



# APPLICATION FORM



## Money Advice Outreach Pilots

Please note that all boxes in this Application Form must be completed. If there is insufficient space in a box, you may refer to an attached extra page. Any extra pages must be numbered sequentially (e.g. page 1 of 6). If a question is not relevant to your organisation, please write 'Not applicable' rather than leave it blank.

<b>Details of bidder</b>	
Name of organisation	
Main contact name	
Contact address	
Contact telephone number	
Contact email address	
DX Number and district	
Existing LSC account number (if any)	
Type of organisation (e.g. Solicitor's firm, Not for Profit agency, commercial organisation)	
<b>Services to be provided</b>	
How many advice hours will your outreach service(s) deliver per month?	

How many Full Time Equivalent advisers do you propose to employ to deliver the above advice hours?	
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<b>Section 1 Essential criteria for providing the services</b>	
<b>1. Value for money – competitive hourly rates - please complete separate Price Bid Form, as this information should be submitted separately and NOT referred to elsewhere (i.e. anywhere on this application form or attached documents).</b>	
<b>2. The services under the pilots must be delivered in areas of high financial exclusion.</b>	
<p>The service(s) are targeted at areas of high financial exclusion.</p> <p>Why is your proposed area(s) one of high financial exclusion? Please attach relevant evidence where you have it.</p> <p>Why will money advice outreach services benefit your proposed area(s)?</p> <p>What location(s) have you chosen to deliver the services (e.g. prisons)?</p> <p>Why have you chosen that location(s)?</p>	
<b>3. Ability to provide the full level of services we require – (a) an initial general help service, (b) a casework (specialist help) service in debt and welfare benefits, and (c) an effective and efficient referral system to appropriate suppliers.</b>	
Are you able to provide a general help service as described in the Information for Applicants?	
Are you able to provide a casework (specialist help) service in debt and welfare benefits as described in the Information for Applicants?	

<p>Are you able to provide an effective and efficient referral system to appropriate suppliers as described in the Information for Applicants?</p>	
<p><b>4. Availability of appropriately skilled and experienced advisers to advise in both categories of debt and welfare benefits at the start date.</b></p>	
<p>Do/does the adviser(s) have a minimum of two years' broad and varied experience advising clients in both debt and welfare benefits?</p>	
<p>Please see the list in the Information for Applicants, section "What the advice must cover". Does the adviser's/ advisers' experience encompass all the subject areas listed?</p> <p>If not, what areas do they not have experience of?</p>	
<p>Was that experience gained advising legally aided/ eligible clients or other (privately funded) clients or both?</p>	
<p>How many years/ months experience do/does the adviser(s) have in each category of debt and welfare benefits?</p>	
<p>How and where was this experience gained?</p> <p>(For guidance, see the Specialist Quality Mark section D and the "Supervisor Standard and Self Declaration Forms" in Debt and Welfare Benefits (<a href="http://www.legalservices.gov.uk/docs/quality_mark/specialist_standard.pdf">www.legalservices.gov.uk/docs/quality_mark/specialist_standard.pdf</a> - Annex A))</p>	
<p>If your advisers are solicitors, please also attach completed forms OSS1, OSS2 and OSS3 to enable us to complete status enquiries.</p> <p>These forms are available from our website: <a href="http://www.legalservices.gov.uk/civil/forms/specialist_quality_mark.asp">www.legalservices.gov.uk/civil/forms/specialist_quality_mark.asp</a></p>	

<p>Has/have the adviser(s) attended CPD-accredited or NfP-approved training courses in debt and welfare benefits in the last two years?</p> <p>What training courses have they attended in the last two years? Please give the name of the course, the date and the course provider.</p>	
<p>If the adviser(s) are not yet in place, do you have the ability to recruit and train staff to be in place by 31 March 2006?</p>	
<p>Please give details of the staff you plan to recruit, the skills and experience you are looking for and, if available, attach job descriptions.</p>	
<p>Please set out your timescale for recruiting the above staff.</p>	
<p>Please give details of the training your staff will receive both before the start of the pilot and on an ongoing basis.</p>	
<p><b>5. QUALITY OF ADVICE.</b></p> <p><b><u>For existing General Civil Contract holders only:</u></b></p> <p>The ability to meet the Specialist Quality Mark in at least one of the categories of Debt or Welfare Benefits by the contract start date.</p> <p><b><u>For non-General Civil Contract holders only (e.g. commercial organisations/ potential new suppliers):</u></b></p> <p>Evidence of high standards in the following:</p> <ul style="list-style-type: none"> <li>• how you measure and monitor the performance of the services you currently provide in this field;</li> <li>• what your processes and procedures are and how you ensure that standards are maintained in those processes and procedures; and</li> <li>• evidence of an award of a relevant quality standard – e.g. ISO 9001:2000, Lexcel.</li> </ul>	

<p><u>For existing General Civil Contract holders only:</u></p> <p>Do you have the ability to meet the Specialist Quality Mark in Debt and/or Welfare Benefits from the contract start date?</p>	
<p><u>For non-General Civil Contract holders only:</u></p> <p>Can you provide evidence of the following:</p> <ul style="list-style-type: none"> <li>• how you measure and monitor the performance of the services you currently provide in the debt and welfare benefits area;</li> <li>• what your processes and procedures are;</li> <li>• how you ensure that standards are maintained in those processes and procedures; and</li> <li>• evidence of an award of a relevant quality standard – e.g. ISO 9001:2000, Lexcel.</li> </ul> <p>(for guidance on the Commission’s current quality standard for suppliers, see the Specialist Quality Mark – available on our website)</p>	
<p><b>6. Start date – ability for the services to be in place by 31 March 2006.</b></p>	
<p>Please set out plans that clearly demonstrate your ability to make the service operational by 31 March 2006.</p> <p>Please consider the availability of qualified staff, supervision and accommodation.</p>	
<p><b><u>7. For non-General Civil Contract holders only (e.g. commercial organisations/ potential new suppliers):</u></b></p> <p><b>Permission/ freedom to deliver advice as regulated by Rules 4 and 7 of the Solicitors’ Practice Rules 1990 and the Employed Solicitors Code 1990.</b></p>	

<p>Do you have permission/ freedom to deliver advice as regulated by Rules 4 and 7 of the Solicitors' Practice Rules 1990 and the Employed Solicitors Code 1990?</p> <p>(We are asking this question as previous commercial suppliers we have worked with have required a waiver from The Law Society in order to deliver such advice)</p>	
<p>Please attach a copy of your waiver from The Law Society.</p>	

<b>Section 2</b> <span style="float: right;"><b>Desirable criteria for providing the service (in no particular order of importance)</b></span>	
<b>1. Ability to fit this contract in with other work – availability of other work streams allowing advisers to keep up to date with the law by conducting casework and attending training courses in debt and welfare benefits.</b>	
How do/does the adviser(s) intend to fit this project in with their other work?	
How do/does the adviser(s) intend to keep up to date with the law by conducting casework and attending relevant training courses whilst involved in this project?	
How will you ensure your caseworkers are given a variety of work to ensure they maintain a range of skills?	
<b>2. Experience of delivering outreach work, preferably debt and welfare benefits outreach work.</b>	
Do you have any experience of providing outreach work?	
Does any of that experience relate to debt advice?	
Does any of that experience relate to welfare benefits advice?	

<p>Please give a detailed description including details of previous outreach services run, areas of specialism, length of service, level of service, size of service, level and source of funding and how successful the service was.</p>	
<p><b>3. You have submitted a bid for pilots in more than 1 of the 4 potential pilot categories.</b></p>	
<p>Which of the 4 potential Money Advice Outreach Pilot categories are you bidding for?</p>	
<p>Are you bidding in another category, not in our list of 4? If so, what is it?</p>	
<p><b>4. Ability of advisers to identify other social welfare law problems.</b></p>	
<p>Is/ are your adviser(s) able to identify whether the client has any consumer law problems?</p>	
<p>Is/ are your adviser(s) able to identify issues relating to the client's housing?</p>	
<p>Is/ are your adviser(s) able to identify any problems in relation to employment law, including discrimination issues?</p>	
<p><b>5. Willingness to deliver the services under the Community Legal Service brand.</b></p>	
<p>Are you willing to deliver the services under the Community Legal Service brand?</p> <p>(This is particularly relevant to commercial organisations/ potential new suppliers)</p>	
<p><b>6. Previous or current involvement in financial exclusion work, whether funded by the Commission or another source of funding</b> – e.g. involvement in projects that have tackling financial illiteracy and/or debt as one of their major aims. Current involvement will be preferred over previous involvement.</p> <p><b>Link into advice on financial capability</b> – e.g. helping people to understand how to deal with personal finances, including: budgeting skills, information on financial products and how to get them, understanding of tax/NI, paying bills, dealing with credit, etc.</p>	

<p>Have you had any previous involvement in financial exclusion work, whether funded by the Commission or another source of funding?</p> <p>If so, please provide details.</p>	
<p>Have you had any previous involvement in advising on financial capability?</p> <p>If so, please provide details.</p>	
<p>Are you currently involved in financial exclusion work, whether funded by the Commission or another source of funding?</p> <p>If so, please provide details.</p>	
<p>Are you currently involved in advising on financial capability?</p> <p>If so, please provide details.</p>	
<p><b>7. NfPs only – registered charity status/ management structure.</b></p>	
<p>If you are an NfP organisation, are you a registered charity?</p>	
<p>Do you have a recognised management structure in place? Please give details.</p>	
<p><b>8. Financial stability.</b></p>	
<p><u>Solicitors/ commercial organisations</u> – please attach your accounts for the last 2 years.</p>	

<p><u>NfPs</u> – from where does your funding come?</p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>• a funding matrix showing the make-up and length of your existing funding;</li> <li>• your last set of accounts; and</li> <li>• your Annual Report (if you have one).</li> </ul>	
<p><b>9. Holders of General Civil Contract only - you hold the SQM in both Debt and Welfare Benefits.</b></p>	
<p>If you currently hold a General Civil Contract, do you hold an SQM in Debt, Welfare Benefits or both?</p>	
<p><b>10. Holders of General Civil Contract only - no adverse peer review findings.</b></p>	
<p>If you hold a General Civil Contract, has your organisation received any adverse findings from the Commission's peer reviewers in the last 12 months?</p> <p>(Peer review findings fall into 5 categories: 1 excellent; 2 good/ competent plus; 3 threshold competent; 4 poor/ not competent; 5 very poor/ not performing. We would view a rating of 4 or 5 as an adverse finding).</p>	
<p>When was the peer review conducted?</p>	
<p>What category of work did the peer review relate to?</p>	
<p>Why was the peer review conducted?</p>	
<p>What were the peer reviewers' findings (briefly)?</p>	
<p>Was any action taken by the Commission or by you as a result of the peer reviewers' findings?</p>	
<p>If the peer reviewers rated your organisation as a 4 or a 5, you must produce written evidence to show that corrective action has been taken and all problems rectified by the date of this application.</p>	

<b>11. Holders of General Civil Contract (Solicitors) only – contract compliance audit rating Category 1 or 2.</b>	
<p>What category is your firm currently in?</p> <p>If Category 3, is an appeal pending?</p> <p>(Those firms in Category 3 with appeals pending will not be treated as Category 3 suppliers for the purposes of the tender.)</p>	
<b>12. Holders of General Civil Contract (Solicitors) only – no more than 3 outstanding Critical Quality Concerns at audit over the last 12 months in Debt or Welfare Benefits.</b>	
How many Critical Quality Concerns have been identified at audit in the last 12 months in Debt or Welfare Benefits?	
What were they, by reference to the Specialist Quality Mark?	
Do you have written confirmation from your regional office that corrective action has been taken and the CQCs have all been rectified to the regional office's satisfaction? Please produce a supporting letter from your regional office.	
<b>13. Holders of General Civil Contract only – no contract (rectification) notices issued in the last 12 months in Debt or Welfare Benefits.</b>	
<p>Have you received any contract (rectification) notices from the Commission in the last 12 months in Debt or Welfare Benefits?</p> <p>If so, what did it/ they relate to?</p>	
<b>14. Holders of General Civil Contracts (Not for Profit) only – acceptable levels of contract performance at 95%+ hours over the last 2 years.</b>	
How many hours have you delivered over the last two years?	

<b>15. If a Not for Profit organisation – membership of an umbrella organisation – e.g. Advice Services Alliance or Citizens Advice.</b>	
Are you a member of an umbrella organisation (e.g. Advice Services Alliance or Citizens Advice)?  If so, which one?	
<b>16. Commitment to providing access to (a) disabled clients and (b) clients with poor or no English.</b>	
Within the Commission we are committed to providing access to services for every member of the community.  Please give details of your commitment to providing access to your services for disabled clients.	
Please give details of your commitment to providing access to your services for clients with poor or no English.	
<b>17. For non-General Civil Contract holders only (e.g. commercial organisations/ potential new suppliers):</b>  <b>(a) information about the organisation's Corporate Social Responsibility statement and record;</b> <b>(b) you are compliant with race/ sex/ disability discrimination/ employment legislation.</b>	
If you have a Corporate Social Responsibility statement and/or record, can you please provide a copy?	
Are you compliant with race/ sex/ disability discrimination/ employment legislation?	
<b>18. Start date – ability for the services to be in place by winter 2005/2006.</b>	
Please set out plans that clearly demonstrate your ability to make the service operational by winter 2005 / 2006.  Please consider the availability of qualified staff, supervision and accommodation.	

**Section 3****Your proposal**

Please state how you propose to deliver outreach services under the Money Advice Outreach Pilots. In so doing, please address the following sections from the Information for Applicants:

- the parameters set by HM Treasury;
- the location of money advice outreach services (including how far you are from the proposed outreach location(s));
- the potential models for the Money Advice Outreach Pilots;
- the technical requirements; and
- any start up costs you may incur.

**Section 4****Other Information**

**Organisations delivering advice within these pilots are expected to work with the Commission to develop the service and to take a pro-active approach in responding to difficulties/issues arising.**

**With reference to the selection criteria, please state why you should be awarded this contract.**

**Do not refer to your price bid in section 4.**

<b>Section 5</b>	<b>Declaration</b>
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I/we hereby apply for a pilot contract to provide services under the Money Advice Outreach Pilots in accordance with the Information for Applicants, this Application Form and the Price Bid Form. I/we certify that the information provided in this Application Form is accurate to the best of my/our knowledge, information and belief. I/we understand that if I/we have not answered every question on this form, my/our application may be rejected; further, that any material inaccuracy or omission in the information that I/we have provided may lead to this Application Form being treated invalid and/or any contract offered or awarded being withdrawn or amended by the Commission. I/we confirm that I/we have considered any questions and answers posted on the Commission’s website relating to this tender process before submitting this Application Form. I/we understand that this application does not bind either the Commission or me/us to enter into a contract.

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

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