply with its obligations under the Contract(s).

Section 6: Quality Standards for the delivery of services from October 2010

- 6.1 It will be a requirement of the 2010 Standard Civil Contract that Providers hold a recognised quality standard – either Lexcel or the Specialist Quality Mark (SQM).
- 6.2 A New Provider (i.e. one that does not currently hold the Unified Contract (Civil or Crime) will be subject to a condition of contract award that they either:
- hold Lexcel; or
 - confirm in the PQQ that they wish to apply for the SQM and in accordance with the process set out below:
 - (1) must pass the desk top audit at least 8 weeks before 14 October 2010; and
 - (2) and fully hold the SQM by 1 April 2011.
- 6.3. Those already holding the SQM in any Category of Law should note that the SQM has recently changed - it now applies to an organisation as a whole rather than being Office or category specific. Applicant Organisations will not need to apply for the SQM if they currently hold the Standard and wish to expand to deliver from an additional Office or in an additional Category of Law. Further information on these changes is available at www.legalservices.gov.uk (CLS > Quality and Performance > Quality Mark > Specialist Help).
- 6.4. Supervisor Standards now form part of the Contract, and as such, supervision requirements will be covered by the ITT – please see Section 7 for further information.

Applying to hold the SQM

- 6.5. The process for applying for the SQM is made up of three parts:
- (1) SQM related questions in the PQQ;
 - (2) Completion and submission of a QM1 Form; and
 - (3) Submission of an Office Manual
- 6.6. The application process for the SQM is dealt separately to the tender process, as it is a condition of contract award and not part of the PQQ or ITT response.
- 6.7. We request that Applicant Organisations submit the QM1 Form and Office Manual with the PQQ and would encourage you to do so. However, if this is not received by the deadline will we not reject the PQQ but will make a further request for these document from the Applicant Organisation. The Applicant Organisation must provide these document by the deadline set out in the request or its application for the SQM will be rejected and paragraph 6.12 below will apply.
- 6.8. If an Applicant Organisation is successful in being awarded a contract, between the award and the start of the Contract we will conduct an internal, paper-based audit (known as a 'desktop audit') of the QM1 Form and Office Manual to determine whether the organisation has the necessary processes in place to be awarded the SQM. The desktop audit is the first stage of audit that Applicants must pass to be awarded the SQM and there are then further audit stages to

achieve the SQM, which will be undertaken within the first 6 months of the contract

- 6.9. The SQM comprises of a set of standards designed to ensure that a service is well run and has its own quality control mechanisms. The content of the Office Manual must demonstrate that it has the procedures in place to comply with the SQM requirements. The purpose of the desktop audit is to assess the Office Manual to ensure it addresses these requirements.
- 6.10. Where, following initial desktop audit assessment of the Office Manual, the documentation is incomplete or further substantial work is required before the Applicant Organisation's procedures begin to comply with the SQM requirements, we will inform the Applicant Organisation of the omissions. The Applicant Organisation will be given 14 days to provide us with a revised Office Manual.
- 6.11. If the Applicant Organisation fails to provide a revised Office Manual or having done so, following a further desktop audit assessment, the documentation is still incomplete or further substantial work is required before the Applicant Organisation's procedures begin to comply with the SQM requirements, the desk top audit will fail.
- 6.12. Failure to pass the desktop audit will mean the Applicant Organisation has failed to meet a condition of contract award which will entitle the us to reject a tender, and/or entitle us not to proceed with any decision made to award the Applicant Organisation a Contract or entitle us to terminate the contract pursuant to Clause 25 of the Standard Terms.

Applicant Organisations applying for a contract in multiple categories of law

- 6.13. We only require one application for the SQM per Applicant Organisation regardless of the number of Invitations to tender an Applicant Organisation has responded to.
- 6.14. Consequently, we will process a single SQM application regardless of the number of ITTs an Applicant Organisation has submitted tenders against (or times a PQQ response is considered).
- 6.15. For example, if an Applicant Organisation has submitted a PQQ response (including SQM application) for a Crime contract and again for a LVC contract we will conduct one application process (i.e. a single desk top audit) and apply the outcome to both tender processes.
- 6.16. Applicant Organisations must therefore submit the required information to apply for the SQM with their first PQQ response and for any subsequent responses relating to ITTs for other Categories of Law, should indicate that they 'commit to achieving the SQM' but should not upload the QM1 form or their office manual again.

Lexcel

- 6.17. As Lexcel is an externally run quality standard, any Provider choosing to meet the quality requirements via this route would need to hold it at the time of tendering. Further information on Lexcel can be found at the Law Society's website: <http://www.lawsociety.org.uk/productsandservices/lexcel.page>.

Section 7: About LVC Services from October 2010

- 7.1. This section describes the category specific requirements that apply to the LVC Services we wish to procure.
- 7.2. The rules governing how LVC Services should be delivered are set out in the Standard Civil Contract Specification at Section 2. In addition, further details relating to Supervisors' Legal Competence Standards in each Category of Law are set out in the following parts of Section 10 (Other Category Specific Rules):
- Actions Against the Police etc. – 10.111 - 10.121
 - Clinical Negligence – 10.102 – 10.105
 - Consumer – 10.83 – 10.99
 - Education – 10.106 – 10.110
 - Personal Injury – 10.100 – 10.101
 - Public Law – 10.128 – 10.132
- 7.3. Below, under Essential Criteria are some of the key terms of the contract we will ask Applicant Organisations to confirm they can meet in their response to each ITT. However, these are not all the obligations you will be required to meet during the term of the contract and you should read the contract to understand the full extent of your obligations should you be awarded a contract.
- 7.4. Each Category of Law is defined by the Funding Code (for further information see www.legalservices.gov.uk CLS> Civil legal aid eligibility).
- 7.5. Further background information on our policy behind the LVC Services that we are commissioning is set out in *Civil Bid Rounds for 2010 Contracts: A Consultation Response*, which is available at <https://consult.legalservices.gov.uk/inovem/consult.ti/2010Contracts/listdocuments>.

Payment

- 7.6. The rules regarding remuneration for work are set out in sections 3 and 6 of the Civil Specification.
- 7.7. In addition, the Payment Annex to the Civil Specification sets out the actual rates payable for the various types of work that can be undertaken in each category.

Controlled Work

- 7.8. We will pay you for LVC Controlled Work properly carried out in accordance with the contract under one of the following payment methods:
- (a) Standard Fees
 - (b) Hourly rates
- 7.9. The Standard Fee payable for each matter varies according to the individual Category of Law, and is inclusive of profit costs, travel and waiting time. Disbursements, however, are paid in addition to the fees.

7.10. In general, all LVC Controlled Work is paid through a Standard Fee scheme. However, a matter may escape the Standard Fee scheme if, following the conclusion of a case, it is determined under the rules of the contract to be an 'Exceptional Matter'. A matter will be deemed exceptional where the cost of the case calculated according to the relevant hourly rates, and excluding disbursements, is greater than three times the value of Standard Fee(s) payable.

Licensed Work

7.11. Section 6 of the Civil Specification sets out the main rules for remuneration of Licensed Work once an application for a certificate to undertake a Licensed Work case has been granted.

7.12. You have a general right to claim payments on account for disbursements. In relation to profit costs, you may (3 months after a certificate is granted) apply to us twice in any 12-month period for a payment on account of up to 75% of profit costs incurred. For Licensed Work covered by Standard Fees payments on account may be limited to 75% of the fee but see paragraphs 6.22 to 6.33 of the Civil Specification general provisions and 7.23 to 7.27 of the Family Specification for full details.

7.13. Licensed Work is claimed per case in accordance with the provisions on claiming and assessment in the terms of the contract, the Community Legal Service (Financial) Regulations 2000, the Community Legal Service (Costs) & (Costs Protection) Regulations 2000 and the Civil Procedure Rules.

7.14. All Licensed Work claims submitted are subject to assessment by either the court or the LSC.

Consumer Services

7.15. As stated in *Civil Bid Rounds for 2010 Contracts: A Consultation Response*, it is not our intention to award contracts for mainstream consumer services. Consumer continues to cover professional negligence work as we appreciate that this is a distinct area of the consumer category where we need to continue to offer a dedicated service to eligible clients. Additionally, we propose to let matters in the consumer category to cover claims under Part III of the Disability Discrimination Act 1995, which covers discrimination by providers of goods, services and facilities. Contract awards made in this category will be for the provision of advice only in these two distinct areas.

Start Date

7.16. Applicants must be able to commence delivering LVC Services from the contract start date of 14 October 2010. Where Applicant Organisations have committed to put the necessary arrangements in place (e.g. recruit a Supervisor or Caseworker against a vacant post), then we will seek verification of this 8 weeks before 14 October 2010 to ensure that the services tendered for are capable of being delivered from the contract start date. The contractual requirements therefore do not necessarily need to be in place at this stage but we will require evidence showing that they will be in place from 14 October 2010.

7.17. Where any conditions of contract awards (including any evidence required by the Essential Criteria) are not met, it will entitle us to reject a tender, and/or entitle us not to proceed with any decision made to award the Applicant Organisation a Contract or entitle us to terminate the contract pursuant to Clause 25 of the Standard Terms.

Key contract terms (Essential Criteria)

7.18. The ITTs set out a number of key contract terms (known in the ITTs as the 'Essential Criteria') which an Applicant Organisation must demonstrate that it is able to meet in relation to the service for which it is tendering. Detailed wording on each of the Essential Criteria is set out in each ITT and at Annexes A – F.

7.19. Those Essential Criteria common to each Category of Law are set out below. These include requirements from 14 October 2010 to:

- Be willing and able to provide face-to-face services at all levels (i.e. Legal Help to Legal Representation) through employment of a Authorised Litigator
- Have an Office which is a Permanent Presence or Part-time Presence in the Procurement Area, or (in all categories other than Clinical Negligence and Personal Injury) meet Local Arrangements described in Section 2 of the Contract Specification
- Employ a Supervisor who meets the Supervisor Standard in the Category of Law tendered for
- Employ at least 1 full time equivalent (FTE) Supervisor for every 6 employed FTE Caseworkers
- Tender for at least the Minimum Matter Starts in each Procurement Area (except in Clinical Negligence) – although it will not be a contract term that these minimums must be delivered.

7.20. Where the criteria refer to 'employ' it means that the Applicant Organisation must hold an employment contract with that staff member or they must be a partner, member or director of the Applicant Organisation.

7.21. In addition, in Actions Against the Police and Education Applicant Organisations must

- Have not received a Confirmed Peer Review rating of 4 or 5 in the Category of Law tendered for

Authorised Litigator

7.22 In all LVC Categories of Law, Applicant Organisations must have the capacity to deliver all levels of advice from Legal Help through to Legal Representation through employment of an Authorised Litigator. This is in recognition of the important role that certificated work often plays in these categories and to provide continuity for clients from initial advice through to Legal Representation.

Supervisor Standards

7.23 All references to requirements for Supervisors mean an individual who meets the Supervisor Standard in the relevant Category of Law. These requirements are set out in Sections 2 and 10 of the Standard Civil Contract Specification.

Consumer Supervisors

7.24 As set out in Section 2.41 of the Standard Civil Contract Specification, Matter Starts in the Consumer Category of Law can only be used under the new contract if the matter relates to allegation of professional negligence, or to allegations of discrimination in the supply of goods or services under Part III of the Disability Discrimination Act 1995. In light of this, we have created two new Supervisor Standards to reflect the expertise required of organisations working primarily in these areas of law. These are as follows:

- Professional Negligence Standard
- Disability Discrimination Standard

7.25 Applicant Organisations tendering to deliver Consumer Services may employ a Supervisor who satisfies either of the above Standards, or the 'General' Consumer Standard. There is a separate Supervisor Self Declaration Form for each Standard and Applicant Organisations should complete the appropriate one(s).

7.26 With effect from 1 October 2012, the General Standard will cease to apply and Providers must employ a Supervisor who satisfies either the Professional Negligence or the Disability Discrimination Standard. For full details of the rules around Consumer Supervisors, please see Sections 10.83 – 10.99 of the Standard Civil Contract Specification.

Actions Against the Police etc. Supervisors

7.27 As set out in Section 10.111 of the Standard Civil Contract Specification, there are two different routes to achieving the Supervisor Standard in Actions Against the Police etc. These are as follows:

- General Standard
- Abuse in Care Standard

7.28. There is a separate Supervisor Self Declaration Form for each Standard and Applicant Organisations should complete the appropriate one(s).

Ratio of Supervisors to Caseworkers of 1:6

7.29. One FTE equates to working at least 35 hours per week. For the purposes of calculating this ratio a Supervisor is defined as someone who meets the Supervisor Standard and actively supervises work under this contract. We require that Providers maintain no more than six FTE Caseworkers to any one FTE Supervisor.

Presences requirements

7.30. All of an Applicant Organisation's Offices from which it is tendering to deliver services must be at least a 'Part Time' presence in Clinical Negligence and Personal Injury (see Paragraph 2.51 of the Civil Specification for a description).

7.31. For the Categories of AAP, Education, Public Law, Consumer, Applicant Organisation must have in place at least a 'Local Arrangement' (see Paragraph

2.53 – 2.54 for the full description) in the Procurement Area which permit the Applicant Organisation to use one of the following types of premises:

- *Another Provider's Office,*
- *The offices of any other supplier of legal services,*
- *Primary Care premises (for example a General Practitioner's surgery),*
- *Commercially rented office space.*

Selection Criteria - Actions Against the Police etc. and Education Services

7.32. In addition to the minimum requirements covered by the Essential Criteria for AAP and Education Services we will have additional preferences (known in the ITT as Selection Criteria), which we will use to choose between Applicant Organisations. We will apply Selection Criteria where we are not able to award all Applicant Organisations in a Procurement Area a contract due to the number of bids for Matter Starts received being greater than the volume of Matter Starts available.

7.33. If an Applicant Organisation is awarded a contract on the basis of Selection Criteria, these preferences will become obligations in the contract, which the Applicant Organisation will be required to maintain. For further details on each of the Selection Criteria, please refer to Annexes A and D.

7.34. The Selection Criteria include, the Applicant Organisations demonstrating:

- A greater level of confidence of delivery by already providing face-to-face legal services in the Procurement Area
- A greater level of confidence of delivery by having experience of delivering the services since 15 March 2009
- A greater level of confidence of delivery by having to recruit fewer caseworkers to deliver the services tendered for in the Procurement Area
- that it can deliver the services through at least one Office in the Procurement Area which is a Permanent or Part-time Presence

7.35. Where you are required to provide information of experience of deliver services, this can relate to private as well as publicly funded work.

Section 8: About the volume and location of the services we wish to procure

Procurement Areas

8.1 For all of the LVC Services, our Procurement Areas are based on the former LSC Regional Office Areas. There are therefore 12 Procurement Areas across England and Wales. Annex G sets out the geographical breakdown of each Procurement Area.

ITTs and Matter Starts available

8.2 The table below sets out the number of Matter Starts that (subject to the allocation process in Section 10) we wish to allocate in the Procurement Areas:

Procurement Area	Category of Law				
	AAP	Education	Public Law	Consumer	Personal Injury
West Midlands	420	150	200	80	110
South East (Brighton)	160	80	120	70	40
South West	280	200	170	160	120
Eastern	210	180	180	100	110
Wales	330	110	60	120	220
Yorkshire and Humberside	740	110	330	60	350
Merseyside	590	60	140	50	140
London	1,010	1,000	830	100	140
North West	470	80	120	30	60
North East	620	60	90	60	400
East Midlands	540	60	340	90	110
South (Reading)	180	60	150	50	70
Total	5,550	2,150	2,730	970	1,870

8.3. As Clinical Negligence is mainly focused on representation work rather than advice we have not prescribed a set number of Matter Starts that we wish to procure. See Section 10 for more information about Clinical Negligence Matter Starts.

8.4. We expect Providers to deliver Services in those Procurement Areas where they have tendered to deliver Matter Starts however the Contract permits up to 40% of the total Matter Starts allocated to be undertaken for Clients based outside the Procurement Area.

Tolerance work

8.5. Applicant Organisations awarded an allocation of Matter Starts may apply for an allocation of tolerance Matter Starts to enable them to conduct a small amount of work outside their allocation for a particular Category of Law. This will be limited to 5% of the total contract award. Under the Standard Civil Contract 2010 the Low Volume Categories of Actions Against the Police etc, Education and Public Law will be excluded from being undertaken as tolerance work for the first time.

Section 9: How to submit a tender (responding to the PQQ and ITT(s))

Introduction

- 9.1 This section covers how Applicant Organisations must submit a compliant tender and how to use the eTendering system to do so.
- 9.2 If you are tendering to deliver LVC Services in more than one category of law you must submit a single response to the PQQ and a response to each relevant ITT(s).
- 9.3 For AAP and Education Service your will need to submit a response to the ITT for each Procurement Area you are interested in.
- 9.4 A completed tender will consist of a response to both a PQQ and an ITT:

(1) PQQ

- Response to the questions
- Response to the Applicant Information Form (non-mandatory);

And, if applying for the SQM:

- –the Applicant Organisation must as part of the PQQ response submit a completed QM1 Form its Office Manual

and

(2) ITT

- Response to the questions;
- Response to the Tender Information Form (Mandatory Form);
and
- A completed Supervisor Declaration Form for each Supervisor (non-mandatory).

Mandatory Forms and non-mandatory forms

- 9.5 The Tender Information Form is the only standalone Mandatory Form, which must be submitted with the applicable ITT in order for a tender to be completed. The SQM documents are dealt with in Section 6.
- 9.6 Completed Supervisor Declaration Forms are classed as ‘non-mandatory’ which means they are not required at the time of submitting a tender. However, it is a condition of any contract award that you must provide this information for assessment when we request it 8 weeks before the contract start date. Consequently, we would encourage you to submit this information if possible at the time of tender.
- 9.7 Where any conditions of contract awards (including any evidence required by the Essential Criteria) are not met, this will entitle us to reject a tender, assess the tender as unsuccessful and/or entitle us not to proceed with any decision made to award the Applicant Organisation a contract or entitle us to terminate the contract pursuant to Clause 25 of the Standard Terms.

9.8 Applicant Organisations do not need to have employed all caseworkers and Supervisors by the date they submit their response to the ITT(s) but must be able to provide evidence that they have recruited all staff when contacted 8 weeks before the contract start date.

Bidding for Matter Starts - Actions Against the Police etc and Education

9.9 To tender for Matter Starts:

- You must confirm on the Tender Information Form the number of Matter Starts that you are tendering to deliver from each Procurement Area
- For each Procurement Area you must tender for at least the minimum Matter Starts stated in the Essential Criteria of each ITT
- You cannot tender for more than the maximum Matter Starts available in a Procurement Area. If you do, we will reduce your tender to the maximum Matter Starts available in that Procurement Area and allocate work based on this figure
- You cannot tender for more than the maximum capacity of Matter Starts per Category of Law. Capacity is set at a maximum number of Matter Starts per full time equivalent staff member delivering the service tendered for (full time equivalent equates to at least 35 hours per week)

9.10 Further detail on the capacity test and how we will allocate Matter Starts in these Categories of Law based on bids submitted is set out in Section 10.

Bidding for Matter Starts - Consumer, Personal Injury and/or Public Law

9.11 You must confirm on the Tender Information Form the Procurement Areas in which you are tendering to deliver LVC Services and provide an indication of the Matter Starts your Organisation could deliver. These indications will be used to inform how we will approach the allocation of Matter Starts in these Categories of Law as set out in Section 10.

Bidding for Matter Starts - Clinical Negligence

9.12 Applicant Organisations tendering for Clinical Negligence Services are not required to bid for a number of Matter Starts on the Tender Information Form. Organisations that are awarded a Contract will be able to undertake Matter Starts as set out in Section 10.

The eTendering system

9.13 ETendering is an electronic application process used increasingly by Government and private organisations to procure contracts and commission services. It replaces paper-based forms and uses a secure Internet site as a platform through which interested parties can submit applications. It also offers a secure messaging service enabling Applicant Organisations and the LSC to communicate with each other throughout the tender process.

9.14 ETendering offers many advantages over paper-based systems:

- Access to all relevant documents in one place
- Secure portal through which to submit applications and send/receive communications
- Instant submission with no risk associated with postal failure
- Automatic acknowledgement of receipt
- Full audit trail of all transactions etc.

Registration

9.15 Applicant Organisations may have already registered on the eTendering system as part of responding to another of the LSC's Invitations to Tender. If this is the case, you do not need to register again to access the ITTs covered by this IFA.

9.16 Applicants Organisations may also have already 'expressed an interest' or in fact completed and published their response to the PQQ on the eTendering system as part of responding to another LSC ITT. If this applies to you, please see the Important Note at paragraph 9.21.

Steps to submitting a tender

9.17 Below we provide an overview of the steps that an Applicant Organisation must follow in order to tender to deliver LVC Services.

9.18 A tender will consist of your responses to the:

- (1) PQQ; and
- (2) ITT (which includes the Mandatory Form (Tender Information Form) Essential Criteria and where applicable Selection Criteria).

9.19 These steps are set out in the eTendering system, we suggest you look at the system in conjunction with reading this section:

1. Use the eTendering system to prepare a single organisation response to the Pre Qualification Questionnaire (PQQ) regardless of the number of ITTs you are interested in, or the number of Procurement Areas you wish to tender to deliver LVC Services from
2. Use the eTendering system to prepare a separate response for each of the ITTs you are interested in. Each single response to an ITT will comprise of:
 - **Tender Information Form**
You must complete a Tender Information Form, providing details for each presence you are tendering to deliver work from, giving details about the volume of work you are tendering for, and information about how the work tendered for will be delivered, including staff details.
 - **Essential Criteria**
You must prepare a single organisational response per ITT and you must warrant that the services that you are tendering to deliver from each presence meet the Essential Criteria.
 - **Indemnities**

You must commit to providing an indemnity if you are an Applicant Organisation with limited liability (unless you are a registered charity)

- PQQ and ITT Declarations

You must confirm that the PQQ is up to date and certify on behalf of the Applicant Organisation that your response to the ITT is accurate.

In addition, the Actions Against the Police and Education ITTs will include:

- Selection Criteria

For each ITT (split by the 12 Procurement Areas) you are responding to, you must complete your response to the Selection Criteria confirming how, within that Procurement Area, your organisation meets each of the Selection Criteria.

9.20 Once you have completed your response you must ensure you submit ('publish') it.

Important Note: if you have already expressed an interest or responded to the PQQ on the eTendering system in relation to another LSC ITT.

9.21 You must as part of your response to these ITTs submit a response to the PQQ on the eTendering system.

9.22 You may though have already 'expressed an interest' or in fact completed and submitted a response to the PQQ as part of responding to another LSC invitation to tender.

9.23 To avoid you having to fill in a new PQQ each time you submit a response to an ITT, the eTendering system is designed so that it saves your latest submitted response to the PQQ. However, this means that you will need to review your response to ensure that you have answered all required questions and the information provided is accurate.

9.24 As part of your response to the ITT(s), you will be required to confirm that a response to the PQQ has been submitted and that the information contained in the last response remains accurate and up to date at the time of submitting the ITT.

9.25 In relation to this tender process, at **12 noon on 4 May 2010**, we will extract your response to the PQQ held on the eTendering system. We will assess on the basis of the latest information included in the response to the PQQ submitted to us before this closing time and date.

Pre Qualification Questionnaire (PQQ)

9.26 The PQQ's purpose is to enable us to assess whether an Applicant Organisation meets our minimum standards of suitability for a publicly funded legal aid contract and to gather certain other information about Applicant Organisations.

9.27 The PQQ covers the following areas:

- Are there any mandatory grounds for rejection of the Applicant under regulation 23(1) of the Public Contracts Regulations 2006 (Applicants or Key Personnel convicted of conspiracy, bribery, fraud, money laundering)?
- Requirement to have 1 year's managerial experience and 3 years' experience of delivering specialist legal advice
- Requirement to have a complaints process, and no history of complaints being upheld and sanctions applied by a regulatory/complaints body, or upheld professional negligence claims, in the last 3 years (in relation to publicly funded areas of law only)
- Requirement to have appropriate professional indemnity, public liability and employers' liability insurance cover
- Requirement to comply with workplace legislation (data protection, equalities and health and safety at work) by having appropriate policies and procedures and an acceptable history of discrimination claims in the last 3 years
- An acceptable history of business conduct including interventions and adverse findings by regulatory bodies, bankruptcy/insolvency, terminations for fault of public sector contracts, criminal convictions and failures to repay money owing on public sector contracts
- Confirmation that the Applicant Organisation has met its tax, VAT and NI liabilities
- Confirmation that the Applicant Organisation will hold an appropriate quality standard (SQM or Lexcel)

9.28 A full version of the PQQ can be found on the eTendering system through the 'PQQs open to all suppliers' link.

9.29 Some answers to PQQ questions will be assessed on a pass/fail basis and do not offer an opportunity for Applicant Organisations to give further exceptional circumstances. In relation to these types of questions the requirement to have the required experience is absolute and is a mandatory grounds for failing the PQQ.

9.30 Other questions on the PQQ provide an opportunity to set out exceptional circumstances where an Applicant Organisation considers that it cannot meet the requirements but that exceptional circumstances apply which mean that the Applicant Organisation should be considered by us as still meeting the PQQ requirement.

9.31 It is the Applicant Organisation's responsibility to ensure that it makes full use of this opportunity in order to provide comprehensive details of any exceptional circumstances. We are under no obligation to seek further information or clarify a response – and will not do so where in our opinion this would give an Applicant Organisation an unfair opportunity to improve their response.

9.32 The opportunity to give exceptional circumstances cannot not be used to provide other supplementary information to your PQQ or ITT. Information incorrectly submitted, as exceptional circumstances that is intended only to enhance your bid, will not be considered.

9.33 If an Applicant Organisation fails any PQQ question, the PQQ will be unsuccessful and none of the Applicant Organisation's tenders will be considered further.

- 9.34 The PQQ also asks for information about financial sustainability and equalities and diversity through an Applicant Information Form. This information is not assessed (and the form is non-mandatory at the time of submitting the tender), although we may use the financial sustainability information to inform future contract management. However, if you are awarded a contract following assessment of your tender, we will require you to provide this information as part of the terms of the contract.
- 9.35 Therefore we do encourage you to complete and attach the relevant Applicant Information Form (Private Sector or Not for Profit as appropriate), however, where an Applicant Information Form is not uploaded and submitted as part of a tender response, it will not result in a tender being rejected.

Invitation to Tender (ITT)

- 9.36 As previously outlined, there will be 28 ITTs - one covering each Category of Law, and for Actions Against the Police and Education, one covering each of the 12 Procurement Areas.
- 9.37 As there is currently a large volume of ITTs open, we recommend that Applicant Organisations access these by undertaking a search using the relevant Project or ITT code. These are listed in Annex H, along with further information on how to undertake a search on the eTendering system. Alternatively, Applicant Organisations can also access the ITTs by clicking on the 'ITTs open to all suppliers' link, which will bring up a list of all ITTs currently open. Applicant Organisations can manage the ITTs that they have expressed an interest in through the 'Projects' link.
- 9.38 Applicant Organisations should select the ITT that they would like to view by clicking on the ITT title. This will bring up an overview of the ITT. Applicants can then decide whether they would like to 'express an interest' to the ITT and 'reply' to it (these links can be found on the left-hand side of the page).

What is in the ITT?

- 9.39 All ITTs comprise of the following sections:

Tender Information Form (Mandatory Form)

- 9.40 There are separate Tender Information Forms attached to each ITT. For the Consumer, Clinical Negligence, Personal Injury and Public Law ITTs Applicant Organisations must specify the Procurement Area that they are tendering to deliver the service from and add details for each presence within a Procurement Area. Similarly, for the Actions Against the Police and Education ITTs (which are split by Procurement Area) Applicant Organisations must add details for each presence they are tendering to deliver services from within that Procurement Area. For example, if an Applicant Organisation was tendering to deliver Education Matter Starts from two separate Offices in London it would need to complete details for each Office.
- 9.41 Applicant Organisations must complete and upload with their response to the ITT, the Tender Information Form. There is a facility in the right hand side of the screen (Buyer Attachments) to download the Tender Information Form. We require Applicant Organisations to submit the following information on this form, which will form part of the tender, about each presence (an Office or Local

Arrangements) from which they are tendering to deliver the relevant LVC Services as part of the ITT:

- Whether they would like an allocation for tolerance work (see 8.5) (Section 1)
- Presence arrangements including Office address where this is relevant (Section 2)
- Any existing LSC account number for the Office that will support the delivery of services from that presence (Section 2)
- Information about staff members that will deliver the Services tendered for (Section 4, Section 3 for Clinical Negligence)
- Matter Starts that Applicant Organisations are bidding to be delivered from that Office (Section 1) (excludes Clinical Negligence)
- Section 3 will automatically calculate the ratio of caseworkers to Matter Starts tendered for based on the information provided (excludes Clinical Negligence) (see from 10.9 for more information)

9.42 Applicant Organisations must click 'Yes' if a message comes up when opening the form to enable macros. If your computer settings prevent the use of macros please see the guidance on enabling macros on our website at www.legalservices.gov.uk (CLS > Tenders > Civil contracts for 2010 > Low Volume Categories). Applicant Organisations must first click the 'Show form' button and they must then add the name of their organisation to the front page.

9.43 To add details of a presence from which you are tendering to deliver services you must click the 'Add New' button. You will then see a new blank page, which you complete for that Office/Local Arrangement. Sections 1 and 2 and the section on staff details must be completed. All information requested in the Tender Information Form must be entered, with the exception of information about an existing LSC Account Number which is required only for those Applicant Organisations that currently hold an LSC contract and the tolerance Matter Start box which must only be completed if the Applicant Organisation wishes to tender for tolerance Matters.

9.44 The information given in the staff details section relates to the hours (except for the Clinical Negligence Tender Information Form) and roles of staff members delivering work in that particular Procurement Area. For example, if a FTE member of staff will work half their time in one Procurement Area and half in another, Applicants must enter their details in the forms for each Procurement Area, giving their time as 17.5 hours (half a full FTE week of at least 35 hours) in both cases. The form will automatically calculate the FTE of every staff member for whom details are provided based on the number of hours per week entered.

9.45 Where Applicant Organisations fill in staff details and have posts vacant, they must tick the 'vacant' tick box and complete the rest of the information, which they expect will be true of the post holder they intend to recruit (on the Clinical Negligence Tender Information Form, Applicant Organisations must type 'vacant' into the 'Name of Staff Member' field and complete the rest of the information, which they expect will be true of the post holder they intend to recruit). For example, if an Applicant Organisation intends to recruit a Supervisor, it must select the 'Supervisor' option from the drop down menu.

- 9.46 Once details of the presence in the Procurement Area have been entered, Applicant Organisations must click 'OK' to save it. The front page will now list the Procurement Area/type of presence and some of the details that have just been entered. Applicant Organisations must click 'OK' to close the form and must then save it on their system. However, if necessary, to complete details of any further Procurement Areas/presences, Applicants must click 'Add New' and provide details again following the process set out above.
- 9.47 Please note that where an Applicant Organisation is tendering to deliver services through Local Arrangements it should only enter these details once per Procurement Area as by their definition these will be able to cover multiple locations/methods of delivery. However, details of each Office (whether a Permanent or Part-time Presence) that services are being tendered from should be entered as these represent a fixed point of delivery that will be recorded in successful Applicant Organisation's contract schedule(s).

Essential Criteria

- 9.48 The next section of the ITT sets out the Essential Criteria and related questions.
- 9.49 The questions in this section will seek confirmation that the Applicant Organisation meets the minimum service requirements to be considered for the award of a contract to deliver the services tendered for (see Annex A - F for a list of Essential Criteria we will apply in each ITT).
- 9.50 Whilst this stage must be completed only once by an Applicant Organisation per ITT, we are asking Applicant Organisations to warrant their responses in relation to **ALL** the LVC Services they wish to deliver as part of their response to the ITT. For example, if an Applicant Organisation wished to bid to deliver Public Law Services in the East Midlands and West Midlands, then it would have to ensure that the services provided in both Procurement Areas could meet the Essential Criteria before answering these questions in the Public Law ITT. In Education and APP, an Applicant Organisation wishing to bid to deliver services from multiple Offices in the Procurement Area would have to ensure that the services provided from all Offices could meet the Essential Criteria.
- 9.51 All the questions in this section require an answer of Yes or No. One Essential Criterion in each of the ITTs relates to an Applicant Organisation's Supervisor in the relevant Category of Law. There is a facility in the right hand side of the screen (Buyer Attachments) to download the relevant Supervisor Self Declaration Form.
- 9.52 This form must be downloaded and completed with details of each Supervisor who is currently in post to deliver the Category of Law tendered for. It should then be uploaded with the response. For each Category of Law, the Supervisor Self Declaration Form available contains 5 replications of the forms so that where an Applicant Organisation has more than one Supervisor, details of all can be provided. If an Applicant Organisation has more than 5 Supervisors, it must submit an additional form with these details through message boards within the eTendering system.
- 9.53 If an Applicant Organisation does not currently have a Supervisor in post for the Category/ies of Law it is tendering to deliver, then it will not need to upload the Supervisor Self Declaration Form with its tender. However, it must provide us

with a Supervisor Self Declaration Form once this individual is recruited and in any event 8 weeks before the contract start date.

9.54 Supervisor Declaration Forms are not Mandatory Forms, however it will be a condition of contract that we receive these at least 8 weeks prior to the contract start date. Therefore, where possible Applicant Organisations are encouraged to submit these forms with its tender.

9.55 Where any conditions of contract awards (including any evidence required by the Essential Criteria) are not met, this will entitle us to reject a tender, assess the tender as unsuccessful and/or entitle us not to proceed with any decision made to award the Applicant Organisation a contract or entitle us to terminate the contract pursuant to Clause 25 of the Standard Terms.

Selection Criteria (Actions Against the Police and Education ITTs only)

9.56 After completing questions regarding the Essential Criteria, Applicant Organisations responding to the Actions Against the Police and Education ITTs must then go on to consider the next section covering Selection Criteria. Selection Criteria are not all equally weighted and you must review Annexes A and D which contains the scoring mechanisms for the Selection Criteria for these ITTs.

9.57 Selection Criteria will be considered against all services an Applicant Organisation will deliver in the Procurement Area, regardless of the number of presences within that Procurement Area that the Applicant Organisation is tendering to deliver services from. For example, in the event that an Applicant Organisation was tendering for services from two Offices in the North West one with a Permanent Presence and another with a Part-time Presence, its response to the Selection Criteria on the type of presence would be that it had a Permanent Presence as this reflects the primary service that the Applicant Organisation is tendering to deliver in the Procurement Area

9.58 The Selection Criteria mainly refer to the experience of the Organisation as a whole. However there is a question regarding our preferred level of presence in the Procurement Area for the Applicant Organisation's Office.

9.59 Each Selection Criterion is linked to a question for which there are a number of possible answer options presented in a series of drop down lists. For each Selection Criterion Applicant Organisations are required to select the appropriate option from the drop down list. Applicant Organisations must respond to all Selection Criteria.

9.60 We do not require that Applicant Organisations submit any additional information about the services they will deliver beyond that requested on the ITT. As this is an open and fair tender process in which all Applicant Organisations are assessed on an equal basis, any additional information provided will not be considered.

What happens once a response is 'published'?

9.61 Responses to ITTs submitted will be treated as sealed bids. This means that the LSC will not open any responses until after the deadline for the tender exercise.

- 9.62 Applicant Organisations can therefore amend and resubmit their responses to the ITTs up until the closing date for tenders to be submitted.
- 9.63 Responses will be automatically acknowledged when they are published for the first time. There will be no acknowledgement of resubmitted responses where Applicant Organisations amend and republish their response to an ITT. We will assess the latest published response.

Section 10: How will tenders be assessed and Matter Starts awarded?

Opening Procedure

10.1 Responses submitted by Applicant Organisations will not be opened until after the deadline has passed. An authorised LSC representative will open responses and all responses to the same ITT will be opened at the same time (parallel opening) to ensure fairness.

PQQ

10.2 The PQQ consists of a series of yes/no questions that are designed to test compliance with our requirements.

10.3 We expect all Applicant Organisations to confirm compliance with all our PQQ requirements. If an Applicant Organisation fails the PQQ then it will not be considered further and its tender(s) will be unsuccessful.

10.4 At **12 noon on 4 May 2010**, we will extract your response to the PQQ held on the eTendering system. We will assess on the basis of the latest information included in the response to the PQQ submitted to us before this closing time and date.

Essential Criteria

10.5 The Essential Criteria reflect the minimum service requirements that we want all Providers delivering the Services tendered for to meet.

10.6 All Essential Criteria will be assessed on the basis of pass or fail and any Applicant Organisation unable to confirm that they meet all our requirements will have their response to the ITT assessed as unsuccessful.

10.7 The process for assessing Consumer, Clinical Negligence, Personal Injury and Public Law tenders will end here.

Awarding contracts for Clinical Negligence

10.8 An Applicant Organisation who passes the Essential Criteria will be awarded a contract to conduct Clinical Negligence Licensed Work from each of its Offices. All successful Applicant Organisations will be authorised to commence Controlled Work in Clinical Negligence without restrictions as to the numbers of matters that can be started. Consequently Matter Starts will not awarded in this Category of Law through this tender process, but the Schedule will (through a notional allocation of 1 Matter Start) authorise the Provider to undertake this level of service.

Capacity Test to be applied to Applicant Organisations passing the PQQ and the Essential Criteria (except Clinical Negligence)

10.9 Following the Essential Criteria we will apply the capacity test to those Applicant Organisations that have passed both the PQQ and the Essential Criteria. The Capacity Tests that apply to these Categories of Law are as follows:

Category	Maximum number of Matter Starts per full time equivalent (FTE) staff member delivering the service
Actions Against the Police etc.	200 per FTE
Education	180 per FTE
Consumer	250 per FTE
Personal Injury	230 per FTE
Public Law	180 per FTE

10.10 Where an Applicant Organisation exceeds the maximum number of Matter Starts in any one Category of Law, we will reduce the number of Matter Starts we allocate in accordance with the process set out below.

- If an Applicant Organisation references the same staff member as a full-time equivalent across multiple presences or Procurement Areas, we will first reduce the number of Matter Starts allocated to the staff member evenly across the number of presences or Procurement Areas in which the staff member is referred to. For example, if the same staff member delivering Actions Against the Police etc. Services is submitted by an Applicant Organisation as being a full-time equivalent in both the North West and Merseyside Procurement Areas and presented as delivering the maximum capacity of 200 Matter Starts in each, we will reduce the bid in both the North West and Merseyside Procurement Areas to 100 Matter Starts.
- We will need to ensure that the matters advertised in the ITTs are allocated to Applicant Organisations who have demonstrated to us confidence that they are able to deliver services from 14 October 2010, the contract start date. We will therefore reduce the initial award of Matter Starts to Applicant Organisations who have posts vacant at the time of tendering to reflect a lower level of confidence of delivery against a vacant post. This will be set at 50% of the maximum capacity per FTE. Where we have allocated this lower number of Matter Starts and the Applicant Organisation is able to confirm the full details of the individuals who have filled the vacancies 8 weeks before the contract start date, the full allocation will be awarded.
- We will undertake a verification exercise against all Applicant Organisations awarded Matter Starts 8 weeks before the start of the contract to ensure that information provided in tenders remains current. We will adjust Matter Starts if the actual staffing levels do not correspond with the capacity test.

Awarding contracts in Consumer, Personal Injury and Public Law

10.11 Following the capacity test, in these categories, an Applicant Organisation who passes the Essential Criteria will be awarded a contract to conduct Licensed Work from each of its Offices. In addition, we will award Matter Starts in each Procurement Area to all successful Applicant Organisations by first looking at the indication given on the Tender Information Form.

10.12 If the total number of Matter Starts bid for in a particular Procurement Area is more than we have available, then we will pro rata available Matter Starts based

on the total proportion of work bid for. However, we will ensure that Applicant Organisations receive at least the following minimums in the applicable categories - 15 Matter Starts in Consumer and Public Law and 10 Matter Starts in Personal Injury.

Example

Pro rata where 100 Matters available in a Procurement Area

Tenders Received	Matters Bid For	% change needed	Matter Pro Rata Reduction	Matters Awarded
Applicant Organisation 1	30	29	9	21
Applicant Organisation 2	50	29	15	36
Applicant Organisation 3	20	29	6	14
Applicant Organisation 4	40	29	12	28
Total	140	29	41	99

10.13 Applicant Organisations must ensure that they can deliver at least 85% of any Matter Starts allocated (see Section 2 of the Civil Specification).

Selection Criteria and allocation– AAP and Education only

10.14 If, after the capacity test, we have Matter Starts available in the Procurement Area to give all Applicant Organisations the number of Matter Starts tendered for, then the process will end as it will not be necessary to apply the Selection Criteria.

10.15 Selection Criteria will be applied to the AAP and Education ITTs when the total volume of Matter Starts bid for by those passing the Essential Criteria is greater than the total Matter Starts available in the Procurement Area.

10.16 Set out in Annexes A and D are the Selection Criteria and how they will be scored. Each answer to a question is allocated a certain number of points. A higher number of points will be awarded to those Applicant Organisations that demonstrate a better fit with our requirements. For the criterion around proportion of staff to recruit to deliver services in the Procurement Area, exceptional circumstances may be entered where an Applicant Organisation considers that it cannot meet the requirements but that exceptional circumstances apply which mean that the Applicant Organisation should be considered by us as still meeting the requirement.

10.17 We will total up the points awarded to each Applicant Organisation in an ITT. This will give each Applicant Organisation within an ITT a single score for the Selection Criteria.

10.18 Once we have ranked all Applicant Organisations who have tendered for the same Procurement Areas we will first award Matter Starts to the Applicant Organisation ranked the highest and continue down the rankings until all available Matter Starts in the Procurement Area have been allocated. This exercise will be undertaken for each ITT where we need to apply Selection Criteria.

- 10.19 Where we are unable to distinguish between Applicant Organisations and a number of them are tied on the same score, we will pro rata available Matter Starts amongst those tied Applicant Organisations. An example of how we would pro rata is set out at paragraph 10.12.
- 10.20 However, we will ensure that Applicant Organisation receive at least the following minimums in the applicable categories - 20 Matter Starts in AAP and 30 Matter Starts in Education. Applicant Organisations must ensure that they can deliver at least 85% of any Matter Starts allocated (see Section 2 of the Civil Specification).
- 10.21 Any successful Applicant Organisation will also be awarded a contract to conduct Licensed Work from each of its Offices

Appeals

- 10.22 A completed tender will consist of (1) a response to the PQQ **and** (2) a response to an ITT (including the Mandatory Form) submitted prior to the deadline of 12 noon on 4 May 2010.
- 10.23 Where a tender is unsuccessful or rejected, the Applicant Organisation will be given written reasons as to why it was unsuccessful or rejected.
- 10.24 There will be no right of appeal against a decision to reject a tender if it is incomplete or if a tender is received after 12 noon on 4 May 2010 (or after any deadline set by a request for clarification or further information) or is not received by the LSC at all.
- 10.25 There will be a right of appeal if a tender is unsuccessful in the following circumstances:
- i where the Applicant Organisation does not pass the PQQ;
 - ii where the Applicant Organisation does not pass the Essential Criteria;
 - iii where the Applicant Organisation does not comply with paragraph 11.2 *and* a notice that the tender is unsuccessful stipulates a right of appeal; and
 - iv where the Applicant Organisation is unsuccessful, because its tender ranks lower than other Applicant Organisations' tenders following assessment of the Selection Criteria, and it is subsequently not awarded any contract work.
- 10.26 Appeals will only be accepted if made through the eTendering system and must be received prior to the applicable deadline(s) stated in the notification to Applicant Organisations that their tender has been unsuccessful. An appeal submitted after the applicable deadline, in any other form or by any other method will not be considered.
- 10.27 The Legal Director (or the Legal Director's appointed representative) will review all appeals, and will determine the procedure and will decide whether to invite or require any further information from the Applicant Organisation, before making a determination on the appeal.
- 10.28 There will be no further right of appeal.

Section 11 Terms and Conditions of tender

- 11.1. The Applicant Organisation's participation in the tendering exercise for publicly funded LVC Services covered by the 2010 Standard Civil Contract are governed by these Terms and Conditions of Tender. The Applicant Organisation must also comply with the User Agreement governing use of the LSC eTendering System and all rules, conditions of contract award and instructions set out in any Tender Document.
- 11.2. Submission of a tender which fails to comply with any Terms and Conditions of Tender, User Agreement or other rules, conditions of contract award and instructions shall, without affecting the Applicant Organisation's liability for non compliance, entitle the LSC to reject a tender, assess the tender as unsuccessful and/or entitle the LSC not to proceed with any decision made to award the Applicant Organisation a Contract or entitle the LSC to terminate the contract pursuant to Clause 25 of the Standard Terms.
- 11.3. A tender must be submitted by **12 noon on 4 May 2010** ("the deadline"). For the purposes of this deadline, it is understood that the time on the eTendering System shall be the definitive time.
- 11.4. By submitting a tender, the Applicant Organisation is agreeing to comply with any conditions of contract award (including any requests for evidence) stated in the Tender Documents and the Terms and Conditions in the Contract if it is awarded one. Any reference to 'tender' includes any part of a tender.
- 11.5. The Applicant Organisation acknowledges that the award of a 2010 Standard Civil Contract does not guarantee any minimum amount of work. Work under the Contract, including that which may arise from rotas or slots type arrangements, is dependent on a successful Applicant Organisation attracting clients, and is subject to amendment under the terms of the Contract.
- 11.6. All tenders and appeals must be submitted on the eTendering System at www.legalservices.bravosolution.co.uk. A tender or appeal submitted in any other form, or by any other method, will not be considered.
- 11.7. For a tender to be complete, the Applicant Organisation must, prior to the deadline, submit a tender consisting of (1) a response to the PQQ **and** (2) a response to an ITT (including the Mandatory Form).
- 11.8. The Applicant Organisation must not amend or alter any document comprising part of the tender after the deadline.
- 11.9. After the deadline any information or documents submitted in response to a request for clarification or further information (in accordance with paragraph 11.25) will also form part of the Applicant Organisation's tender.
- 11.10. In the event of any conflict between the information, answers or documents submitted as part of a tender, the conflict will be resolved by accepting the information, answer or document least favourable to the Applicant Organisation.
- 11.11. It is the responsibility of Applicant Organisation to make sure that a tender is fully and accurately completed (including any Mandatory Forms). The LSC is

under no obligation to contact the Applicant Organisation to clarify its tender or to obtain missing information or Mandatory Forms.

- 11.12. It is the responsibility of the Applicant Organisation to make sure that it submits a tender in good time to take account of any problems or delays in uploading the tender and documents requested by the LSC, accessing the LSC eTendering System owing to heavy usage, internet access or with the Applicant Organisation's own IT systems.
- 11.13. The Applicant Organisation is solely responsible for the costs and expenses incurred in connection with the preparation and submission of tender and all other stages of the tender process. Under no circumstances will the LSC, or any of its employees, be liable for any costs.
- 11.14. The Applicant Organisation must reply to all the questions in order to respond to the PQQ and the ITT, even if it has previously provided this information or if it thinks the LSC is already aware of it (e.g. if the Applicant Organisation holds an existing contract with the LSC).
- 11.15. The Applicant Organisation must not submit a tender which contains any information which the Applicant Organisation knows to be, or has reason to be, false or misleading in accordance with Clause 18 of the 2010 Standard Civil Contract Standard Terms. If information given by the Applicant Organisation is subsequently found to be false or misleading, this may lead to the Applicant Organisation's tender being unsuccessful and/or entitle the LSC not to proceed with any decision made to award the Applicant Organisation a Contract or entitle the LSC to terminate the contract pursuant to Clause 25 of the Standard Terms.
- 11.16. If, because an Application Organisation has registered more than once on the LSC eTendering system or, for any other reason, more than one response to the PQQ or an ITT is received by the LSC the latest response submitted by an Applicant Organisation prior to the deadline shall be the response that is considered by the LSC in the assessment and award process.
- 11.17. The Applicant Organisation may amend and re-submit their response to the PQQ and/or each ITT at any time up to the deadline. If so amended and re-submitted by the Applicant Organisation the latest response submitted by an Applicant Organisation prior to the deadline shall be the response that is considered by the LSC in the evaluation and award process.
- 11.18. The person who submits a tender must be a member of the Applicant Organisation's Key Personnel with appropriate authority to submit a tender for the Applicant Organisation.
- 11.19. A tender will be rejected if it is submitted after the deadline nor will the LSC consider (1) requests to submit the tender after the deadline or (2) requests for an extension of the time or date fixed for the submission of the tender.
- 11.20. A tender will be unsuccessful where, following assessment, the Applicant Organisation:
 - a. fails to pass the PQQ;
 - b. fails to pass the Essential Criteria;and/or

- c. has its tender ranked lower than other Applicant Organisations' tenders following assessment of the Selection Criteria, and it is subsequently not awarded contract work.
- 11.21. The LSC reserves the right to amend at any time any of the Tender Documents and the Contract or to issue clarifications (including in response to questions and answers from Applicant Organisations) or to correct errors or omissions provided that in all cases any such amendment is not sufficiently material to amount to a new tender or contract for the purposes of the Public Contracts Regulations 2006. Subject to paragraph 11.24, any notices of amendment etc will be published on the LSC website tender pages (CLS > Tenders > Civil 2010 Contracts) and sent by email to all Applicant Organisations that have expressed an interest in the relevant ITT and/or PQQ.
- 11.22. A submitted tender, which does not comply with any additional or alternative Terms and Conditions of Tender, rules, conditions of contract award and instructions (or other qualifications) introduced in accordance with paragraph 11.21 above, may be rejected or unsuccessful.
- 11.23. Any communications about the Tender Documents will be given by notice published on the LSC website tender pages (CLS > Tenders > Civil 2010 Contracts) and sent by email to all Applicant Organisations that have expressed an interest in the relevant ITT or PQQ.
- 11.24. After the deadline, notices (pursuant to paragraph 11.21) relating to the 2010 Standard Civil Contract will be published on the LSC tender pages of website (CLS > Tenders > Civil 2010 Contracts) only.
- 11.25. Should the LSC, at any time during the tender process, request the Applicant Organisation to give additional information/clarification the Applicant Organisation should be prepared to provide additional information and/or clarify any aspect of a tender by the deadline set out in the request. The LSC reserve the right to validate any part of the Applicant Organisation's tender and information subsequently given to it.
- 11.26. Any questions and answers posted on the LSC website during the tender process (or before) will not form part of any contract subsequently awarded (unless the LSC notifies Applicant Organisations as part of the answers posted that it will amend the Contract accordingly).
- 11.27. The LSC reserves the right to cancel the invitations to tender or PQQ covered by this IFA in their entirety or in part, and not to proceed to award contracts or to suspend any stage of the process at any time at its absolute discretion.
- 11.28. The Applicant Organisation agrees to keep any tender valid and capable of acceptance by the LSC up the 14 October 2010 (Contract start date).
- 11.29. The right of appeal for an unsuccessful Applicant Organisation is limited to that set out in Section 10.
- 11.30. After assessment is complete, the LSC will retain copies of tenders for such time as it considers reasonable to satisfy the LSC's audit obligations and for any associated contract management purposes.

- 11.31. All intellectual property rights in the Tender Documents and any associated documents are and shall remain the LSC's property.
- 11.32. While the LSC have taken all reasonable steps to ensure, as at the date of the issue of the Tender Documents, that the facts which are contained in the Tender Documents 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.
- 11.33. All information supplied by the LSC to the Applicant Organisation or potential applicants, including that within the Tender Documents, is subject to that Applicant Organisation's own due diligence. The LSC accepts no liability to the Applicant Organisation or potential applicants whatsoever resulting from the use of the Tender Documents, or any omissions from or deficiencies in them.
- 11.34. Without prejudice to any warranties given, the rules, instructions, conditions of contract award and Terms and Conditions of Tender contained in this Tender Documents, do not form a separate collateral contract between the Applicant Organisation and the LSC. The relevant parts of the Applicant Organisation's tender may form part of any Contract subsequently awarded.
- 11.35. If an Applicant Organisation changes its status or any material element of its tender including management or Key Personnel, between submitting its tender and being awarded a Contract, the LSC must be informed of this as soon as possible in writing. The LSC reserve the right (depending on the nature and effect of the change in status) to revoke any contract award made and may request the new Applicant Organisation (post-change) to submit a fresh tender.
- 11.36. The Applicant Organisation must not, and must ensure that its employees, partners, directors, Key Personnel and agents must not;
- (a) canvass any officers, employees, agents or advisers of the LSC in connection with this tender process; or
 - (b) offer or agree to pay or give any sum of money, inducement 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 this tender, any act or omission.
- 11.37. The Applicant Organisation must not enter into any agreement or arrangement with any other person or organisation about whether it should or should not tender, or to fix or adjust the amount of any tender, or collude with any such other person or organisation in any way, in this tender process.
- 11.38. Nothing in these Terms and Conditions prevents the Applicant Organisation from approaching or recruiting employees or agents (in accordance with the terms of the Contract) to undertake work covered by this tender process on behalf of the Applicant Organisation.
- 11.39. If the Applicant Organisation is a legal entity with limited liability (unless it is a registered charity) any Contract awarded will be conditional upon the Applicant Organisation supplying the LSC with a relevant indemnity form signed by the ultimate owners of the Applicant Organisation and/or such persons as the LSC might reasonably regard as being controllers and/or senior managers of the

organisation and/or where the Applicant Organisation is a limited company, from any company which is a holding company.

Confidentiality and Freedom of Information Act 2000

11.40. The LSC may share any information contained in an Applicant Organisation's tender with Bravo Solutions Limited for the purposes of administering the tender process.

11.41. The Applicant Organisation should note that under the Freedom of Information Act 2000 (the "FOIA") the LSC may be required to disclose details of its tender in response to a request from third parties, either during or after the tender process. The LSC can only withhold information where it is covered by a valid exemption as set out in the FOIA.

11.42. If an Applicant Organisation is concerned about possible disclosure it should contact the LSC and clearly identify the specific parts of the tender that it consider 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 Organisation should familiarise itself with the Information Commissioner's current position on the disclosure and non disclosure of commercially sensitive information and therefore should not notify us of blanket labelling of all its tender as confidential.

11.43. The Applicant Organisation should also be aware that the receipt by the LSC of information marked 'confidential' does not mean that the LSC accepts any duty of confidence in relation to that marking. Neither does the LSC guarantee that information identified by the Applicant Organisation as confidential will not be disclosed where the public interest favours disclosure pursuant to our obligations under FOIA.

11.44. It is important to note that the sensitivity of information is likely to change over time and therefore it is likely that general contract details will be disclosed once the tender process is complete.

11.45. The LSC, will collect, hold and use personal data obtained from and about the Applicant Organisation and its Key Personnel during the course of the tender process ("Personal Data").

11.46. The Applicant Organisation must agree to such Personal Data being collected, held and used in accordance with and for the purposes of administering the tender process as contemplated by the Tender Documents and for contract management of any Contract subsequently awarded.

11.47. The Applicant Organisation warrants, on a continuing basis, that it has:

- i all requisite authority and has obtained and will maintain all necessary consents required under the Data Protection Regulations (which means the Data Protection Act 1998, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and all relevant regulations together with any codes of conduct and guidance issued by the Information Commissioner);and

- ii otherwise fully complied with all of its obligations under the Data Protection Regulations, in order to disclose to the LSC the Personal Data, and allow LSC to carry out the tender process. The Applicant Organisation shall immediately notify the LSC if any of the consents is revoked or changed in any way which impacts on the LSC's rights or obligations in relation to such Personal Data.

Section 12 Definitions

Many of the phrases used in the Tender Documents are explained in the relevant paragraph of this IFA. Further definitions are set out in the 2010 Standard Civil Contract and are not repeated here.

Set out below are some summary definitions you may find helpful.

All references to "Contract", contract, Contract for Signature, Standard Terms, Specification, Schedule means the terms of the 2010 Standard Civil Contract;

"AAP" means Actions Against the Police etc;

"Applicant Organisation(s)" and "Applicant" or "you" means a single legal entity tendering to deliver LVC Services;

"Authorised Litigator" means a solicitor or other authorised litigator as defined in Section 119 of the Courts and Legal Services Act 1990. An authorised litigator, as defined by the Act, is "any person (including a solicitor) who has a right to conduct litigation granted by an authorised body." An authorised litigator's role is primarily to issue proceedings and apply for a funding certificate for Legal Representation, and then to conduct the litigation. Without an authorised litigator, a provider organisation will not be able to provide the full range of services up to full Legal Representation for their clients;

"Confirmed Peer Review" means at the conclusion of the peer review process, following appeal and any follow-up audit;

"Consumer Services" means relating to allegations of professional negligence, or to allegations of discrimination in the supply of goods or services under Part III of the Disability Discrimination Act 1995;

"Data Controller" is a person or organisation that determines the purposes for which, and the manner in which, personal information is processed with reference to the Data Protection Act 1998;

"Equalities Legislation" refers to the:

- Equal Pay Act 1970;
- Sex Discrimination Act 1975;
- Race Relations Act 1976;
- Disability Discrimination Act 1995;
- Employment Rights Act 1996;
- Human Rights Act 1998;
- Sex Discrimination (Gender Recognition) Regulation 1999;
- Part Time Workers (Prevention Of Less Favourable Treatment) Regulations 2000;
- Fixed Term Employees (Prevention Of Less Favourable Treatment) Regulations 2000;
- Employment Act 2002;
- Employment Equality (Sexual Orientation) Regulations 2003;
- Employment Equality (Religion Or Belief) Regulations 2003;
- Gender Recognition Act 2004;
- Civil Partnership Act 2004;
- Equality Act 2006;

Work And Families Act 2006;
Employment Equality (Age) Regulations 2006; or

any other equivalent legislation in a foreign state where the Applicant Organisation employs staff or engages in business activities;

“eTendering System” means the online system that will be used to run the tender process and through which Applicant Organisations must submit tenders;

“Mandatory Form(s)” means forms (or other documents or information) that must be submitted as part of a tender. Submission of Mandatory Form after the deadline will mean a tender is rejected;

“Individual Voluntary Arrangement” or *“IVA”* or is a formal agreement between you and your creditors, to make reduced payments towards the total amount of your debt;

“Information Commissioners Office (ICO)” is an independent authority sponsored by the Ministry of Justice, to oversee the Data Protection Act, the Freedom of Information Act and the Environmental Information Regulations;

“Information for Applicants” or *“IFA”* means the document that contains information, instructions, rules, conditions of contract award and ‘Terms and Conditions’ of Tender that will govern the tender process and the other Tender Documents (PQQ and ITTs);

“Invitation to Tender” or *“ITT”* means the specific LVC Services that Applicant Organisations can tender against. For this tender process there are two separate ITTs which can be accessed via the eTendering system;

“Key Personnel” means any person who has powers of representation, decision or control of an organisation including partners, directors and trustees;

“LVC Services” and *“Services”* means face-to-face representation (and where applicable advice) to Clients. It does not include triage or general advice;

“Low Volume Categories” or *“LVC”* means the following Categories of Law: Actions Against the Police etc.(AAP), Clinical Negligence, Consumer (Disability Discrimination and Professional Negligence only), Education, Personal Injury and Public Law;

“Partnership Voluntary Arrangement or PVA ” is a formal agreement with the partnership’s creditors to repay their debts either in full or more likely partially over a fixed period of time;

“Regulatory Bodies” means the Law Society, the Solicitors’ Regulation Authority, Bar Council, National Citizens’ Advice Bureau or the equivalent organisation in a foreign jurisdiction;

“Specialist Legal Advice” means giving legal advice where you are taking action on behalf of the clients in order to move the case forward, with the adviser taking responsibility for further action. This includes negotiation and representing the client to third parties on the telephone, by letter or face to face. This also includes providing litigation and advocacy services. It does not include triage or initial general advice; and

“Tender Documents” means this IFA, the PQQ and ITTs including any attachments or Mandatory Forms.

“Terms and Conditions of Tender” means the provisions set out in Section 11 of this IFA.

Low Volume Categories IFA Annexes

ANNEX A: Actions Against the Police etc. Criteria

Essential Criteria	
By 14 October 2010, in each Procurement Area that the Applicant Organisation is tendering to deliver services, it must be able and willing to provide Actions Against the Police etc. Services at all levels (i.e. Legal Help and Legal Representation) through the employment of an Authorised Litigator.	
By 14 October 2010, the Applicant Organisation must have Local Arrangements in place, or have an Office in each Procurement Area tendered for which is either a Permanent Presence or a Part-time Presence. Evidence of this must be provided 8 weeks prior to 14 October 2010.	
The Applicant Organisation must not have received a 'Confirmed Peer Review' rating of 4 or 5 in the Actions Against the Police etc. Category of Law since 12 March 2007.	
By 14 October 2010, the Applicant Organisation must employ a Supervisor who meets either route for the Supervisor Standard in the Actions Against the Police etc. Category of Law as set out in the 2010 Standard Civil Contract. Evidence of this must be provided 8 weeks prior to 14 October 2010.	
By 14 October 2010 the Applicant Organisation must employ at least one full time equivalent (FTE) Supervisor (who meets the Supervisor Standard in the Actions Against the Police etc. Category of Law and actively supervises) for every six employed FTE Caseworkers. Evidence of this must be provided 8 weeks prior to 14 October 2010.	
In each Procurement Area that the Applicant Organisation is tendering to deliver services, it must tender for at least 20 Matter Starts in the Actions Against the Police etc. Category of Law.	
Selection Criteria	
Preference will be given to an Applicant Organisation based on the type of Presence delivered in the Procurement Area.	Points will be awarded to an Applicant Organisation as follows: <ul style="list-style-type: none"> - The Applicant Organisation will have a Permanent Presence in the Procurement Area (5 points) - The Applicant Organisation will have a Part-time Presence in the Procurement Area (3 points) - The Applicant Organisation will have permitted Local Arrangements in the Procurement Area (1 point)
Preference will be given to those Applicant Organisations that can provide us with a higher level of confidence of delivery through currently providing face-to-face legal services in the Procurement Area.	Points will be awarded to an Applicant Organisation as follows: <ul style="list-style-type: none"> - The Applicant Organisation is currently delivering face-to-face Actions Against the Police Services in the Procurement Area (5 points)

	<ul style="list-style-type: none"> - The Applicant Organisation has an Office in the Procurement Area that is currently operational and delivering face-to-face advice services in a Category of Law other than Actions Against the Police (4 points) -The Applicant Organisation already has a formal written and agreed arrangement in place to set up an Office or Local Arrangements in the Procurement Area to deliver face-to-face advice services in the Actions Against the Police Category of Law by 14 October 2010 (2 points) - None of the above (0 points)
<p>Preference will be given to those Applicant Organisations that can provide us with a higher level of confidence of delivery through experience of delivering Actions Against the Police etc. Services.</p>	<p>Points will be awarded to the Applicant Organisation as follows:</p> <ul style="list-style-type: none"> - The Applicant Organisation has advised or represented clients face-to-face in at least 30 Actions Against the Police etc Services cases since 12 March 2009 (5 points) - The Applicant Organisation is not yet operational but its Key Personnel/Actions Against the Police Supervisor have advised or represented clients face-to-face in at least 30 Actions Against the Police etc Services cases since 12 March 2009 (3 points) - None of the above (0 points)
<p>Preference will be given to those Applicant Organisations that can provide us with a higher level of confidence of delivery through having a lower percentage of Caseworkers to recruit to deliver the Actions Against the Police etc Services at the relevant Procurement Area</p>	<ul style="list-style-type: none"> - The Applicant Organisations has to recruit less than 25% of the total number of caseworkers required to deliver the Actions Against the Police etc Services in the Procurement Area (5 points) - The Applicant Organisations has to recruit between 25% and 49% of the total number of caseworkers required to deliver the Actions Against the Police etc Services in the Procurement Area (3 points) - The Applicant Org has to recruit between 50% and 74% of the total number of caseworkers required to deliver the Actions Against the Police Service etc

	<p>in the Procurement Area (2 points)</p> <ul style="list-style-type: none">- The Applicant Organisation has to recruit 75% or more of the total number of caseworkers required to deliver the Actions Against the Police Service etc in the Procurement Area (0 points)- Exceptional Circumstance apply <p>NB. Applicants may select an 'Exceptional Circumstances' option for use where Applicants consider that none of the other options provided apply to their Applicant Organisation. Applicants to whom this is relevant should set out their Exceptional Circumstances and how they meet the relevant criterion. Applicants setting out Exceptional Circumstances will be scored according to how well they meet our criteria and may be awarded scores from 0 – 5.</p>
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ANNEX B: Clinical Negligence Criteria

Essential Criteria
By 14 October 2010, in each Procurement Area that the Applicant Organisation is tendering to deliver services, it must be able and willing to provide Clinical Negligence Services at all levels (i.e. Legal Help and Legal Representation) through the employment of an Authorised Litigator.
By 14 October 2010, in each Procurement Area that the Applicant Organisation is tendering to deliver services, it must either have an Office which is either a Permanent or Part-time Presence. Evidence of this must be provided 8 weeks prior to 14 October 2010.
By 14 October 2010, the Applicant Organisation must employ a Supervisor who meets the Supervisor Standard in the Clinical Negligence Category of Law as set out in the 2010 Standard Civil Contract. Evidence of this must be provided 8 weeks prior to 14 October 2010.
By 14 October 2010 the Applicant Organisation must employ at least one full time equivalent (FTE) Supervisor (who meets the Supervisor Standard in the Clinical Negligence Category of Law and actively supervises) for every six employed FTE Caseworkers. Evidence of this must be provided 8 weeks prior to 14 October 2010.

ANNEX C: Consumer (professional negligence and disability discrimination only) Criteria

Essential Criteria
By 14 October 2010, in each Procurement Area that the Applicant Organisation is tendering to deliver services, it must be able and willing to provide Consumer Services at all levels (i.e. Legal Help and Legal Representation) through the employment of an Authorised Litigator.
By 14 October 2010, in each Procurement Area that the Applicant Organisation is tendering to deliver services, it must have Local Arrangements in place or an Office which is either a Permanent Presence or a Part-time Presence. Evidence of this must be provided 8 weeks prior to 14 October 2010.
By 14 October 2010, the Applicant Organisation must employ a Supervisor who meets any of the routes for the Supervisor Standard in the Consumer Category of Law as set out in the 2010 Standard Civil Contract. Evidence of this must be provided 8 weeks prior to 14 October 2010.
By 14 October 2010 the Applicant Organisation must employ at least one full time equivalent (FTE) Supervisor (who meets the Supervisor Standard in the Consumer Category of Law and actively supervises) for every six employed FTE Caseworkers. Evidence of this must be provided 8 weeks prior to 14 October 2010.
The Applicant Organisation must tender for at least 15 Matter Starts in the Consumer Category of Law in each Procurement Area that it is tendering to deliver Consumer Services.

ANNEX D: Education Criteria

Essential Criteria	
By 14 October 2010, in each Procurement Area that the Applicant Organisation is tendering to deliver services, it must be able and willing to provide Education Services at all levels (i.e. Legal Help and Legal Representation) through the employment of an Authorised Litigator.	
By 14 October 2010, the Applicant Organisation must have Local Arrangements in place, or have an Office in each Procurement Area tendered for which is either a Permanent Presence or a Part-time Presence. Evidence of this must be provided 8 weeks prior to 14 October 2010.	
The Applicant Organisation must not have received a 'Confirmed Peer Review' rating of 4 or 5 in the Education Category of Law since 12 March 2007.	
By 14 October 2010 the Applicant Organisation must employ a Supervisor who meets the Supervisor Standard in the Education Category of Law as set out in the 2010 Standard Civil Contract. Evidence of this must be provided 8 weeks prior to 14 October 2010.	
By 14 October 2010 the Applicant Organisation must employ at least one full time equivalent (FTE) Supervisor (who meets the Supervisor Standard in the Education Category of Law and actively supervises) for every six employed FTE Caseworkers. Evidence of this must be provided 8 weeks prior to 14 October 2010.	
In each Procurement Area that the Applicant Organisation is tendering to deliver services, it must tender for at least 30 Matter Starts in the Education Category of Law.	

Selection Criteria	
Preference will be given to an Applicant Organisation based on the type of Presence delivered in the Procurement Area	<p>Points will be awarded to an Applicant Organisation as follows:</p> <ul style="list-style-type: none"> - The Applicant Organisation will have a Permanent Presence in the Procurement Area (5 points) - The Applicant Organisation will have a Part-time Presence in the Procurement Area (3 points) - The Applicant Organisation will have permitted Local Arrangements in the Procurement Area (1 point)
Preference will be given to those Applicant Organisations that can provide us with a higher level of confidence of delivery through currently providing face-to-face legal services in the Procurement Area	<p>Points will be awarded to an Applicant Organisation as follows:</p> <ul style="list-style-type: none"> - The Applicant Organisation is currently delivering face-to-face Education Services in the Procurement Area (5 points) - The Applicant Organisation has an Office in the Procurement Area that is currently operational and delivering face-to-face advice services in a Category of Law other than Education (4 points)

	<p>-The Applicant Organisation already has a formal written and agreed arrangement in place to set up an Office or Local Arrangements in the Procurement Area to deliver face-to-face advice services in the Education Category of Law by 14 October 2010 (2 points)</p> <p>- None of the above (0 points)</p>
<p>Preference will be given to those Applicant Organisations that can provide us with a higher level of confidence of delivery through experience of delivering Education Services</p>	<p>Points will be awarded to the Applicant Organisation as follows:</p> <ul style="list-style-type: none"> - The Applicant Organisation has advised or represented clients face-to-face in at least 30 Education Services cases since 12 March 2009 (5 points) - The Applicant Organisation is not yet operational but its Key Personnel/Education Supervisor have advised or represented clients face-to-face in at least 30 Education Services cases since 12 March 2009 (3 points) - None of the above (0 points)
<p>Preference will be given to those Applicant Organisations that can provide us with a higher level of confidence of delivery through having a lower percentage of Caseworkers to recruit to deliver the Education Services at the relevant Procurement Area</p>	<ul style="list-style-type: none"> - The Applicant Organisations has to recruit less than 25% of the total number of caseworkers required to deliver the Education Services in the Procurement Area (5 points) - The Applicant Organisations has to recruit between 25% and 49% of the total number of caseworkers required to deliver the Education Services in the Procurement Area (3 points) - The Applicant Org has to recruit between 50% and 74% of the total number of caseworkers required to deliver the Education Services in the Procurement Area (2 points) - The Applicant Organisation has to recruit 75% or more of the total number of caseworkers required to deliver the Education Services in the Procurement Area (0 points)

	<p>- Exceptional Circumstance apply NB. Applicants may select an 'Exceptional Circumstances' option for use where Applicants consider that none of the other options provided apply to their Applicant Organisation. Applicants to whom this is relevant should set out their Exceptional Circumstances and how they meet the relevant criterion. Applicants setting out Exceptional Circumstances will be scored according to how well they meet our criteria and may be awarded scores from 0 – 5.</p>
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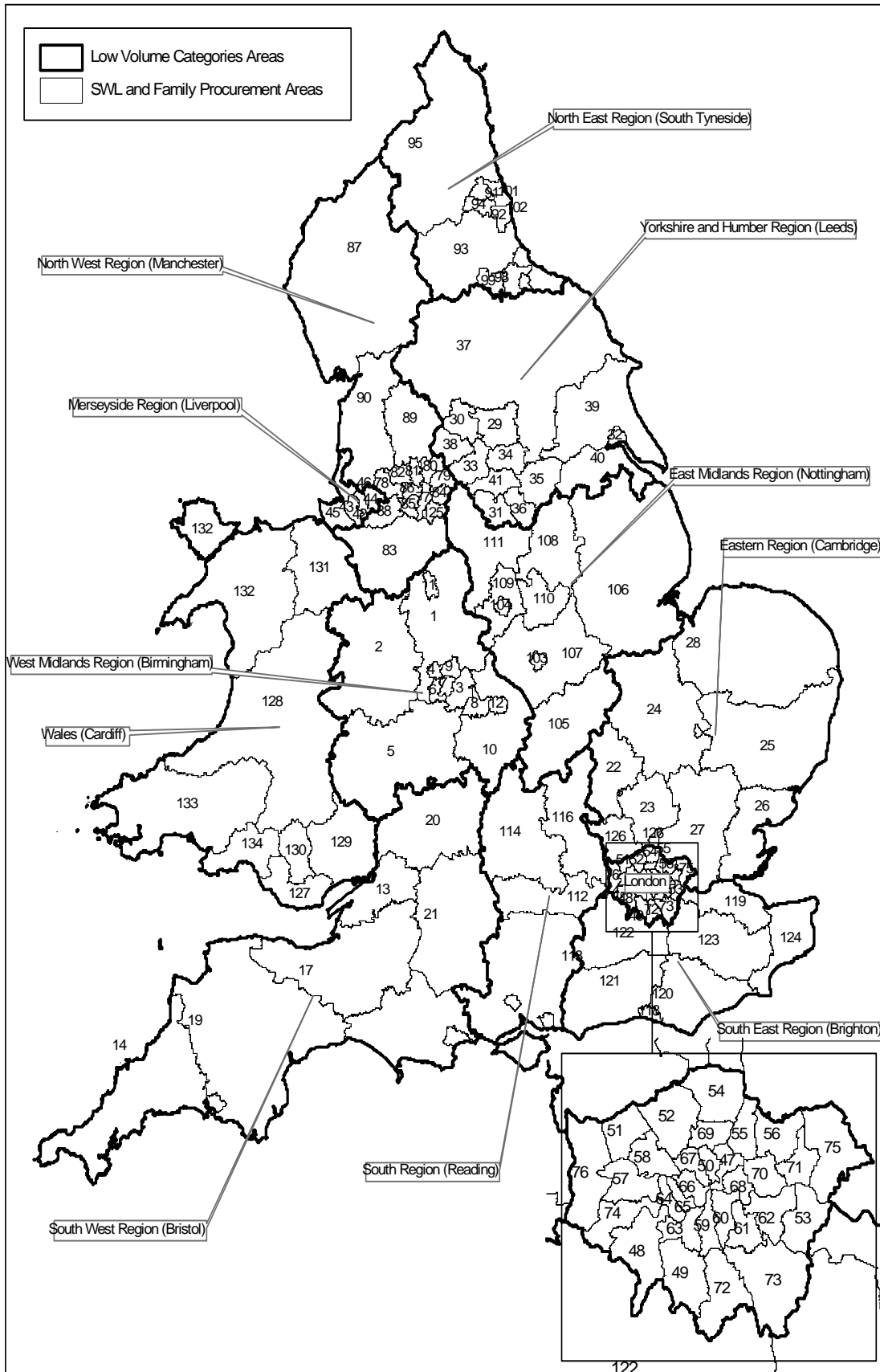
ANNEX E: Personal Injury

Essential Criteria
By 14 October 2010, in each Procurement Area that the Applicant Organisation is tendering to deliver services, it must be able and willing to provide Personal Injury Services at all levels (i.e. Legal Help and Legal Representation) through the employment of an Authorised Litigator.
By 14 October 2010, in each Procurement Area that the Applicant Organisation is tendering to deliver services, it must have an Office which is either a Permanent Presence or a Part-time Presence. Evidence of this must be provided 8 weeks prior to 14 October 2010.
By 14 October 2010, the Applicant Organisation must employ a Supervisor who meets the Supervisor Standard in the Personal Injury Category of Law as set out in the 2010 Standard Civil Contract. Evidence of this must be provided 8 weeks prior to 14 October 2010.
By 14 October 2010 the Applicant Organisation must employ at least one full time equivalent (FTE) Supervisor (who meets the Supervisor Standard in the Personal Injury Category of Law and actively supervises) for every six employed FTE Caseworkers. Evidence of this must be provided 8 weeks prior to 14 October 2010.
The Applicant Organisation must tender for at least 10 Matter Starts in the Personal Injury Category of Law in each Procurement Area that it is tendering to deliver Personal Injury Services.

ANNEX F: Public Law Criteria

Essential Criteria
By 14 October 2010, in each Procurement Area that the Applicant Organisation is tendering to deliver services, it must be able and willing to provide Public Law Services at all levels (i.e. Legal Help and Legal Representation) through the employment of an Authorised Litigator.
By 14 October 2010, in each Procurement Area that the Applicant Organisation is tendering to deliver services, it must have Local Arrangements in place or an Office which is either a Permanent Presence or a Part-time Presence. Evidence of this must be provided 8 weeks prior to 14 October 2010.
By 14 October 2010 the Applicant Organisation must employ a Supervisor who meets the Supervisor Standard in the Public Law Category of Law as set out in the 2010 Standard Civil Contract. Evidence of this must be provided 8 weeks prior to 14 October 2010.
By 14 October 2010 the Applicant Organisation must employ at least one full time equivalent (FTE) Supervisor (who meets the Supervisor Standard in the Public Law Category of Law and actively supervises) for every six employed FTE Caseworkers. Evidence of this must be provided 8 weeks prior to 14 October 2010.
The Applicant Organisation must tender for at least 15 Matter Starts in the Public Law Category of Law in each Procurement Area that it is tendering to deliver Public Law Services.

ANNEX G: Low Volume Categories Procurement Areas Map



Comparison of the Low Volume Categories Procurement Areas with Social Welfare Law Procurement Areas

LVC Procurement Area	Component Social Welfare Law Procurement Areas
East Midlands	City of Derby, City of Leicester, Greater Nottingham, Leicestershire & Rutland, Lincolnshire, North Derbyshire, North Nottinghamshire, Northamptonshire, South Derbyshire
Eastern	Bedfordshire, Cambridgeshire, East Essex, Norfolk, North Hertfordshire, South Hertfordshire, Suffolk, West Essex
London	Barking and Dagenham, Barnet, Bexley, Brent, Bromley, Camden, City of Westminster, Croydon, Ealing, Enfield, Greenwich, Hackney & City of London, Hammersmith and Fulham, Haringey, Harrow, Havering, Hillingdon, Hounslow, Islington, Kensington and Chelsea, Kingston upon Thames & Richmond upon Thames, Lambeth, Lewisham, Merton & Sutton, Newham, Redbridge, Southwark, Tower Hamlets, Waltham Forest, Wandsworth
Merseyside	Knowsley, Liverpool, Sefton, St. Helens, Wirral
North East	Darlington, Durham, Gateshead, Hartlepool, Middlesbrough, Newcastle upon Tyne, North Tyneside, Northumberland, Redcar and Cleveland, South Tyneside, Stockton-on-Tees, Sunderland
North West	Bolton, Bury, Cheshire, Cumbria, East Lancashire, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford, Warrington & Halton, West Lancashire, Wigan
South	Berkshire, Buckinghamshire, Hampshire, Oxfordshire, Portsmouth & Isle of Wight, Southampton
South East	East Sussex, Mid and South West Kent, North Kent and Medway, Surrey, The City of Brighton and Hove, The Kent Coast, West Sussex
South West	Bournemouth & Poole, City of Bristol, South Gloucestershire and North Somerset, City of Plymouth, Cornwall, Devon, Dorset, Gloucestershire, Somerset, Wiltshire
Wales	Bridgend, Cardiff and the Vale, Central Wales, Neath Port Talbot and Swansea, North East Wales, North West Wales, Rhondda Cynon Taff & Merthyr Tydfill, South East Wales, South West Wales
West Midlands	Birmingham, City of Stoke-on-Trent, City of Wolverhampton, Coventry, Dudley, Herefordshire & Worcestershire, Sandwell, Shropshire, Solihull, Staffordshire, Walsall, Warwickshire
Yorkshire and Humberside	Barnsley, Bradford, Calderdale, City of Kingston upon Hull, Doncaster, East Riding of Yorkshire, Kirklees, Leeds, North East Lincolnshire & North Lincolnshire, North Yorkshire, Rotherham, Sheffield, Wakefield

Annex H: How to undertake a search on the eTendering system to find an Invitation To Tender (ITT)

Table 1 below list outlines the Projects (regions) where we are inviting tenders for Social Welfare Law and Family services and the Procurement Areas that fall within each Project. Each Project has a code, as does the ITT for each Procurement Area.

ITTs are listed in the e-Tendering portal under the 'ITTs open to all Suppliers' link and to help find the relevant ITT(s), Applicant Organisations may undertake a search by using the relevant project code or ITT number to reduce the list.

One Applicant Organisations are logged into the eTendering system they should click the 'ITTs open to all Suppliers' link to access a particular ITT that they have not previously expressed an interest in. The following page will then appear which lists all ITTs. Ten ITTs are displayed per screen by default.

The screenshot displays the 'legal services COMMISSION' eTendering portal. The user is logged in as 'Jones Caroline'. The page title is 'ITTs Open to All Suppliers'. A table lists 10 ITTs, all with a closing date of 21/04/2010 12:00 and a status of 'Running'. The search facility at the bottom includes a search box, a dropdown menu for 'ITT Status' (set to 'Running'), and a '[Search]' button. An arrow points to the search box.

ITT Code	ITT Title	ITT Closing Date/Time	ITT Status
1 itt_177	Family Mediation Services in England and Wales	21/04/2010 12:00	Running
2 itt_176	Child Abduction Services in England and Wales	21/04/2010 12:00	Running
3 itt_175	Social Welfare Law and Family Services for the Wiltshire Procurement Area	21/04/2010 12:00	Running
4 itt_174	Social Welfare Law and Family Services for the Somerset Procurement Area	21/04/2010 12:00	Running
5 itt_173	Social Welfare Law and Family Services for the City of Plymouth Procurement Area	21/04/2010 12:00	Running
6 itt_172	Social Welfare Law and Family Services for the Gloucestershire Procurement Area	21/04/2010 12:00	Running
7 itt_171	Social Welfare Law and Family Services for the Dorset Procurement Area	21/04/2010 12:00	Running
8 itt_170	Social Welfare Law and Family Services for the Devon & Torbay Procurement Area	21/04/2010 12:00	Running
9 itt_169	Social Welfare Law and Family Services for the Cornwall & Isles of Scilly Area	21/04/2010 12:00	Running
10 itt_168	Social Welfare Law & Family Services for Bristol, S Gloucestershire & N Somerset	21/04/2010 12:00	Running

Total ITTs:: 140 Page 1 of 14

Search / Filter

Search

ITT Status

Additional Information

[Search]

^ Top

At the bottom of the screen there is a search facility.

Applicant Organisations are advised to search either by Project code to narrow the list to the ITTs in a region or to search by ITT number to find a single ITT.

To search by Project code, Applicant Organisations should choose 'Project Code' from the Search drop down list.

My ITTs | >> ITTs Open to All Suppliers

ITTs Open to All Suppliers

Show: 10 elements

ITTs

Remove Filter Export List to Excel

ITT Code	ITT Title	ITT Closing Date/Time	ITT Status
1 itt_177	Family Mediation Services in England and Wales	21/04/2010 12:00	Running
2 itt_176	Child Abduction Services in England and Wales	21/04/2010 12:00	Running
3 itt_175	Social Welfare Law and Family Services for the Wiltshire Procurement Area	21/04/2010 12:00	Running
4 itt_174	Social Welfare Law and Family Services for the Somerset Procurement Area	21/04/2010 12:00	Running
5 itt_173	Social Welfare Law and Family Services for the City of Plymouth Procurement Area	21/04/2010 12:00	Running
6 itt_172	Social Welfare Law and Family Services for the Gloucestershire Procurement Area	21/04/2010 12:00	Running
7 itt_171	Social Welfare Law and Family Services for the Dorset Procurement Area	21/04/2010 12:00	Running
8 itt_170	Social Welfare Law and Family Services for the Devon & Torbay Procurement Area	21/04/2010 12:00	Running
9 itt_169	Social Welfare Law and Family Services for the Cornwall & Isles of Scilly Area	21/04/2010 12:00	Running
10 itt_168	Social Welfare Law & Family Services for Bristol, S Gloucestershire & N Somerset	21/04/2010 12:00	Running

Total ITTs: 140 Page 1 of 14 1 | 2 | 3 | 4 | 5 | 6 | >>>

Search / Filter

Search: []

ITT Status: []

Additional Information: []

- ITT Code
- Project Code
- Project Title
- ITT Title
- ITT Closing Date/Time
- Buyer Name

[Search]

They should then enter the relevant Project Code into the 'Value' field (e.g. 17 for the Midlands) and then click on Search.

Search / Filter

Search: Project Code

Search Criteria: Contains

Value: []

ITT Status: Running

Additional Information: []

[Search]

To search by ITT number, Applicant Organisations should choose 'ITT Code' from the Search drop down list.

They should then enter the relevant ITT number into the 'Value' field (e.g. 56 for Oldham) and then click on Search.

Table 1: List of Project codes and ITT numbers

Project Title	Bravo Project code	ITT Name (Category and Procurement Area where applicable)	Bravo ITT No.
Low Volume Categories	28	Clinical Negligence Services in England and Wales	179
		Public Law Services in England and Wales	180
		Personal Injury Services in England and Wales	181
		Consumer Services in England and Wales	182
		Actions Against the Police etc Services in the West Midlands Procurement Area	184
		Actions Against the Police etc Services in the South East (Brighton) Area	185
		Actions Against the Police etc Services in the South West Area	186
		Actions Against the Police etc Services in the Eastern Procurement Area	187
		Actions Against the Police etc Services in the Wales Procurement Area	188
		Actions Against the Police etc Services in the Yorkshire and Humberside Area	189
		Actions Against the Police etc Services in the Merseyside Procurement Area	190
		Actions Against the Police etc Services in the London Procurement Area	191
		Actions Against the Police etc Services in the North West Procurement Area	192
		Actions Against the Police etc Services in the North East Procurement Area	193
		Actions Against the Police etc Services in the East Midlands Procurement Area	194
		Actions Against the Police etc Services in the South (Reading) Procurement Area	195
		Education Services in the West Midlands Procurement Area	198
		Education Services in the South East (Brighton) Procurement Area	199
		Education Services in the South West Procurement Area	200
		Education Services in the Eastern Procurement Area	201
		Education Services in the Wales Procurement Area	202
		Education Services in the Yorkshire and Humberside Procurement Area	203
		Education Services in the Merseyside Procurement Area	204
		Education Services in the London Procurement Area	205
		Education Services in the North West Procurement Area	206
		Education Services in the North East Procurement Area	207
		Education Services in the East Midlands Procurement Area	208
		Education Services in the South (Reading) Procurement Area	209