

# Wales Office

## Tender Form

IFA REFERENCE: WALES001-003

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## **Section One: Guidance on filling in this Tender Form**

### **1.1 Introduction**

We are pleased that you are considering submitting a tender to deliver civil legal aid services in Wales.

This Tender Form replicates the criteria set out in the Wales Office 'Information for Applicants' ("IFA") for each of the services we are inviting organisation to tenders for.

We would encourage you to read the brief information set out below before filling in this Tender Form.

### **1.2 Information about the Tender Form**

**Section Two** of this Tender Form includes the separate forms for each of the 'invitations to tender' for services contained in the Wales Office IFA.

The Wales office IFA contained three separate 'invitations to tender'. This Tender Form therefore contains three separate forms for you to use to tender for each of these services.

Each separate form is headed with the reference number, which corresponds with the reference number of each of the invitation to tenders contained in the IFA.

You may be tendering for some or all of the services and therefore you must ensure you complete the right form for the service you wish to tender for.

**Section Three** of this Tender Form contains a checklist and a declaration.

You must complete the checklist, which asks you to confirm which services you are tendering for and the number (if any) of additional pages you are submitting.

### **1.3 Considering the Information for Applicants in filling out this form**

In answering the questions in this Tender Form, please consider the details provided in the Information for Applicants, particularly Section Two which contains the detailed information on the service we wish to procure and the criteria you must meet.

**Please note that all boxes in this Tender Form must be completed. If a question is not relevant to your organisation, please write 'Not applicable' rather than leave it blank.**

You should also familiarise yourself with the Conditions of Tender.

### **1.4 What if you need to use additional pages?**

The space provided for answers is not reflective of the size of the response required. If there is insufficient space in the box, you should increase the size of the box, or may refer to an attached extra page. All pages must be numbered sequentially, including extra pages (e.g. page 1 of 6).

Please also number any appendices and documents submitted to support your application in the same way and mark them at the top with your organisation's name.

### **1.5 Do I need to return all the Sections of this Tender Form?**

You may be tendering for some or all of the services contained in the IFA. Therefore it is not necessary for you to return the parts of Section Two this Tender Form, which relate to services you are not tendering for.

E.g. If you wish only to tender for Wales001 (pages 5 –12 of this Tender Form) you need not return to us pages 13 – 29.

*However you must return Section 3 of this Tender Form in its entirety - Checklist and Declaration.*

### **1.6 Returning the Tender Form**

You should return you Tender Form to the office address set out in the IFA.

### **1.7 Important note for current holders of the Unified Contract**

If you hold a Unified Contract you are bound by the terms of that contract in making this tender (Clause 22).

## Section 2 - Individual forms

### 2.1

<b>Invitation to Tender: Wales001</b> <b>Family</b>
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<b>Details of your organisation</b>	
Name of organisation	
Constitution of the organisation (Partnership, LLP, Company or NfP etc)	
Name of representative	
Contact address and postcode	
Contact telephone number	
Contact email address	
DX number and District	
Fax number	
<b>The Section below is for existing holders of the Unified Contract</b>	
Unified Contract – Contract Number	
Unified Contract – Office Schedules(s) Please list the numbers of all your Office schedules.	

<b>Details of Tender</b>	
<p><b>Minimum Capacity of Matter Starts you are offering to deliver in each Category of Law.</b></p> <p><b>(e.g. 100 in Housing, 75 in Community Care etc)</b></p>	
<p><b>Maximum Capacity of Matter Starts you are offering to deliver in each Category of Law up to the available in each tender.</b></p> <p><b>(e.g. 100 in Housing, 75 in Community Care etc)</b></p>	
<p><b>Procurement Area in which the service is to be delivered</b></p>	
<p><b>Specific Location where the face to face service is to be delivered</b></p>	

**Essential criteria for providing the service**

(not listed in order of importance – all the criteria are equally important)

**Organisations must satisfy all the essential criteria in order to move on to the next stage where the desirable criteria will be assessed.**

**A. The organisation must be able and willing to deliver the service in Gwynedd and/or Ynys Mon.**

<p>The service(s) are targeted at specific locations.</p> <p>Are you able and willing to deliver the service in Gwynedd and/or Ynys Mon</p>	<p align="center"><b>Gwynedd</b></p>	<p align="center"><b>Ynys Mon</b></p>
<p>What location(s) have you chosen to deliver the services?</p>		

**B. The organisation must be able and willing to deliver services across the whole range of work in the Family Category of Law.**

<p>Are you able to provide a casework (specialist help) service across the whole range of work in the Family Category of Law?</p>	<p align="center"><b>Yes/No</b></p>
<p>Do you have advisers who qualify as category supervisors in Family (please provide a Self Declaration form for each adviser)</p>	

<p><b>C. The organisation must pass, as a minimum, the preliminary stage of the SQM in all the relevant Categories of Law prior to the service commencing.</b></p>	
<p>It will be a requirement of the Contract that you must pass at least the preliminary stages of the SQM in Family prior to the service commencing.</p> <p>Do you currently hold the SQM in the categories of laws you are seeking to tender for?</p>	
<p>If you do not hold the SQM in some or all of the categories, do you agree to apply to pass the SQM prior to the service commencing?</p> <p>(for guidance on the Commission's current quality standard for suppliers, see the Specialist Quality Mark – available on our website)</p>	<p><b>Yes/No</b></p>
<p><b>D. The organisation must confirm that it is able to begin delivery of the service within 12 weeks from the date the contract is awarded.</b></p>	
<p>Are you able to provide the service within 12 weeks from the date the contract is awarded?</p>	<p><b>Yes/ No</b></p>
<p>If the service is not currently operating, please set out plans that clearly demonstrate your ability to make the service operational within 12 weeks.</p> <p>Please comment on the availability of qualified staff, supervision and accommodation.</p>	

<p><b>E. The organisation, on the written request of the LSC to repay money, must not have <i>failed</i> either to make proposals for repayment by any deadline set OR adhere to a repayment agreement.</b></p>	
<p>Have you failed to make a proposal for repayment or adhere to a repayment agreement? – If yes please provide details</p>	<p><b>Yes/No</b></p>
<p><b>F. The organisation must not be prevented from applying to the LSC by the terms of any written notice of termination or in the absence of any written terms the organisation must not have received a notice to terminate any contract between it and the LSC in the last two years .</b></p>	
<p>Have you received any written notices from the LSC in the last 2 years terminating any contract between you and the LSC (apart from the notice to terminate the General Criminal contract in January 08).</p> <p>If so, what did contract did it/ they relate to?</p>	<p><b>Yes/no</b></p>
<p>If you have received a notice to terminate in the previous two years please provide details of the terms of that notice. (E.g. Copy written notice)</p>	
<p><b>G. Any organisation that currently holds a Unified Contract must not be operating under a confirmed peer review rating at 4 or 5 in any Categories of Law following conclusion of the Peer Review process.</b></p>	
<p>Has your organisation received a confirmed (i.e. after conclusion of appeal process) peer review result in the last 12 months?</p> <p>If so, was this a category 4 or 5 result?</p> <p>(Peer review findings fall into 5 categories: 1 excellent; 2 good/competent plus; 3 threshold competent; 4 poor/ not competent; 5 very poor/ not performing.)</p>	

<b>Part 2</b> <b>Desirable criteria for providing the service</b> <b>(Please note these are in no particular order of importance)</b>	
<p><b>1. Preference will be given to organisations that have an office based within the locality, which is accessible to clients between the hours of 9-5 Mon to Friday. However, we will also consider tenders to provide the service on an outreach basis. In this case, organisations would need to demonstrate how they would provide this service.</b></p>	
Please state the hours that face to face specialist legal advice will be available.	
<p>If you wish us to consider your tender on the basis of an outreach service. Please submit a detailed plan demonstrating how you intend to deliver the outreach service, including but not limited to proposals for:</p> <ul style="list-style-type: none"> <li>• Outreach and other methods for reaching target groups</li> <li>• Location of outreach</li> <li>• Hours of business</li> </ul>	
<p><b>2. Tenders will be considered for all locations within Gwynedd and or Ynys Mon. In the case of Gwynedd, preference would be given to organisations that can deliver the service in Pwllheli, Dolgellau and / or Porthmadoc.</b></p>	
<p>The service(s) are targeted at specific locations.</p> <p>If you are tendering to deliver services in Gwynedd are you able and willing to deliver the service in Pwllheli, Dolgellau and / or Porthmadoc.</p>	<b>Yes/ No</b>

<p>What location(s) have you chosen to deliver the services?</p> <p>How will services be delivered in the location(s)?</p>	
<p><b>3. Preference will be given to organisations who can demonstrate how they will provide links between social welfare providers and other organisations such as sure start, health clinics, etc</b></p>	
<p>Will you provide a link?</p> <p>How will you link up with other local community services e.g. other legal advice and relevant non-legal advice services?</p>	<p><b>Yes/No</b></p>

**Tie Breaker (see section 4.4 of the Information for Applicants)**

Whilst consideration will be given to all tenders from organisations wishing to provide the services we require, in the case of a tie break situation (as described in section 4.4 of the Information for Applicants), we may give preference to organisations which can:

(a) deliver the services for which they are tendering for in the widest geographical spread of locations within the Procurement Area; and/or

Where we are inviting tenders to deliver services across multiple Categories of Law

(b) deliver the greatest number of Categories of Law

**If there is any information you would like to submit to support your tender, in the event we applied this tie break criteria to you, please set this information out in no more than 500 words below:**

2.2

<b>Invitation to Tender: Wales002 Social Welfare Law</b>
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<b>Details of your organisation</b>	
Name of organisation	
Constitution of the organisation (Partnership, LLP, Company or NfP etc)	
Name of representative	
Contact address and postcode	
Contact telephone number	
Contact email address	
DX number and District	
Fax number	
<b>The Section below is for existing holders of the Unified Contract.</b>	
Unified Contract – Contract Number	
Unified Contract – Office Schedules(s)  Please list the numbers of all your Office schedules.	

<b>Details of Tender</b>	
<p><b>Minimum Capacity of Matter Starts you are offering to deliver in each Category of Law.</b></p> <p><b>(e.g. 100 in Housing, 75 in Community Care etc)</b></p>	
<p><b>Maximum Capacity of Matter Starts you are offering to deliver in each Category of Law up to the available in each tender.</b></p> <p><b>(e.g. 100 in Housing, 75 in Community Care etc)</b></p>	
<p><b>Procurement Area in which the service is to be delivered</b></p>	
<p><b>Specific Location where the face to face service is to be delivered</b></p>	

**Essential criteria for providing the service**

(not listed in order of importance – all the criteria are equally important)

**Organisations must satisfy all the essential criteria in order to move on to the next stage where the desirable criteria will be assessed.**

**A. The organisation must be able and willing to deliver the service within the specific location of Pembrokeshire.**

<p>The service(s) are targeted at specific locations.</p> <p>Are you able and willing to deliver the service in to provide the service in Pembrokeshire?</p>	<p><b>Yes/ No</b></p>
<p>What location(s) have you chosen to deliver the services?</p>	

**B. The organisations must be able to deliver advice in accordance with the terms of the Unified Contract in at least 3 of the following categories of law: Debt, Welfare Benefits, Housing, Employment or Community Care.**

<p>It will be a requirement of the Contract that you provide specialist legal advice in at least 3 of the social welfare law categories set out in the Invitation to Tender.</p> <p>Are you able and willing to deliver service in at least 3 different Categories of Law?</p>	<p><b>Yes/No</b></p>
<p>Please state the Categories of Law you propose to deliver services in.</p>	

Do you have advisers who qualify as category supervisors in the Categories of Law you are tendering for? (please provide a Self Declaration form for each adviser)	
Are you able to provide a casework (specialist help) service across the whole range of work in each of the Categories of Law you are tendering for?	<b>Yes/No</b>
<b>C. Any organisation wishing to bid for the categories of Housing or Community Care must have an authorised litigator for each category in place by the date the service commences.</b>	
Are you wishing to tender for either Housing or Community Care?	<b>Yes/No</b>
<p>It will be a requirement of the Contract that you provide an authorised litigator if applying for housing or community care.</p> <p>Please state whether you have an authorised litigator in place or confirm how you will gain access to an authorised litigator by the date the services commences</p>	
<b>D. The organisation must pass, as a minimum, the preliminary stage of the SQM in all the relevant Categories of Law prior to the service commencing.</b>	
<p>It will be a requirement of the Contract that you must pass at least the preliminary stages of the SQM in all categories prior to the service commencing.</p> <p>Please list the Categories of Law you currently hold the SQM in?</p>	

<p>Please list the Categories of Law you are tendering for but <i>do not</i> hold the SQM in</p>	
<p>If you do not hold the SQM in some or all of the Categories of Law, do you agree to apply to pass the SQM prior to the service commencing?</p> <p>(for guidance on the Commission's current quality standard for suppliers, see the Specialist Quality Mark – available on our website)</p>	<p><b>Yes/no</b></p>
<p><b>E. The organisation must confirm that it is able to begin delivery of the service within 12 weeks from the date the contract is awarded.</b></p>	
<p>Are you able to provide the service within 12 weeks from the date the contract is awarded?</p>	<p><b>Yes/ no</b></p>
<p>If the service is not currently operating, please set out plans that clearly demonstrate your ability to make the service operational within 12 weeks.</p> <p>Please comment on the availability of qualified staff, supervision and accommodation.</p>	

<p><b>F. The organisation, on the written request of the LSC to repay money, must not have <i>failed</i> either to make proposals for repayment by any deadline set OR adhere to a repayment agreement.</b></p>	
<p>Have you failed to make a proposal for repayment or adhere to a repayment agreement? – If yes please provide details</p>	
<p><b>G. The organisation must not be prevented from applying to the LSC by the terms of any written notice of termination or in the absence of any written terms the organisation must not have received a notice to terminate any contract between it and the LSC in the last two years.</b></p>	
<p>Have you received any written notices from the LSC in the last 2 years terminating any contract between you and the LSC ((<b>apart from the notice to terminate the General Criminal contract in January 08</b>)).</p> <p>If so, what contract did it/they relate to?</p>	
<p>If you have received a notice to terminate in the previous two years please provide details of the terms of that notice. (E.g. Copy written notice)</p>	
<p><b>H. Any organisation that currently holds a Unified Contract must not be operating under a confirmed peer review rating at 4 or 5 in any Categories of Law following conclusion of the Peer Review process.</b></p>	
<p>Has your organisation received a confirmed peer review result in the last 12 months?</p> <p>If so, was this a category 4 or 5 result?</p> <p>(Peer review findings fall into 5 categories: 1 excellent; 2 good/competent plus; 3 threshold competent; 4 poor/ not competent; 5 very poor/ not performing.)</p>	

<b>Part 2</b> <b>Desirable criteria for providing the service</b> <b>(Please note these are in no particular order of importance)</b>	
<b>1. Preference will be given to organisations that have an office based within the locality, which is accessible to clients between the hours of 9-5 Mon to Friday. However, we will also consider bids to provide the service on an outreach basis. In this case, providers would need to demonstrate how they would provide this service.</b>	
Please state the hours that face to face specialist legal advice will be available.	
If you wish us to consider your tender on the basis of an outreach service. Please submit a detailed plan demonstrating how you intend to deliver the outreach service, including but not limited to proposals for: <ul style="list-style-type: none"> <li>• Location of outreach</li> <li>• Hours of business</li> <li>• Outreach and other methods for reaching target groups</li> </ul>	
<b>3. Preference will be given to organisations who can demonstrate how they will provide links between social welfare providers and other organisations such as sure start, health clinics, etc</b>	
Will you provide a link? <p>If yes, please explain how will you link up with other local community services e.g. other legal advice and relevant non-legal advice services?</p>	
<b>4. Priority will be given to organisations that can provide access to services via a ‘drop in’ arrangement for clients on at least two days per week.</b>	
Will you provide access for clients through a ‘drop in’ arrangement? <p>If yes, Please demonstrate how you would deliver a ‘drop in’ arrangement for clients?</p>	

**5. The organisation must be able and willing to deliver the service within Pembrokeshire, in one of the specific locations below:**

- Tenby
- HaverfordWest
- Fishguard

<p>The service(s) are targeted at specific locations.</p> <p>Are you able and willing to deliver the service in to provide the service in:</p> <ul style="list-style-type: none"> <li>▪ Tenby</li> <li>▪ HaverfordWest</li> <li>▪ Fishguard</li> </ul>	<p><b>Yes/ No</b></p>
<p>What location(s) have you chosen to deliver the services?</p>	

**Tie Breaker (see section 4.4 of the Information for Applicants)**

Whilst consideration will be given to all tenders from organisations wishing to provide the services we require, in the case of a tie break situation (as described in section 4.4 of the Information for Applicants), we may give preference to organisations which can:

(a) deliver the services for which they are tendering for in the widest geographical spread of locations within the Procurement Area; and/or

Where we are inviting tenders to deliver services across multiple Categories of Law

(b) deliver the greatest number of Categories of Law

**If there is any information you would like to submit to support your tender, in the event we applied this tie break criteria to you, please set this information out in no more than 500 words below:**

2.3

<p><b>Invitation to Tender: Wales003 Community Care</b></p>
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<b>Details of your organisation</b>	
Name of organisation	
Constitution of the organisation (Partnership, LLP, Company or NfP etc)	
Name of representative	
Contact address and postcode	
Contact telephone number	
Contact email address	
DX number and District	
Fax number	
<b>The Section below is for existing holders of the Unified Contract.</b>	
Unified Contract – Contract Number	
Unified Contract – Office Schedules(s)  Please list the numbers of all your Office schedules.	

<b>Details of Tender</b>	
<p><b>Minimum Capacity of Matter Starts you are offering to deliver in each Category of Law.</b></p> <p><b>(e.g. 100 in Housing, 75 in Community Care etc)</b></p>	
<p><b>Maximum Capacity of Matter Starts you are offering to deliver in each Category of Law up to the available in each tender.</b></p> <p><b>(e.g. 100 in Housing, 75 in Community Care etc)</b></p>	
<p><b>Procurement Area in which the service is to be delivered</b></p>	
<p><b>Specific Location where the face to face service is to be delivered</b></p>	

**Essential criteria for providing the service**

(not listed in order of importance – all the criteria are equally important)

**Organisations must satisfy all the essential criteria in order to move on to the next stage where the desirable criteria will be assessed.**

**A. The organisation must be able and willing to deliver the service in either North Wales, Central Wales or South Wales.**

<p>The service(s) are targeted at specific areas.</p> <p>Are you able and willing to deliver the service in to provide the service in North Wales, Central Wales or South Wales?</p>	<p><b>Yes/ No</b></p>
<p>What location(s) have you chosen to deliver the services?</p>	

**B. The organisation must be able and willing to deliver services across the whole range of work in the Community Care Category of Law.**

<p>Are you able to provide a casework (specialist help) service across the whole range of work in the Community Care Category of Law?</p>	<p><b>Yes/No</b></p>
<p>Do you have advisers who qualify as category supervisors in Community Care (please provide a Self Declaration form for each adviser)?</p>	

<b>C. The Organisation must have an authorised litigator in place by the date the service commences.</b>	
<p>It will be a requirement of the Contract that you provide an authorised litigator By the date the service commences.</p> <p>Please state whether you have an authorised litigator in place or confirm how you will gain access to an authorised litigator by the date the services commences?</p>	
<b>D. The organisation must pass, as a minimum, the preliminary stage of the SQM in Community Care prior to the service commencing.</b>	
<p>It will be a requirement of the Contract that you must pass at least the preliminary stages of the SQM in Community Care prior to the service commencing.</p> <p>Do you currently hold the SQM in the category of law you are seeking to tender for?</p>	
<p>If you do not hold the SQM in some or all of the categories do you agree to apply to pass the SQM prior to the service commencing?</p> <p>(for guidance on the Commission's current quality standard for suppliers, see the Specialist Quality Mark – available on our website)</p>	<b>Yes/no</b>
<b>E. The organisation must confirm that it is able to begin delivery of the service within 12 weeks from the date the contract is awarded.</b>	
<p>Are you able to provide the service within 12 weeks from the date the contract is awarded?</p>	<b>Yes/ no</b>

<p>If the service is not currently operating, please set out plans that clearly demonstrate your ability to make the service operational within 12 weeks.</p> <p>Please comment on the availability of qualified staff, supervision and accommodation.</p>	
<p><b>F. The organisation, on the written request of the LSC to repay money, must not have <i>failed</i> either to make proposals for repayment by any deadline set OR adhere to a repayment agreement.</b></p>	
<p>Have you failed to make a proposal for repayment or adhere to a repayment agreement? – If yes please provide details</p>	
<p><b>G. The organisation must not be prevented from applying to the LSC by the terms of any written notice of termination or in the absence of any written terms the organisation must not have received a notice to terminate any contract between it and the LSC in the last two years.</b></p>	
<p>Have you received any written notices from the LSC in the last 2 years terminating any contract between you and the LSC (<b>apart from the notice to terminate the General Criminal contract in January 08</b>).</p> <p>If so, what contract did it/ they relate to?</p>	
<p>If you have received a notice to terminate in the previous two years please provide details of the terms of that notice. (E.g. Copy written notice)</p>	

**H. Any organisation that currently holds a Unified Contract must not be operating under a confirmed peer review rating at 4 or 5 in any Categories of Law following conclusion of the Peer Review process.**

Has your organisation received a confirmed peer review result in the last 12 months?

If so, was this a category 4 or 5 result?

(Peer review findings fall into 5 categories:  
1 excellent; 2 good/competent plus; 3 threshold competent; 4 poor/ not competent; 5 very poor/ not performing.)

**Part 2                      Desirable criteria for providing the service  
(Please note these are in no particular order of importance)**

**1. Priority will be given to organisations that can demonstrate how they can deliver services in locations where other local community services are delivered.**

Please demonstrate how will deliver services in locations where other local community services are delivered and specify which other local community services you are referring to.

**2. Priority will be given to organisations that can demonstrate how they will identify and reach clients who require this type of advice.**

Please demonstrate how you will undertake to identify and reach clients who require Community Care Advice.

**3. Priority will be given to an organisation that could deliver Community Care advice across more than one of the Procurement Areas.**

Are you able to deliver Community Care in more than one of the Procurement Areas?

**Yes/No**

What other location(s) within Wales have you chosen to deliver the services?

**Tie Breaker (see section 4.4 of the Information for Applicants)**

Whilst consideration will be given to all tenders from organisations wishing to provide the services we require, in the case of a tie break situation (as described in section 4.4 of the Information for Applicants), we may give preference to organisations which can:

(a) deliver the services for which they are tendering for in the widest geographical spread of locations within the Procurement Area; and/or

Where we are inviting tenders to deliver services across multiple Categories of Law

(b) deliver the greatest number of Categories of Law

**If there is any information you would like to submit to support your tender, in the event we applied this tie break criteria to you, please set this information out in no more than 500 words below:**

## Section 3 – Checklist and Declaration

### 3.1 Checklist

Please complete and submit the box below to indicate which services you are tendering for and the number of additional pages you may have submitted with each tender:

<b><i>Invitation to Tender Reference</i></b>	<b><i>Have you tendered for this service?</i></b> <b><i>Please indicate (Yes/No)</i></b>	<b><i>If applicable, please indicate below the number of additional pages submitted</i></b>
<i>Wales001</i>		
<i>Wales001</i>		
<i>Wales001</i>		

### 3.2 Declaration

**Please sign and submit the following declaration. You are only required to submit one declaration with this Tender Form regardless of the number of services you are tendering for.**

<b>Declaration</b>	
<p>I/we hereby apply to provide services in accordance with the Information for Applicants and this Tender Form. I/we certify that the information provided in this Tender Form is accurate to the best of my/our knowledge, information and belief. I/we understand that if I/we have not answered every question on this form, my/our application may be rejected; further, that any material inaccuracy or omission in the information that I/we have provided may lead to this Tender Form being treated as invalid and/or any contract offered or awarded being withdrawn or amended by the Commission. I/we understand that this Tender Form does not bind either the Commission or me/us to enter into a contract.</p>	
<b>Signed:</b>	<b>Date:</b>
<b>Name:</b>	<b>Status:</b>
<b>Signed:</b>	<b>Date:</b>
<b>Name:</b>	<b>Status:</b>
<p><i>This Application Form must be signed for you by a person who can bind you to it. If the organisation is a partnership, a partner must sign. If it is a sole practitioner solicitor, the sole practitioner (principal) must sign. If it is a company, a director must sign. If it is an LLP, two LLP members must sign.</i></p>	