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Pipeline

## CDD Pipeline Notice

Legal Aid Agency

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-027145

Procurement identifier (OCID): ocids-h6vhtk-05251f

Published 23 May 2025, 6:32pm

## Scope

## Reference

LAA - 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
- £2,950,000 including VAT

## **Contract dates (estimated)**

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

## **Main category**

Services

## **CPV classifications**

- 79100000 - Legal services

## **Contract locations**

- UK - United Kingdom

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## **Participation**

### **Particular suitability**

- 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

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## **Procedure**

### **Special regime**

Light touch

### **Above or below total value threshold**

Above or equal to threshold

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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.tenders@justice.gov.uk](mailto:crime.tenders@justice.gov.uk)

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government