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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): ocds-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

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://legalaidsolution.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

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

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

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

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

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

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

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

Country

United Kingdom