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Tender

Invitation to Tender to deliver Specialist Quality Mark (SQM) Audit Services from April 2022

The Legal Aid Agency

F24: Concession notice

Notice identifier: 2022/S 000-002477

Procurement identifier (OCID): ocds-h6vhtk-031046

Published 27 January 2022, 10:45pm

Section I: Contracting authority/entity

I.1) Name and addresses

The Legal Aid Agency

102 Petty France

London

SW1H 9AJ

Email

civiltenders@justice.gov.uk

Country

United Kingdom

NUTS code

UKI32 - Westminster

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/legal-aid-agency>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://legalaid.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Applications or, where applicable, tenders must be submitted electronically via

<https://legalaid.bravosolution.co.uk/>

Applications or, where applicable, tenders must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://legalaid.bravosolution.co.uk/>

I.4) Type of the contracting authority

Other type

other publicly funded body

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Invitation to Tender to deliver Specialist Quality Mark (SQM) Audit Services from April 2022

II.1.2) Main CPV code

- 79200000 - Accounting, auditing and fiscal services

II.1.3) Type of contract

Services

II.1.4) Short description

The Legal Aid Agency (“LAA”) is inviting Applicants to tender for a concession contract (“Contract”) to administer the LAA’s Specialist Quality Mark (“SQM”), from 1 October 2022.

The SQM is the LAA’s organisational quality standard designed to ensure that Legal Services Providers are well run and provide good client care. The SQM gives assurance regarding the quality of advice in several ways which, whilst not direct measures of quality are fundamental to reliable delivery of a quality service and therefore are fundamentally important to the delivery of legal aid services. Compliance with the SQM, or equivalent standard (e.g. Lexcel), is a requirement for Legal Services Providers that have, or are seeking to have, a contract with the LAA.

The LAA intends to enter into contract with one (1) organisation to administer the LAA’s SQM under a licence. On the LAA’s behalf, the Licensee will provide the SQM Services, which include auditing and assessing Legal Services Providers that apply for SQM accreditation.

This is an opportunity to administer the SQM on the LAA’s behalf directly to the legal services market. There may also be opportunities for the Licensee to grow market share through delivering excellent value for money to Legal Services Providers, effective marketing or further developing the reputation of the SQM. The Licensee will be paid for the Services they provide directly by the Legal Services Providers in line with the prices submitted in this concession contract award procedure (referred to hereafter as “this procurement process”). For the avoidance of doubt, the Licensee will not be entitled to any payment from the LAA under any circumstances.

II.1.6) Information about lots

This concession is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

England and Wales only

II.2.4) Description of the procurement

The Legal Aid Agency (“LAA”) is inviting Applicants to tender for a concession contract (“Contract”) to administer the LAA’s Specialist Quality Mark (“SQM”), from 1 October 2022.

The SQM is the LAA’s organisational quality standard designed to ensure that Legal Services Providers are well run and provide good client care. The SQM gives assurance regarding the quality of advice in several ways which, whilst not direct measures of quality are fundamental to reliable delivery of a quality service and therefore are fundamentally important to the delivery of legal aid services. Compliance with the SQM, or equivalent standard (e.g. Lexcel), is a requirement for Legal Services Providers that have, or are seeking to have, a contract with the LAA.

The LAA intends to enter into contract with one (1) organisation to administer the LAA’s SQM under a licence. On the LAA’s behalf, the Licensee will provide the SQM Services, which include auditing and assessing Legal Services Providers that apply for SQM accreditation.

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II.2.5) Award criteria

Concession is awarded on the basis of the criteria stated in the procurement documents

II.2.7) Duration of the concession

End date

30 September 2025

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.2) Administrative information

IV.2.2) Time limit for submission of applications or receipt of tenders

Date

10 March 2022

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Legal Aid Agency

102 Petty France

London

SW1H 9AJ

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Centre for Dispute Resolution

70 Fleet Street

London

EC4Y 1EU

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Legal Aid Agency

102 Petty France

London

SW1 9AJ

Country

United Kingdom