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Contract

## **SQM Services from 1 October 2022**

The Legal Aid Agency

F25: Concession award notice

Notice identifier: 2022/S 000-018034

Procurement identifier (OCID): ocds-h6vhtk-031046

Published 1 July 2022, 1:36pm

### **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](mailto:civiltenders@justice.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

#### **Internet address(es)**

Main address

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

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

Ministry or any other national or federal authority

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

Other activity

other publicly funded body

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## **Section II: Object**

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

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

SQM Services from 1 October 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”) invited 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 intended 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 notice confirms the outcome of that procurement.

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,500,000

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

This concession is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £2,500,000

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

#### **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") invited 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 intended 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 notice confirms the outcome of that procurement.

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

Concession is awarded on the basis of the criteria described below:

- Criterion: Delivering a Quality Service
- Criterion: Mobilisation
- Criterion: Applying your Skills and Experience
- Criterion: Staffing the Service

#### **II.2.7) Duration of the concession**

Start date

1 October 2022

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

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## **Section IV. Procedure**

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

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

Award procedure with prior publication of a concession notice

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

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-002477](#)

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## **Section V. Award of concession**

### **Lot No**

1

### **Title**

SQM Services from 1 October 2022

A concession/lot is awarded: Yes

### **V.2) Award of concession**

#### **V.2.1) Date of concession award decision**

1 July 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 3

The concession has been awarded to a group of economic operators: No

**V.2.3) Name and address of the concessionaire**

Recognising Excellence

Unit 3, Twigworth Court Business Centre, Tewkesbury Road,

Gloucester

GL2 9PG

Country

United Kingdom

NUTS code

- UKK13 - Gloucestershire

The concessionaire is an SME

Yes

**V.2.4) Information on value of concession and main financing terms (excluding VAT)**

Total value of the concession/lot: £2,500,000

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**Section VI. Complementary information**

**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

EC4Y1EU

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

Country

United Kingdom