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Pipeline

Provision of Contact Centre Services to the Legal Aid Agency

Legal Aid Agency

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

Notice identifier: 2025/S 000-035306

Procurement identifier (OCID): ocds-h6vhtk-0524f0

Published 26 June 2025, 10:35am

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Scope

Reference

LAA - DSCC/CLAOS 2026

Description

The Legal Aid Agency ("LAA") is inviting Tenders for contracts to deliver the LAA Contact Centre Services which comprise the Defence Solicitor Call Centre (DSCC) and the Civil Legal Advice Operator Service (CLAOS).

The DSCC service manages the logging, identification and deployment of defence solicitors to provide free legal advice to clients detained in police custody in England and Wales.

The CLAOS is a call centre service that assesses whether a client's legal issue is in scope of legal aid and whether they are financially eligible. If they are eligible, it refers the client to specialist advice provided through legal aid or, if not, directs clients to alternative sources of help and assistance.

Total value (estimated)

- £17,572,000 excluding VAT
- £18,305,000 including VAT

Contract dates (estimated)

- 1 October 2027 to 30 September 2030
- 3 years

Main category

Services

CPV classifications

- 79100000 - Legal services
- 79342300 - Customer services
- 79512000 - Call centre

Contract locations

- UK - United Kingdom

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

16 July 2025

Procedure

Special regime

Light touch

Above or below total value threshold

Above or equal to threshold

Contracting authority

Legal Aid Agency

- Public Procurement Organisation Number: PNZC-2236-JJJZ

102 Petty France

London

SW1H 9AJ

United Kingdom

Email: civiltenders@justice.gov.uk

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government