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Contract

Procurement of Civil Legal Advice services from September 2025

The Legal Aid Agency

F03: Contract award notice

Notice identifier: 2025/S 000-037252

Procurement identifier (OCID): ocds-h6vhtk-04d720

Published 3 July 2025, 5:00pm

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.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") invited Applicants to submit a Tender to deliver specialist telephone advice services under the 2025 Civil Legal Advice Contract.

We were 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 was 5pm on 7 March 2025 ("Deadline").

All Tenders were completed and submitted using the eTendering system. This was accessed either through a link on the tender pages of the LAA website or directly at www.legalaid.bravosolution.co.uk

Late submissions were not considered under any circumstances. It was 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.1.5) Estimated total value

II.1.6) Information about lots

This contract is divided into lots:

yes

Tenders could be submitted for:

all lots

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £9,159,482

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") invited Applicants to submit a Tender to deliver specialist telephone advice services under the 2025 Civil Legal Advice Contract.

We were seeking to award:

- Up to 5 Education contracts

The Deadline for submitting Tenders was 5pm on 7 March 2025 ("Deadline").

All Tenders were completed and submitted using the eTendering system. This could be accessed either through a link on the tender pages of the LAA website or directly at www.legalaid.bravosolution.co.uk

Late submissions were not considered under any circumstances. It was 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

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") invited Applicants to submit a Tender to deliver specialist telephone advice services under the 2025 Civil Legal Advice Contract.

We were seeking to award:

- Up to 4 Discrimination contracts

The Deadline for submitting Tenders was 5pm on 7 March 2025 ("Deadline").

All Tenders were completed and submitted using the eTendering system. This was accessed either through a link on the tender pages of the LAA website or directly at www.legalaid.bravosolution.co.uk

Late submissions were not be considered under any circumstances. It was 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

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.2.14) Additional information

Procurement of Civil Legal Advice services from September 2025 - Housing and Debt

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") invited Applicants to submit a Tender to deliver specialist telephone advice services under the 2025 Civil Legal Advice Contract.

We were seeking to award:

- Up to 3 Housing and Debt contracts.

The Deadline for submitting Tenders was 5pm on 7 March 2025 ("Deadline").

All Tenders were completed and submitted using the eTendering system. This was accessed either through a link on the tender pages of the LAA website or directly at www.legalaid.bravosolution.co.uk

Late submissions were not considered under any circumstances. It was 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

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.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-003007](#)

Section V. Award of contract

Contract No

1 Discrimination; 1 Education

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 June 2025

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 7

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Citizens Advice Gateshead

The Davidson Building, Swan Street, Gateshead NE8 1BG

Gateshead

NE8 1BG

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

National registration number

2631064

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,700,000

Section V. Award of contract

Contract No

2 Discrimination

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 June 2025

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 7

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Stephensons Solicitors LLP

Wigan Investment Centre, Waterside Drive, Wigan, Lancashire, WN3 5BA

Wigan

WN3 5BA

Country

United Kingdom

NUTS code

- UKD4 - Lancashire

National registration number

OC322962

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,700,000

Section V. Award of contract

Contract No

2 Education

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 June 2025

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 7

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Access to Public Law Ltd

7-1-11 Cameron House, White Cross Business Park, South Road, Lancaster, LA1 4XQ

Lancaster

WN3 5BA

Country

United Kingdom

NUTS code

- UKD44 - Lancaster and Wyre

National registration number

14787563

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £624,000

Section V. Award of contract

Contract No

1 Housing and Debt

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 June 2025

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 7

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Citizens Advice Mid Mercia

114 Church Street, 114 Church Street, Swadlincote, DE11 9NR

Swadlincote

DE11 9NR

Country

United Kingdom

NUTS code

- UKF13 - South and West Derbyshire

National registration number

5311627

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £860,000

Section V. Award of contract

Contract No

2 Housing and Debt

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 June 2025

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 7

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Direct Help and Advice

Phoenix Street, Derby, Derbyshire, DE1 2ER

Derbyshire

DE1 2ER

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

National registration number

03495233

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £860,000

Section V. Award of contract

Contract No

3 Housing and Debt

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 June 2025

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 7

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Watson Woodhouse

BOHO Zero, 2nd Floor Suite, 21 Gosford Street, Middlesbrough, TS2 1BB

Middlesbrough

TS2 1BB

Country

United Kingdom

NUTS code

- UKE22 - North Yorkshire CC

National registration number

10868114

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £860,000

Section V. Award of contract

Contract No

3 Education

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 June 2025

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 7

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Loss Legal Services t/a SEN Support Solicitors

Unit 3 Brickfield Business Centre, 60 Manchester Road

Northwich

CW9 7LS

Country

United Kingdom

NUTS code

- UKD63 - Cheshire West and Chester

National registration number

298537345

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,871,167

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Centre for Dispute Resolution

70 Fleet Street

London

EC4Y 1EU

Country

United Kingdom