

QPF Review Process

Providers who are dissatisfied with the outcome of the evaluation of their submission to the QPF can request a review. The process can be accessed at

<http://www.lsc.gov.uk/providers/commissioning/qualifiedproviderframework/tendering/>

All aspects of the evaluation will be open to review, except the evaluation of Financial Standing on the 28590 Complete Me First PQQ

All participants in the evaluation and review process must ensure they maintain documented evidence of progress through each step of this process. This evidence will include as a minimum all correspondence from initial receipt of request for a review letter through to final decision letter to the organisation.

When an organisation has received the debrief sheet supporting the LSC's decision that they were either unsuccessful or partially successful they can either:

Accept the comments and resubmit their submission within the timescales shown

Or

Request a review of the all or part evaluation (provided it is not the evaluation made by PFA in relation to Financial Standing) in accordance with the following process

All requests for a review must be put in writing setting out the basis on which the request is made together with any supporting documentation they wish to be considered as part of the review and sent to the LSC's Regional Office for the region in which their Head Office is based. They should be addressed for the attention of the Regional Contracts Director. Names and Contact Details are as follows

LSC Region	Regional Contracts Director	Regional Office Address
North East	Susan Collins	Moongate House 5 th Avenue Business Park Team Valley Gateshead NE11 0HF
North West	John Myers	9 th Floor Arndale House Arndale Centre Manchester M4 3AQ

Yorkshire & The Humber	Lucille Ingham	Mercury House 4 Manchester Road Bradford BD5 0QL
East of England	Nichola Cowell	2Railton Road Woburn Road Industrial Estate Kempston Bedfordshire MK42 7PN
East Midlands	Jo Monroe	17a Meridan Street Meridan Business Park Leicester LE19 1UU
West Midlands	Julie Fowler	15 Bartholomew Row Birmingham B5 5JU
South West	Shona Hutton	qpf-procurement- SW@lsc.gov.uk
Greater London	Sue Coan	Centre Point 103 New Oxford Street London WC1A 1DR
South East	Lee Moorhouse	48-54 Goldsworth Rd WOKING Surrey GU21 6LE

Requests for Review must be raised within a maximum of 7 working days of receiving the debrief sheet.

The receiving Regional Contracts Director will then forward the letter together with the appropriate evaluation documentation within a maximum of 3 working days of receipt to another Regional Contracts Director who has not been involved in the evaluation (the Reviewer). The Reviewer will then review the evaluation taking into account the representations made by the provider and any supporting documentation. The Reviewer must also seek the views of the Regional Contract Director responsible for the original evaluation. The review must take place within 4 working days of receipt of the information to be assessed.

If the Reviewer and the Regional Contract Director responsible for the original evaluation are unable to agree on the outcome of the review the matter should be referred to the Head of Commissioning & Procurement for a final decision.

The Reviewer will write to the provider with the outcome of the review setting out reasons for the decision and copy the letter to the Regional Contracts Director responsible for original evaluation.

LSC Timetable for Processing Appeals

Action	Timescale
Letter requesting a review including supporting documentation to Regional Contracts Director of LSC region in which organisations Head Office is based	Within 7 working days of receipt of debrief
Review letter and evaluation documents to be forwarded to another Regional Contracts Director not involved in the original evaluation	Within 3 working days of receipt of Appeal letter
Review carried out	Within 4 working days of receipt of documents to be reviewed
Moderation as necessary by Head of Commissioning and Procurement	Within 4 working days of being asked to moderate
Notification of decision to organisation	Within 2 working days of receipt of any final decision

Further Action

If a provider remains dissatisfied they can make a complaint in accordance with the LSC's Complaints Procedure which can be accessed via the LSC website.