

Meeting	OLC Board Meeting	Agenda Item No.	9
		Paper No.	111.6
Date of meeting	28 January 2021	Time required	10 Minutes

Title	Service Complaints Adjudicator Tender - Update
Sponsor	Sam Argyle
Status	OFFICIAL

Executive summary

As Claire Evans' term as our Service Complaints Adjudicator comes to an end in March 2021, we have published a tender inviting submissions for a replacement. This paper provides the Board with an update on the tender process, including the steps taken to date and the anticipated timescales.

Recommendation/action required
Board is asked to note this update.

Service Complaints Adjudicator – 2021 Tender

Background

1. The Service Complaints Adjudicator (SCA) is appointed by the OLC Board to provide an independent and impartial review of complaints about the Legal Ombudsman’s service at the third and final stage of the service complaints process. The SCA is usually appointed for a three year term, made up of an initial one year term with an option to extend for a further two years.
2. Claire Evans has been our SCA since April 2015 with her current (second) term coming to an end on 31 March 2021. In preparation for this, LeO published a full tender on 4 January 2021 inviting applications for a new SCA.

Tender process

3. Due to the limited time available, Elisabeth Davies approved the tender as a Chair Action in December 2020, prior to its publication on 4 January 2021. The tender has been published on our website, Twitter and LinkedIn pages, as well as the Government’s contracts finder’s portal in accordance with the procurement policy. The Ombudsman Association has also advertised the tender on their website as well as on their Twitter and LinkedIn pages.
4. The anticipated timetable of the tender process is set out below:

Procurement Activities	Date
Publication of Invitation to Tender (ITT)	4 January 2021
Deadline for receipt of questions	15 January 2021
Deadline for responding to questions	22 January 2021
Deadline for receipt of tenders	29 January 2021
Shortlist of preferred tenders completed	w/c 8 February 2021
Interview/presentation with bidders	w/c 15 February 2021
Detailed discussions with preferred bidders	w/c 1 March 2021
Contract award	w/c 8 March 2021

Contract commencement	1 April 2021
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5. At the time of writing this paper (19 January 2021), the deadline for submitting questions about the tender had passed. In total we received two sets of questions from potential bidders within the time allowed. We have also received one bid and a further individual has expressed their intention to submit a proposal before the deadline expires on 29 January 2021.
6. Shortlisting is due to take place on 10 February 2021 followed by interviews on 19 February 2021. The shortlisting and interview panel is made up of two Board members (Elisabeth Davies and Annette Lovell) and a senior member of staff from LeO (Steven Pearson).
7. It is anticipated that this matter will come back before the Board in March 2021 to approve the appointment of the preferred bidder and to approve the SCA's terms of reference, which require updating.

Sam Argyle
Senior Ombudsman