

F.No. L/43/2018/NALSA
National Legal Services Authority

12/11, Jamnagar House,
Shahjahan Road, New Delhi
Cont. no. 011-23382778, e-mail: nalsa-dla@nic.in
Dated : 19th February, 2019

Tender Document

Subject: Request for proposal for Evaluation of the functional management and the impact, quality and effectiveness of legal services rendered through Front Offices and Legal Services Clinics.

Online bids in two bid system are invited for and on behalf of NALSA from experienced and reputed agencies for **Evaluation of the functional management and the impact, quality and effectiveness of legal services rendered through Front Offices and Legal Services Clinics**. Manual bids shall not be accepted.

Tender document may be downloaded from department website www.nalsa.gov.in and Central Public Procurement Portal (CPPP) site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under:

CRITICAL DATE SHEET

Published Date	19 th February, 2019 (17:30 hrs)
Bid Document Download Start Date	19 th February, 2019 (18:00 hrs)
Bid Submission Start Date	19 th February, 2019 (18:00 hrs)
Pre Bid Conference	11 th March, 2019 (11:30 hrs)
Bid Submission End Date	25 th March, 2019 (17:00 hrs)
Bid Opening Date	29 th March, 2019 (11:30 hrs)

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options in-built on the CPP Portal, to facilitate bidders to search active tenders by parameters. These parameters include Tender ID, organization name, location, date etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.

2. Once the bidders have selected the tender they are interested in, they may download the required documents/ tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS, e-mail in case there is any corrigendum issued to the tender document.

3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification and help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2. The bidder should go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations may lead to rejection of the bid.

3. The Bidder should prepare the bid documents to be submitted in advance as indicated in the tender document / schedule; generally, the document format can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black-and-white option.

4. To reduce the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded subsequently

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission to enable him upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign the required bid documents and upload them one by one as indicated in the tender document.
3. Bidder must select the payment option as "offline" to pay the tender fee of Rs. 1000/- in the form of Demand Draft in favour of "PAO, Department of Legal Affairs" payable at New Delhi and the EMD of Rs. 57,750/- (5% of the estimated tender value) should be submitted physically. The successful bidder would be required to submit the Performance Security @ 5% on the contract value.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/submitted in person to the Tender Processing Section, latest by the last date of bid submission. The details of the DD/any other accepted instrument, physically sent should tally with the details available in the scanned copy and the data entered during bid submission time, else the uploaded bid may be rejected.
5. The serve time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission

of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

6. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
7. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
9. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- Any queries relating to the tender document & the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender
- Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315

1. Invitation for tender

1.1 NALSA, hereby invites proposals for conducting **Evaluation of the functional management and the impact, quality and effectiveness of legal services rendered through Front Offices and Legal Services Clinics.**

1.2 The purpose of this RFP is to provide interested "bidders" with the necessary information to enable them to prepare and submit their responses for the services to be rendered to NALSA in conformity with the terms and conditions listed in this document (**Annexure-A**).

1.3 Please note that all the information requested to be submitted in specific formats have to be provided only in the form and formats given in the RFP.

1.4 Responses should contain all the necessary information and incomplete information may lead to rejection of bids.

1.5 Bidders must keep watching our website/CPPP during the intervening period before and after submitting response to RFP as subsequent changes/clarifications, if any, related to RFP will only be posted on the web site/ CPPP.

1.6 Bidders must plan for presentation well in advance. NALSA will provide not more than 1 week to bidders for the presentation.

1.7 If you request for additional information, the same shall be provided expeditiously, but any delay in providing such information will not be considered a reason for extending the submission date of your proposal. For any queries you may write to nalsa-dla@nic.in

1.8 The proposal shall be valid for a period of Ninety (90) days only from the due date for receiving the proposal.

2. CONTEXT OF EVALUATION

Towards fulfilling the Preamble promise of securing to all the citizens, Justice – social, economic and political, Article 39 A of the Constitution of India provides for free legal aid to the poor and weaker sections of the society, to promote justice on the basis of equal opportunity. To achieve the said vision of Access to

Justice, the Legal Services Authorities Act, 1987 was enacted by the Parliament of India. It came into force on 9th November, 1995.

The Legal Services Authorities Act, 1987 creates a framework of Legal Services Authorities across the country. There is a Central Authority by the name of National Legal Services Authority (NALSA) at the National level, State Legal Services Authorities (SLSA) at the State level, District Legal Services Authorities (DLSA) at the District level and Taluka Legal Services Committees (TLSC) at the Taluka/Sub-divisional level. NALSA's Vision and Mission are as follows:

Vision

The vision of NALSA is to promote an inclusive legal system in order to ensure fair and meaningful justice to the marginalized and disadvantaged sector.

Mission

To legally empower the marginalized and excluded groups of the society by providing effective legal representation, legal literacy and awareness and bridging the gap between the legally available benefits and the entitled beneficiaries.

To strengthen the system of Lok Adalats and other Alternative Dispute Resolution mechanisms in order to provide for informal, quick, inexpensive and effective resolution of dispute and minimize the load of adjudication on the overburdened judiciary.

As per the Scheme of the Act, NALSA is a Central Authority – an umbrella body to lay down policies under the Act which are to be implemented by other Legal Services Institutions throughout the country. The State Legal Services Authorities and District Legal Services Authorities are also statutory bodies having their own composition as laid down in the Act. The broad statutory functions of Legal Services Authorities are as under:

- Providing free legal aid and advice.
- Legal awareness and empowerment.
- Promoting and implementing ADR Mechanism.
- Devising and implementing Preventive and Strategic programmes.
- Intervention through social justice litigation.
- Implementing State funded victim compensation schemes for victims of crime.

Legal Services Authorities are manned by Judges at their respective levels and have empanelled lawyers and para legal volunteers as their workforce. There are about 63757 Panel Lawyers and around 69290 Para Legal Volunteers. Legal Services Authorities at State, District and Taluka level have panels of lawyers. Front Office is one of the unit through which legal services are rendered. Front Offices are operational in all the districts. As per Regulation 2(c) of National Legal Services Authority (Free and Competent Legal Services) Regulations, 2010 “Front office means a room in the Legal Services Institution where legal services are made available”. Regulation 4 of the National Legal Services Authority (Free and Competent Legal Services) Regulations, 2010 provides that all Legal Services Institutions shall have a Front Office. In the Front office are deputed Retainer Lawyer, Para Legal Volunteers (PLVs) and Panel Advocates. Moreover, persons with the qualification of Master’s Degree in Social Work or Diploma or Master’s Degree in psychiatric or psychology may also be called to the Front Office as and when necessary. NALSA has devised Front Offices guidelines to ensure that quality legal services are rendered through Front Offices and Front Offices work as One Stop Centres for legal aid seekers.

Legal Services Clinics are functional in all the districts. As per Regulation 2(c) of the National Legal Services Authority (Legal Services Clinics) Regulations, 2011 “Legal Services Clinic means the facility established by the District Legal Services Authority to provide basic legal services to the people with the assistance of Para-Legal Volunteers or lawyers, as the point of first contact for help and advice and includes legal services clinics set up under regulation 3 and regulation 24”. The statistical view of Legal Services clinics is as follows:-

Statistical Information in respect of Legal Services Clinics as on September, 2018.

SLSA	Law Colleges/Universities	Villages	Community Centres	Courts	Jails	JJB/CWC/Observation Homes	For the people of North-East	Others (Pl. Specify)	Total
Andaman & Nicobar Islands	0	0	0	0	0	0	0	0	0
Andhra Pradesh	35	461	42	6	86	19	18	265	932
Arunachal Pradesh	1	0	1	13	5	1	0	0	21
Assam	12	158	3	18	15	1	0	10	217
Bihar	36	136	89	35	57	37	6	249	645
Chhattisgarh	30	284	142	0	34	27	3	0	520
Dadra & Nagar Haveli	0	12	0	0	1	0	0	0	13
Daman & Diu	0	7	0	0	1	0	0	0	8
Delhi	9	0	2	0	17	6	0	28	62
Goa	38	45	6	7	1	0	2	4	103
Gujarat	40	488	18	12	51	25	4	42	680
Haryana	29	321	82	43	19	16	2	0	512
Himachal Pradesh	26	893	0	0	12	11	6	62	1010
Jammu & Kashmir	9	145	30	44	15	1	0	7	251
Jharkhand	8	489	19	0	28	24	2	140	710
Karnataka	102	151	0	178	70	24	0	391	916
Kerala	30	412	209	19	51	14	10	195	940
Lakshadweep *	0	0	0	0	0	0	0	0	0
Madhya Pradesh	64	714	177	62	98	48	6	159	1328
Maharashtra	62	355	40	47	38	28	7	121	698
Manipur	7	84	1	6	2	3	0	10	113
Meghalaya	7	104	4	5	4	8	0	1	133
Mizoram	21	125	23	8	9	2	0	1	189
Nagaland	3	89	12	11	11	0	0	0	126
Odisha	5	186	2	118	84	0	0	53	448
Puducherry	1	55	1	0	4	0	2	0	63
Punjab	32	219	40	25	26	14	6	158	520
Rajasthan	68	7217	96	227	97	33	1	1059	8798

Sikkim	3	12	7	3	2	4	0	0	31
Tamil Nadu	22	555	116	0	120	14	1	0	828
Telengana	22	247	23	0	39	10	3	66	410
Tripura	5	360	0	2	13	8	1	87	476
U. T. Chandigarh	2	10	2	2	1	1	1	5	24
Uttar Pradesh	63	185	113	71	42	17	15	166	672
Uttarakhan d	15	148	16	14	15	9	0	74	291
West Bengal	18	747	128	30	58	16	7	91	1095
Total	825	15414	1444	1006	1126	421	103	3444	23783

Para Legal Volunteers and Panel Lawyers are deputed to render services in Legal Services Clinics. Legal services rendered at Legal Services Clinics are wide ranging in nature. It is expected to work as a single window facility for helping the disadvantaged people by providing legal services in the form of legal aid and advice, drafting of applications, representations, replies etc. and even helping in filling up forms relating to various welfare schemes. In 2017-2018, around 11.63 lacs persons benefitted through Legal Services Clinics.

3. Objectives of Evaluation:

The main purpose of the evaluation exercise is to examine the functional management of Front Offices and Legal Services Clinics including the Legal Services Clinics established in Jails with an objective to assess the impact, quality and effectiveness of Legal Services rendered through Front Offices and Legal Services Clinics. It is expected that the entire exercise will also evaluate the methodology and operational framework mentioned in the Front Office Guidelines **Annexure B**, and how the Front Offices are working as One Stop Centres for legal aid seekers. Similarly, the exercise is expected to evaluate the framework of Legal Services Clinics including its monitoring mechanism. It is expected that the study would identify the gaps, if any, in the entire framework and would make

recommendations for making improvements in restructuring the existing framework relating to the functional management of Front Offices and Legal Services Clinics.

The evaluation exercise has following objectives:

- To evaluate the existing operational framework of Front Office.
- To evaluate the existing operational framework of Legal Services Clinics.
- To assess and evaluate the existing practices in management relating to deputing of PLVs and Panel Lawyers in various legal services activities.
- To assess the responsiveness of Front Offices and Legal Services Clinics in meeting the legal needs of weaker and marginalised sections of society.
- To assess adequacy of existing monitoring mechanisms relating to Front Offices and Legal Services Clinics.
- To assess the impact made by legal services rendered through Front Offices and Legal Services Clinics.

It is expected that the evaluation exercise will generate a knowledge product that can contribute towards improved design with regard to better, effective and meaningful delivery of legal services through Front Offices and Legal Services Clinics with efficient monitoring mechanism in place.

4. Scope of the Required Work:

The scope of the evaluation is closely related to the objectives mentioned above. The evaluation shall be conducted in about 9 districts to be selected out of 36 State Legal Services Authorities and also in about 4 High Court Legal Services Committees (as far as Front Offices are concerned) to be selected out of 36 HCLSCs. The evaluation shall particularly assess the following:

- Approach in functioning of Front Offices and Legal Services Clinics.
- Approach in engaging and deputing Panel lawyers and PLVs in Front offices and Legal Services Clinics.

- Effectiveness of Front Offices in dealing with legal needs, and working as information centre for legal aid seekers.
- Existing infrastructural scenario including computer hardware and furniture.
- Quality of legal services rendered through Front Offices and Legal Services Clinics.
- Existing Monitoring Mechanisms for Front Offices and Legal Services Clinics.
- Impact of legal services rendered through Front Offices and Legal Services Clinics.

5. Approach and Methodology:

The Legal Services Authorities Act, 1987 along with various Rules and Regulations are available on the websites of NALSA and almost all the State Legal Services Authorities. This may be used as a guide during the course of evaluation. The evaluation approach will combine methods such as interviews, field visits, documentation review, group discussion etc. to assess all the aspects of working of Front Offices and Legal Services Clinics including Monitoring and Management aspects and as to whether legal services rendered through these units have resulted in accomplishing the objectives of the Legal Services Authorities Act and making an impact at the grass roots. The Legal Services Authorities at various levels will cooperate in providing the documents relating to the various legal services activities. It is expected that evaluator will conduct interviews with all the relevant stake holders including the beneficiaries.

6. Deliverables:

The Evaluators are expected to deliver the following:

- The Report should objectively evaluate the relevance and the role of Front Offices and Legal Services Clinics in facilitating achievement of the objective

of the Access to Justice for all. The evaluation in this regard is expected with specific findings and evidence.

- The evaluation is also expected to assess the impact at the grassroots by legal services delivered through Front Offices and Legal Services Clinics .
- Recommendations are expected to suggest course corrections, additions or any other improvements to the existing operational framework with regard to Front Offices and Legal Services Clinics.
- Recommendations on best practices followed by various Legal Services Authorities to further strengthen the rendering of legal services in a professional and competent manner through Front Offices and Legal Services Clinics.
- Quality of legal services rendered by Panel Lawyers and PLVs at Front Offices and Legal Services Clinics is expected to be delved into intensively, and the suggestive framework for better design touching upon this aspect is expected in report.
- Evaluation is expected to assess the entire framework with regard to the engagement of lawyers and PLVs at Front Offices and Legal Services Clinics.

7. Format of Technical Proposal

7.1 The duly signed technical proposal is to be submitted in the following format only:

1. Project Title
2. Name of the Organization
3. Head of the organization
4. Contact Details including email
5. Introduction of the organization, indicating past experience in the subject area (in not more than 1 page)

6. Information pertaining to the registration of the organization; attach a copy of the organization's Registration Certificate
7. Justification for applying for this project
8. Description of team (team leader, team members) with brief backgrounds of team members in the following format (also attached detailed CV of each team member)

Name	Designation	Qualifications	Experience (No. of Years)	Description of the tasks to be performed

9. The proposed methodology of the evaluation. The methodology must include the following elements:
 - Criteria for identification of Sample.
 - Collection of Data
 - Primary data
 - Secondary data
 - Analysis of data through the questionnaire
10. Achieving desired objectives as mentioned at Section 3 as above.
11. A table of deliverables/results against the proposed activities, outputs and objectives for the survey
- 12. The time schedule with milestones / performance targets/ Work Plan. In any case, the project is to be completed within three months.**
13. Justification to fulfilment of technical selection criteria.
14. Provide information on whether the project will be sub-contracted
15. Provide the names and contact details (including the name of the person-in-charge) and telephone numbers of 2 funding agencies that have supported the work of the organization in the last 3 years
16. Provide the following information:

- Has the agency submitting the proposal or any of its collaborating partners been penalized by any organization for poor quality of work or breach of contract in the last five years? (Yes/No)
- Has the agency submitting the proposal or any of its collaborating partners ever failed to complete any work awarded to it by any public entity/ Government Organization in last five years? (Yes/No)
- Has the agency submitting proposal or any of its collaborating partners been blacklisted by any Government Department/Public Sector Undertaking in the last five years? (Yes/No)

17. Statement expressing that the applying agency and its collaborating partners, if any, unconditionally accept all the terms of this RFP.

8. Eligibility Criteria:

S.No.	Criterion	Supporting documents to be submitted as Proof
1	Agency (consulting, research institution, policy research institution, academic institution, registered societies, market research agency etc.) should have been operating in India for a period of at least 5 years out of which 2 years must be in evaluation/assessment of activities and organisational practices of government sector on the date of the proposal submission with registered/fully operational office in Delhi /NCR	
2	Agency should have annual turnover of at least Rs. 5.00 Crores or more in each of the last four financial years (2017-18, 2016-17, 2015-16, 2014-15). This will not be applicable to the govt. research institutions/academic institutions, universities, etc. and non-profit organisations.	Copy of the audited profit and loss account/balance sheet for the last three Financial Years
3	Agency should have completed at least 5 empirical assessment studies in the last 5 years. Work orders of such studies of more than 3 lacs with regard to it be also submitted along with the tender documents.	

9. Pre-Bid meeting

- To clarify issues and to answer questions on any matter that may be raised at that stage, the pre-bid meeting shall be held at Conference Hall, National Legal Services Authority, Jam Nagar House, Shahjahan Road, New Delhi as per critical date sheet.
- Designated representative from the bidding agency may attend the pre-bid meeting. The bidder is requested, as far as possible, to submit any questions in writing/email, to reach the Department not later than two days before the meeting. It may not be practicable at the meeting to answer questions received late, but responses will be transmitted over email for questions received late.
- Any modification of the bidding documents that may become necessary as a result of the pre-bid meeting shall be made by the Department exclusively through the issue of a Corrigendum and not through the minutes of the pre-bid meeting.

10. Bid Evaluation

- The online Technical bids will be opened in presence of competent authority on behalf of National Legal Services Authority, 12/11 Jamnagar House, New Delhi. The bidders or their authorized '-' representatives may be present, if they so desire.
- The NALSA, through bid evaluation committee, shall evaluate, and shortlist technically qualified offers. The technically qualified bidders will make a presentation on their methodology & execution strategy, the date and venue of which will be communicated separately. The cut off for technical bids is 75%. The financial bids will be opened later in a pre-decided date and venue in the presence of competent authority of the

NALSA and successful bidder is selected for the placement of contract through the bid evaluation committee.

- The weights given to Technical and Financial proposals will be in the ratio of 60:40.
- NALSA reserves the right to accept or reject any offer without assigning any reason whatsoever.

11. Technical evaluation criteria: (Max marks: 100)

S.No.	Technical Evaluation	Max Marks	Marks system	Mark Reference
1	Relevant experience evaluating projects.	25	5 marks for each similar assignment	A self-attested certificate listing [assignment of similar nature executed in the past along with the Work orders for each assignment confirming year, area of activity and contact details of the client.(In case of all conditions are not met, a certificate from the bidder mentioning any missing detail should be provided.)
2	Experience of working with government agencies	15	Number of Projects executed for .Central/ State Government /PSU. Three marks for each assignment	A self-attested certificate listing the details of the project executed (Name, Area, Location, period, each details of client etc.)
3	Experience qualifications & of the proposed team members	20	Team members who would be working on the assignment have M.B.A or bachelors qualification or Post-Graduate degree in Economics or Statistics or social science. In addition, Legal advisors in the team will be preferred. 5 Marks for each qualified team member subject to maximum of 20 marks.	CV of the team members. As per Rule 171 (v) of GFR, bid evaluation Committee of the NALSA shall be reviewing the CVs and will interview the Team Leaders and the 5 leading Members of the evaluating team as shortlisted by the evaluators.

4	Quality of the proposal submitted & alignment of the proposal with the ToR, project objectives & deliverables	15	Understanding, expertise & the experience, as mentioned in the proposal shall be reviewed and scored.	Based on proposal, evaluation shall be done by the bid evaluation Committee of NALSA
4	Methodology	25	The methodology for sampling, selection of establishments and the process for conducting the said study. Coverage pattern also to be assessed.	Based on proposal, evaluation shall be done by the bid evaluation Committee of NALSA

12. Financial evaluation criteria: (Max marks: 100)

- Financial bid should be duly signed and should list all costs associated with the Assignment for both midterm and end term evaluation. These normally cover; remuneration for staff (in the field and at headquarters), accommodation (per diem, housing), transportation (for mobilization and demobilization), equipment (vehicles, office equipment, furniture, and supplies), office rent, insurance, printing of documents, surveys etc.; The Financial bid must broadly separately provide all the above heads and the taxes, duties (factoring in any future changes in nature of taxes) etc. Along with the grand total in one consolidated figure written as Indian Rupees in words and figures. The grand total will be considered for the financial evaluation.
- At the first instance, the technical bids shall be opened and evaluated by a bid evaluation committee of the NALSA. Financial bids of only the shortlisted technically acceptable offers shall be opened for further evaluation and ranking before awarding the contract.
- The proposal with the lowest cost will be given a financial score of 100 and other proposals will be given the financial scores that are inversely proportional to their prices. The financial proposal shall be allocated a

weightage of 20%. For working out the final score, NALSA shall be using the following formula:

- Final Score: {60% of 100 X [(Technical score) / (Max Technical score)]} + {40% of 100 X [(Min Financial Bid) / (Financial quote)]}
- The proposal will be ranked in terms of total points. The proposals with total highest points will be considered for award of contract.

General Terms of Contract

1. Legal status

The agency/contractor shall be considered as having the legal status of an independent contractor vis-a-vis NALSA. The agency's personnel, collaborating partners and sub-contractors shall not be considered in any respect as being the employees or agents of NALSA.

2. Source of instructions

The agency shall neither seek nor accept instructions from any authority external to NALSA in connection with the performance of its services under this contract. The agency shall refrain from any action which may adversely affect NALSA and shall fulfil its commitments with the fullest regard to the interests of NALSA.

However, the feedback from the Secretaries DLSA, Panel Lawyers and beneficiaries will be taken by face-to-face interview or with other effective methodology for making assessment.

3. Agency's responsibility for employees

The agency shall be responsible for the professional and technical competence of its employees and will select, for work under this contract, reliable individuals who will perform effectively in the implementation of this contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

4. Assignment

Apart from the consortium/ tie-ups existing at, the time of tendering and specified in the proposal, the agency shall not assign, transfer, pledge or make other disposition of this contract or any part thereof, or any of the contractor's rights,

claims or obligations under this contract except with the prior written consent of NALSA.

5. Sub-contracting

In the event the agency requires the services of sub-contractors, the agency shall obtain the prior written approval and clearance of NALSA for all sub-contractors. The approval of NALSA of a sub-contractor shall not relieve the agency of any of its obligations under this contract. The terms of any sub-contract shall be subject to and conform with the provisions of this RFP.

6. Officials not to benefit The agency warrants that no official of NALSA has received or will be offered by the agency any direct or indirect benefit arising from this contract or the award thereof. The agency agrees that breach of this provision IS a breach of an essential term of this contract.

7. Regular functioning of Courts

The evaluation by the evaluators shall be carried out courteously without causing any impediments in the smooth functioning of DLSAs Officers or courts etc.

8. Indemnification

The agency shall indemnify, hold and save harmless, and defend, at its own expense, NALSA, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the agency, or the agency's employees, officers, agents or sub-contractors, in the performance of this contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the

agency, its employees, officers, agents, servants or sub-contractors. The obligations under this article do not lapse upon termination of this contract.

9. Encumbrances/liens

The agency shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with NALSA against any monies due or to become due for any work done or materials furnished under this contract, or by reason of any other claim or demand against the agency.

10. Title to equipment

Title to any equipment and supplies that may be furnished by NALSA shall rest with NALSA and any such equipment shall be returned to NALSA at the conclusion of this contract or when no longer needed by the agency. Such equipment, when returned to NALSA, shall be in the same condition as when delivered to the agency, subject to normal wear and tear. The agency shall be liable to compensate NALSA for equipment determined to be damaged or degraded beyond normal wear and tear.

11. Use of name, emblem or official seal of NALSA, GOI

The agency shall not in any manner whatsoever use the name, emblem or official seal of NALSA or NALSA in connection with its business or otherwise, without written approval from the concerned party.

12. Confidentiality and terms of use

All maps, drawings, photographs, mosaics, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the agency under this contract shall be the property of NALSA, shall be treated as confidential.

(a) Confidentiality clause: the agency (and its subcontractors) agrees and accepts that the technology, ingredients, information, software and expertise deployed under the project shall be treated as the exclusive property of the NALSA.

(b) Any information about the legal cases, litigants, judiciary, processes, ingredients supplied by Department, Judiciary and associated parties are to be solely utilized by the Agency for the evaluation purposes only. The Agency shall not under any circumstance reveal any information related to project and its evaluation to any third party without prior written permission of the NALSA.

(c) The Agency further agrees and undertakes to not Copy, distribute, reveal, modify, disassemble, decompile, or reverse engineer the information and process related to NALSA, without the written consent of the NALSA.

(d) In the event that agency comes into knowledge of proprietary or intellectual property information in any form related to the project it undertakes to keep confidential all such information.

(e) That the Agency unconditionally agrees that the intellectual property, information, ingredients or processes and information about the project cannot be sold, revealed or shared with to any third party without prior approval of the NALSA.

(f) The agency may not communicate at any time to any other person, government or authority external to NALSA, any information known to it by reason of its association with NALSA which has not been made public except with the authorization of NALSA nor shall the agency at any time use such information to private advantage. These obligations do not lapse upon termination of this contract.

13. Settlement of disputes

Amicable settlement

The parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this contract or the breach, termination or invalidity thereof.

Arbitration

Unless, any such dispute, controversy or claim between the parties arising out of or relating to this contract or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this clause within sixty (60) days after receipt by one party of the other party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either party to arbitration in accordance with the Indian Arbitration and Conciliation Act, 1996.

The parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute. The Parties shall jointly appoint a Sole Arbitrator whose decision the parties shall recognize and respect as final and binding. The venue of arbitration proceedings shall be New Delhi. Any or all disputes arising out of this Agreement shall be subject to the exclusive jurisdiction of the courts in Delhi.

14. Copyright

The study will be the property of NALSA. Appropriate logos will be used and copyright information will also be accordingly mentioned stating that the material may be used after acknowledgement.

15. Adherence to timelines

The agency understands and agrees that this research study is to be conducted in a time bound manner and any delay on its part may impact the funding for the

research study being given to them. Funding will not be released beyond 31st March 2019. NALSA will not be responsible for any release of monies after this date.

16. ENTIRE AGREEMENT:

This Agreement and the Annexures hereto represent the entire Agreement as to the subject matter hereof and supersedes any prior understandings between the parties on the subject-matter hereof.

17. FORCE MAJEURE:

Notwithstanding anything to the contrary herein contained, nothing herein shall apply if either party is prevented from discharging its obligation hereunder due to any cause arising from or related to any act of God, war, riot, fire, civil commotion, strike lock out or any or orders of quasi governmental or Courts, local authority or any similar cause.



Front Office

Guidelines

NATIONAL LEGAL SERVICES AUTHORITY

12/11 JAM NAGAR HOUSE, SHAHJAHAN ROAD, NEW DELHI

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Front Office Guidelines

1. Background and Rationale:-

Legal Services Authorities are providing free and competent legal services to weaker and marginalised sections of society. Front office is one of the units of the entire framework to render such services. As per Regulation 2(c) of National Legal Services Authority (Free and Competent Legal Services) Regulations, 2010 “Front office means a room in the Legal Services Institution where legal services are made available”. Regulation 4 of the National Legal Services Authority (Free and Competent Legal Services) Regulations, 2010 provides that all Legal Services Institutions shall have a Front Office. In the Front office are deputed Retainer Lawyer, Para Legal Volunteers (PLVs) and Panel Advocates. Moreover, persons with the qualification of Masters Degree in Social Work or Diploma or Masters Degree in psychiatric or psychology may also be called to the Front Office as and when necessary.

It is imperative to make Front Office efficient and effective so that quality and meaningful legal services are rendered to the visitors/legal aid seekers. At present, there is no uniformity in the functioning of Front Offices across the country. Moreover, in most of the Front Offices, legal services of the required standard are not delivered. It is important to strengthen Front Offices so that high-quality legal services are rendered and Front Office work as One Stop Centre for legal aid seekers/beneficiaries.

Hence, arises the need of guidelines suggesting the operational framework for rendering legal services in Front Office.

2. Legal Services through Front Office

Front Office is expected to provide legal services in an effective and expeditious manner. Functions of Front Office include:

- (i) Providing Legal advice;
- (ii) Drafting applications, petitions, replies etc.;
- (iii) Attending legal aid helpline number
- (iv) Receiving and maintaining record with regard to legal aid applications;
- (v) Uploading legal aid applications on Web Portal of NALSA;
- (vi) Maintaining up- to- date data of court based matters and maintaining data in prescribed formats.
- (vii) Updating Legal Aid Beneficiary about particulars of a Panel Lawyer marked for his matter and also updating him regularly about the status of his case.

3. Suggestive framework:

(1) Location :-

As per Regulation 4 of National Legal Services Authority (Free and Competent Legal Services) Regulations, 2010, all Legal Services Institutions have to set up a Front office. The location of the Front Office should be such as is visible to litigants and other people who are visiting courts or the offices of Legal Services Institutions. It should not be far away from the courts. It should not be at a place which is not visible. Front Offices should be setup at the level of State, District and Taluk level legal services institution. Sign boards spelling

out Front Office and the time of opening and closing of Front Office be put outside the Front Office.

(2) Infrastructure :-

Front office shall be well painted. It shall have at least one table, three chairs for PLVs, and one/two chairs for Panel Lawyers. It shall have at least two visitors chairs. It shall have a notice board, a computer, a scanner and printer and a legal helpline number. Suggestion box and complaint box be also kept in the Front office. In the waiting area there should be sufficient seating arrangements. Drinking water facility should be made available at the waiting area. DLSA may also subscribe newspaper and news magazines, to be kept in waiting area. LED monitor be also affixed at appropriate place in the Front office for displaying the functions of the Legal Services Authorities, entitlements to free legal services, documentaries related to Legal Services, NALSA Theme Song, Success Stories etc. the LED monitor can also be utilised for video conferencing along with necessary equipment's such as a webcam or a desktop VC facility.

(3) Duty Roasters and list of Panel Advocates and PLVs:

A daily roaster regarding the Front Office should be put on the notice board. It shall clearly spell out the names of the PLVs, Retainer/Panel Lawyers along with their telephone numbers. The duty roster of all the Front offices of SLSA/DLSAs and Taluka shall also be uploaded on the website of the State Legal Services Authorities. Front office shall also have a list of all panel

advocates and PLVs of concerned Legal Services Institution along with their addresses and telephone numbers for ready reference. A copy of list containing duty roster of all the Legal Services Clinics be also kept in the Front Office for ready reference. Following points should be kept in view while deputing PLV/Retainer/Panel lawyers etc. at the Front Office.

(a) Professionalism: - The person deputed shall have a professional appearance and attitude. The office of Secretary should take into account the said aspect while deputing a person.

(b) Technical prowess: - The person deputed should be comfortable in using phone system, copier, scanner and printer. Basic technical knowledge of using e-mail, etc. should be possessed by the candidate.

(4) Registers and booklets to be kept and maintained in the Front Office:-

Following registers/records are to be maintained in Front Office:

- (i) Front Office Register for visitors
- (ii) Legal Aid Monitoring Register
- (iii) Legal Services Helpline Register

These registers can be maintained in soft version in computers on Excel sheets or any other software deemed fit. The suggestive format is provided in the **Annexures A to C**. In the Front office, shall be kept updated data of court based matters so that legal aid beneficiaries can be apprised about the same. Feedback forms regarding the court based matters be also kept at the Front Office. A suggestive feedback proforma is attached herewith as **Annexure D**

(5) Daily reporting about case proceedings

The panel lawyer shall report at the Front Office about the proceedings conducted in the case and the next date and purpose, if the case is adjourned. This shall be reported on daily basis. The communication in this regard to the Front Office may be sent through email also. The office of DLSA shall mark the duty to a PLV in the Front Office to update the information on the record on daily basis under the supervision/guidance of Retainer Lawyers. If a panel lawyer at the end of the day fails to report about the next date of hearing and the proceedings, he be contacted to provide the same on the morning of next day. Panel Lawyers be sensitized about the importance of updating the record at the Front office on daily basis. PLV maintaining the record shall be trained in data entry. In this regard, PLVs and Retainer Lawyers deputed at the Front Office be trained and sensitized to make use of NALSA portal.

(6) Updating legal aid Beneficiaries:-

Panel Lawyers/Retainer Lawyers/PLVs be trained in updating legal aid beneficiaries regarding court based matters through SMS and Emails. System of updating legal aid beneficiary through SMSs may be adopted. Legal aid beneficiary should be updated about the decision taken on his/her legal aid application, name & phone number of legal aid counsel marked to the applicant in case legal aid is decided to be given. He be regularly updated about the progress of case. Standard format of SMS and Email be devised.

(7) **Handling legal Aid Helpline professionally:**

- (a) Legal Aid Helpline telephone should be kept in the Front Office. The PLV be trained to attend legal aid calls properly. In case of complex issues, he should refer the call to the panel lawyer/retainer lawyer instead of himself advising on legal matters. With regard to all this, suitable training be provided to PLVs and Retainer Lawyers/ Panel Lawyers who are deputed for the purpose in the Front Office.
- (b) Persons deputed for handling legal aid helpline should be courteous and have good communication skills.
- (c) In this regard, the following points must be kept in view:-
 - i. **Answering a call-** a pleasant buffer phrase such as “Good Morning” or “Thank you for calling Legal Services Authority” may be used.
 - ii. **Avoid excuses-** Callers want solution. They do not want excuses. If the person handling the legal aid helpline is not capable of advising on a particular legal problem. Then, he should refer the call to the Retainer/Panel lawyers deputed at the Front Office.

(8) **Bare Acts, compilation of welfare schemes etc :-**

In the Front Office, be kept Bare Acts of various important enactments such as Code of Civil Procedure, Code of Criminal Procedure, Indian Evidence Act etc. This is important for ready reference of the panel lawyers. A

compilation of welfare schemes of Central and State Government be also kept in the office so that visitors also can get knowledge about the existing welfare schemes.

(9) Connect with Legal Services Clinics :-

Front office shall have database of all the Legal Services Clinics including the telephone numbers of the panel advocates and PLVs deputed in the Legal Services Clinics. Any update in the matter falling within the jurisdiction of any Legal Services Clinic be given to the concerned Legal Services Clinic by Front Office so that the legal aid beneficiary escapes from the trouble of travelling to the District or Taluka Headquarters to know about the status of his/her application/case.

(10) Regular Monitoring of Front Offices

Regular monitoring be made of Front Offices at the State, District and Taluka Level. At least in a fortnight, registers be checked and interaction be done with the visitors for assessing the working of Front Office. Suggestions, complaints and the feedback forms be dealt and evaluated on regular basis. Remedial steps be taken to remedy the deficiency, if any noticed.

(11) Maintenance of Digital Record

Legal Aid applications may be received by way of post, email, web portal or applicant may deliver it in person at the office of Legal Services Authority or in Front Office. The record of all the legal aid applications be maintained at the Front Office. The applications received in hard copy form be scanned and kept in scanned form in the computer. The same be uploaded on NALSA portal . Record in soft copy form of the notices, replies, representations drafted at the front offices be also kept.

(12) Assistance of lawyer having expertise in particular branch of law -

It may happen that the notice to be drafted at the Front Office or legal advice to be rendered may be beyond the specialized field of the Retainer lawyer or panel lawyer deputed at the Front office. In such a scenario, complex legal issues requiring special knowledge of any particular branch of law be referred to the office of Secretary, DLSA which in turn shall depute the lawyers from its panel who are having special knowledge needed to draft the application/ notice or deal with the issue to render correct legal advice.

(13) Promotional Activities

Public need to be apprised about the existence of Front office and the various legal services being rendered by Front Office. Hence, adequate publicity of Front Office be got done through print and electronic media.

FRONT OFFICE REGISTERS (Annexures A)**MONTH**

S. No.	Date	Name & address of visitor	Problem	Action taken	Remarks

LEGAL AID HELPLINE REGISTER (Annexure B)

S. No.	Name & address & phone no. of caller	Date & time of call	Problem discussed	Action taken/advice given	Remarks

LEGAL AID (MONITORING) REGISTER**DATE**_____**(Annexure C)**

S. No.	Title of case	Name of Counsel	Name of Party to whom legal aid given	Previous date	Next date	purpose to which case adjourned

Annexure 'D'

Feedback Form

(1) How would you rate the performance of the lawyer assigned to your matter?

- ☐ Bad
- ☐ Average
- ☐ Good
- ☐ Excellent

(2) How responsive was the lawyer who worked on your matter?

- ☐ Bad
- ☐ Average
- ☐ Good
- ☐ Excellent

(3) How were you treated by the members of our staff with whom you came into contact?

- ☐ Bad
- ☐ Average
- ☐ Good
- ☐ Excellent

(4) How would you rate the overall communication on the part of our lawyer/staff?

- ☐ Bad
- ☐ Average
- ☐ Good
- ☐ Excellent

(5) Other Comments.

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