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Tender

## **Procurement of Civil Legal Advice services from September 2025**

The Legal Aid Agency

F02: Contract notice

Notice identifier: 2025/S 000-003007

Procurement identifier (OCID): ocids-h6vhtk-04d720

Published 29 January 2025, 4:15pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

The Legal Aid Agency

102 Petty France

London

SW1H 9AJ

#### **Email**

[civiltenders@justice.gov.uk](mailto:civiltenders@justice.gov.uk)

#### **Country**

United Kingdom

#### **Region 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://www.gov.uk/government/collections/tenders-for-legal-aid-contracts#current-tenders>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://legalaid.bravosolution.co.uk/web/login.shtml>

Tenders or requests to participate must be submitted to the above-mentioned address

### **I.4) Type of the contracting authority**

Ministry or any other national or federal authority

### **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Procurement of Civil Legal Advice services from September 2025

#### **II.1.2) Main CPV code**

- 79100000 - Legal services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Legal Aid Agency (“LAA”) is inviting Applicants to submit a Tender to deliver specialist telephone advice services under the 2025 Civil Legal Advice Contract.

We are seeking to award:

- Up to 4 Discrimination contracts; and
- Up to 5 Education contracts; and
- Up to 3 Housing and Debt contracts.

The Deadline for submitting Tenders is 5pm on 7 March 2025 (“Deadline”).

All Tenders must be completed and submitted using the eTendering system. This can be accessed either through a link on the tender pages of the LAA website or directly at [www.legalaid.bravosolution.co.uk](http://www.legalaid.bravosolution.co.uk)

Late submissions will not be considered under any circumstances. It is the Applicant’s sole responsibility to ensure that the LAA receives its Tender before the Deadline.

CLA Contracts will run from 1 September 2025 until 31 August 2028 (subject to the LAA’s rights of early termination).

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

### **II.2) Description**

#### **II.2.1) Title**

Procurement of Civil Legal Advice services from September 2025 - Education

Lot No

1

#### **II.2.2) Additional CPV code(s)**

- 79100000 - Legal services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

England and Wales

### **II.2.4) Description of the procurement**

The Legal Aid Agency (“LAA”) is inviting Applicants to submit a Tender to deliver specialist telephone advice services under the 2025 Civil Legal Advice Contract.

We are seeking to award:

- Up to 5 Education contracts

The Deadline for submitting Tenders is 5pm on 7 March 2025 (“Deadline”).

All Tenders must be completed and submitted using the eTendering system. This can be accessed either through a link on the tender pages of the LAA website or directly at [www.legalaid.bravosolution.co.uk](http://www.legalaid.bravosolution.co.uk)

Late submissions will not be considered under any circumstances. It is the Applicant’s sole responsibility to ensure that the LAA receives its Tender before the Deadline.

CLA Contracts will run from 1 September 2025 until 31 August 2028 (subject to the LAA’s rights of early termination).

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £3,118,612

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 September 2025

End date

31 August 2028

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

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

### **II.2) Description**

#### **II.2.1) Title**

Procurement of Civil Legal Advice services from September 2025 - Discrimination

Lot No

2

#### **II.2.2) Additional CPV code(s)**

- 79100000 - Legal services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

England and Wales

#### **II.2.4) Description of the procurement**

The Legal Aid Agency (“LAA”) is inviting Applicants to submit a Tender to deliver specialist telephone advice services under the 2025 Civil Legal Advice Contract.

We are seeking to award:

- Up to 4 Discrimination contracts

The Deadline for submitting Tenders is 5pm on 7 March 2025 (“Deadline”).

All Tenders must be completed and submitted using the eTendering system. This can be accessed either through a link on the tender pages of the LAA website or directly at [www.legalaid.bravosolution.co.uk](http://www.legalaid.bravosolution.co.uk)

Late submissions will not be considered under any circumstances. It is the Applicant’s sole responsibility to ensure that the LAA receives its Tender before the Deadline.

CLA Contracts will run from 1 September 2025 until 31 August 2028 (subject to the LAA’s rights of early termination).

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £3,461,435

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 September 2025

End date

31 August 2028

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

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

## **II.2) Description**

### **II.2.1) Title**

Procurement of Civil Legal Advice services from September 2025 - Housing and Debt

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 79100000 - Legal services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

England and Wales

### **II.2.4) Description of the procurement**

The Legal Aid Agency (“LAA”) is inviting Applicants to submit a Tender to deliver specialist telephone advice services under the 2025 Civil Legal Advice Contract.

We are seeking to award:

- Up to 3 Housing and Debt contracts.

The Deadline for submitting Tenders is 5pm on 7 March 2025 (“Deadline”).

All Tenders must be completed and submitted using the eTendering system. This can be accessed either through a link on the tender pages of the LAA website or directly at [www.legalaid.bravosolution.co.uk](http://www.legalaid.bravosolution.co.uk)

Late submissions will not be considered under any circumstances. It is the Applicant's sole responsibility to ensure that the LAA receives its Tender before the Deadline.

CLA Contracts will run from 1 September 2025 until 31 August 2028 (subject to the LAA's rights of early termination).

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £2,579,435

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 September 2025

End date

31 August 2028

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

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



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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

7 March 2025

Local time

5:00pm

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

Welsh, English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 7 March 2025

#### **IV.2.7) Conditions for opening of tenders**

Date

7 March 2025

Local time

5:01pm

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## **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**

Centre for Dispute Resolution

70 Fleet Street

London

EC4Y 1EU

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Legal Aid Agency

102 Petty France

London

SW1H 9AJ

Country

United Kingdom

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

Legal Aid Agency

102 Petty France

London

SW1H 9AJ

Email

[civiltenders@justice.gov.uk](mailto:civiltenders@justice.gov.uk)

Country

United Kingdom