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Planning

## **Criminal Defence Direct (CDD) Procurement Process**

Legal Aid Agency

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-025889

Procurement identifier (OCID): ocids-h6vhtk-052132 ([view related notices](#))

Published 23 May 2025, 10:45am

### **Scope**

### **Reference**

CDD 2026

### **Description**

Criminal Defence Direct (CDD) Service Procurement Exercise - Launch in summer 2025

The Legal Aid Agency (LAA), on behalf of the Lord Chancellor, will run a procurement exercise to award contracts for two providers to deliver the CDD Service from on or around 1 March 2026.

Key Details:

- Service: 24/7 non means tested telephone-based legal advice for individuals detained at police stations for non-indictable offences.

- Contract Award: Two providers will each manage 50% of the caseload (with possible variations).
- Duration: 1 March 2026 - 31 May 2031.

#### Procurement Process Updates:

From 24 February 2025, all suppliers must use the Cabinet Office Central Digital Platform to share their organisation's information with Contracting Authorities by providing a share code during the procurement process.

If suppliers are still unable to create a share code after getting assistance from the Cabinet Office, please email contact: [Crime.Contracts@justice.gov.uk](mailto:Crime.Contracts@justice.gov.uk).

#### Key Service Changes:

The LAA, as part of this procurement, will introduce the following key changes to the CDD Service that align with the move to enhanced flexibility and reducing barriers to support providers in successfully delivering the CDD contract and ensure consistency across similar services.

For the new CDD Contract the LAA are:

- allowing Applicants to choose the arrangements most suitable for their delivery models and are not specifying the office requirements;
- removing supervisor-to-advisor ratios;
- removing the requirement for supervisors to be on-site 35 hours/week; and
- introducing a new KPI to track client engagement and timeliness of advice

#### **Total value (estimated)**

- £2,360,000 excluding VAT
- £2,900,000 including VAT

Above the relevant threshold

## **Contract dates (estimated)**

- 1 March 2026 to 31 May 2031
- 5 years, 3 months

## **Main procurement category**

Services

## **CPV classifications**

- 79100000 - Legal services

## **Contract locations**

- UK - United Kingdom

## **Lot constraints**

Maximum number of lots a supplier can bid for: 1

Maximum number of lots a supplier can be awarded: 1

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# **Lot Criminal Defence Direct (CDD) Service Procurement Exercise - Contract 1. Criminal Defence Direct (CDD) Service Procurement Exercise - Contract 1**

## **Description**

### **Criminal Defence Direct (CDD) Service Procurement Exercise - Contract 1**

The Legal Aid Agency (LAA), on behalf of the Lord Chancellor, will run a procurement exercise to award contracts for two providers to deliver the CDD Service from on or around 1 March 2026.

#### **Key Details:**

- Service: 24/7 non means tested telephone-based legal advice for individuals detained at police stations for non-indictable offences.
- Contract Award: Two providers will each manage 50% of the caseload (with possible variations).
- Duration: 1 March 2026 - 31 May 2031.

#### **Procurement Process Updates:**

From 24 February 2025, all suppliers must use the Cabinet Office Central Digital Platform to share their organisation's information with Contracting Authorities by providing a share code during the procurement process.

If suppliers are still unable to create a share code after getting assistance from the Cabinet Office, please email contact: [Crime.Contracts@justice.gov.uk](mailto:Crime.Contracts@justice.gov.uk).

#### **Key Service Changes:**

The LAA, as part of this procurement, will introduce the following key changes to the CDD Service that align with the move to enhanced flexibility and reducing barriers to support providers in successfully delivering the CDD contract and ensure consistency across similar services.

For the new CDD Contract the LAA are:

- allowing Applicants to choose the arrangements most suitable for their delivery models and are not specifying the office requirements;
- removing supervisor-to-advisor ratios;
- removing the requirement for supervisors to be on-site 35 hours/week; and
- introducing a new KPI to track client engagement and timeliness of advice

### **Lot value (estimated)**

- £1,180,000 excluding VAT
- £1,450,000 including VAT

### **Same for all lots**

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot Criminal Defence Direct (CDD) Service Procurement - Contract 2. Criminal Defence Direct (CDD) Service Procurement Exercise - Contract 2**

### **Description**

Criminal Defence Direct (CDD) Service Procurement Exercise - Contract 2

The Legal Aid Agency (LAA), on behalf of the Lord Chancellor, will run a procurement exercise to award contracts for two providers to deliver the CDD Service from on or around 1 March 2026.

#### Key Details:

- Service: 24/7 non means tested telephone-based legal advice for individuals detained at police stations for non-indictable offences.
- Contract Award: Two providers will each manage 50% of the caseload (with possible variations).
- Duration: 1 March 2026 - 31 May 2031.

#### Procurement Process Updates:

From 24 February 2025, all suppliers must use the Cabinet Office Central Digital Platform to share their organisation's information with Contracting Authorities by providing a share code during the procurement process.

If suppliers are still unable to create a share code after getting assistance from the Cabinet Office, please email contact: [Crime.Contracts@justice.gov.uk](mailto:Crime.Contracts@justice.gov.uk).

#### Key Service Changes:

The LAA, as part of this procurement, will introduce the following key changes to the CDD Service that align with the move to enhanced flexibility and reducing barriers to support providers in successfully delivering the CDD contract and ensure consistency across similar services.

For the new CDD Contract the LAA are:

- allowing Applicants to choose the arrangements most suitable for their delivery models and are not specifying the office requirements;
- removing supervisor-to-advisor ratios;
- removing the requirement for supervisors to be on-site 35 hours/week; and
- introducing a new KPI to track client engagement and timeliness of advice

#### **Lot value (estimated)**

- £1,180,000 excluding VAT

- £1,450,000 including VAT

## **Same for all lots**

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Participation**

### **Particular suitability**

**Lot Criminal Defence Direct (CDD) Service Procurement Exercise - Contract 1.  
Criminal Defence Direct (CDD) Service Procurement Exercise - Contract 1**

**Lot Criminal Defence Direct (CDD) Service Procurement - Contract 2. Criminal  
Defence Direct (CDD) Service Procurement Exercise - Contract 2**

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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## **Submission**

### **Publication date of tender notice (estimated)**

16 July 2025

## **Enquiry deadline**

30 July 2025, 5:00pm

## **Tender submission deadline**

18 August 2025, 11:59pm

## **Submission address and any special instructions**

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

## **Tenders may be submitted electronically**

Yes

## **Languages that may be used for submission**

English

## **Award decision date (estimated)**

12 December 2025

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## **Award criteria**



<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
Quality	<p>The Quality Award Criteria will be based on the following 8 key criteria: 1.1 - Skills and experience of staff delivering advice 1.2 - Staff Recruitment and Succession Planning 1.3 - Supervision of staff delivering specialist legal advice 2.1 - Management of the CDD Service 2.2- Business Continuity and Disaster Recovery plan (BCDR) 2.3 - Contract resourcing and forecasting 3.1 - Implementation Plan 4.1- Social Value Question</p> <p>There will be an overall minimum quality threshold and specific questions where Suppliers will have to achieve a minimum quality score.</p>	Quality	60%
Price	Cost per case	Price	40%

## Procedure

### Procedure type

Open procedure

### Special regime

Light touch

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## Contracting authority

### Legal Aid Agency

- Public Procurement Organisation Number: PNZC-2236-JJJZ

102 Petty France

London

SW1H 9AJ

United Kingdom

Email: [crime.contracts@justice.gov.uk](mailto:crime.contracts@justice.gov.uk)

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government