

Further Procurement of the Housing Loss Prevention Advice Service in England and Wales from 1 September 2023

Housing Loss Prevention Advice Service Information for Applicants

Introduction

The Legal Aid Agency (“**LAA**”) is inviting Tenders to deliver the publicly funded Housing Loss Prevention Advice Services (“**HLPAS**”) in specific areas to commence on 1 September 2023. Successful Applicants will be awarded a Schedule to provide HLPAS Contract Work.

This procurement process is separate to those which opened on 17 November 2022 and 6 February 2023 and closed at 12pm on 19 December 2022 and 12pm on 1 March 2023 respectively. This procurement process seeks to identify organisations wishing to deliver HLPAS in a small number of areas only, where the LAA did not receive compliant bids. Applicants can find further information about the HLPAS areas covered under this procurement process at: <https://www.gov.uk/government/publications/housing-loss-prevention-advice-services-hlpas-and-housing-and-debt-services-from-august-2023>

Applicants who have already tendered to deliver HLPAS Contract Work do not need to tender through this procurement process unless they wish to bid to deliver HLPAS, and, where relevant, Housing and Debt Contract Work in the areas covered by this procurement process.

Schedules will form part of the 2018 Standard Civil Contract (“**2018 Contract**”) which is the primary contractual arrangement between the LAA and contracted organisations delivering civil legal aid services.

It will be a requirement that holders of a HLPAS Schedule hold a 2018 Contract which includes a specific authorisation to conduct Housing and Debt Contract Work (“**2018 Housing and Debt Contract**”) i.e. the face-to-face delivery of legal aid advice on Housing & Debt matters that are not covered by HLPAS.

It is **not** a requirement that Applicants tendering for a HLPAS Schedule to **currently** hold a 2018 Contract. The LAA welcomes Tenders from any Applicant which meets the rules of this procurement process and is able to deliver HLPAS Contract Work. Applicants can bid for a 2018 Housing and Debt Contract through this procurement.

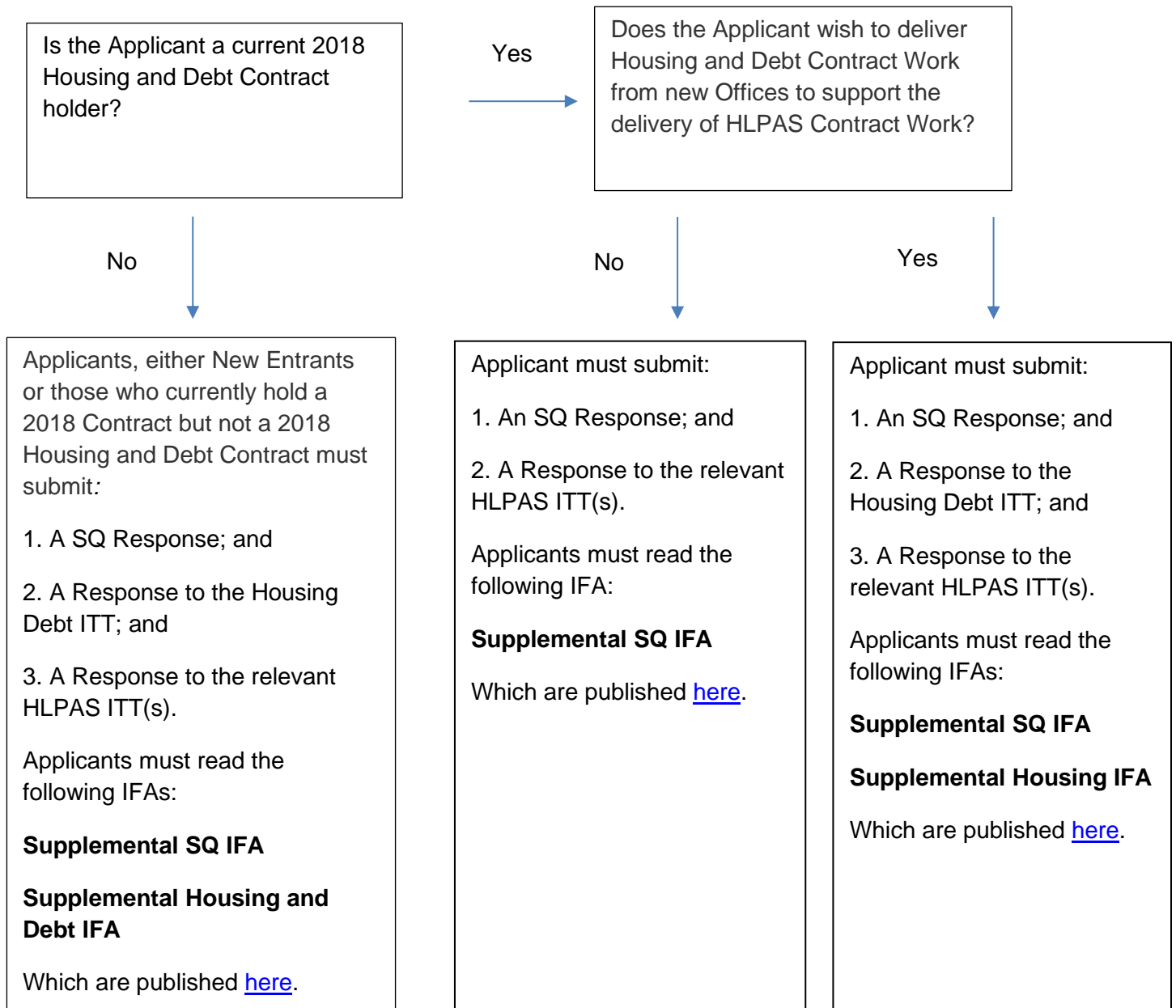
A compliant Tender consists of a Response to:

1. the Selection Questionnaire (“**SQ**”); plus
2. at least one Housing Loss Prevention Advice Service Invitation to Tender (“**HLPAS ITT**”);

and, where the Applicant is not a current Housing and Debt Contract holder, or is a current 2018 Housing and Debt Contract holder and wishes to deliver Housing and Debt Contract Work from new Offices to support the delivery of HLPAS:

3. the Housing and Debt Contract Work ITT (“**Housing and Debt ITT**”)

The ITTs to which an Applicant must submit a Response is dependent on its current status as set out below:



The Deadline for submitting a Response to the SQ, HLPAS ITT and, where relevant, the Housing and Debt ITT is 12pm on 28 April 2023 (“Deadline”)

The HLPAS will replace the Housing Possession Court Duty Scheme (“**HPCDS**”) and an Applicant currently contracted to deliver a HPCDS will fall into the category of a Housing and Debt Contract holder.

Where an Applicant who already holds a 2018 Housing and Debt Contract is unsuccessful in their Tender to deliver HLPAS Contract Work, their 2018 Housing and Debt Contract will not be affected.

This IFA

This Information for Applicants document (“**IFA**”) provides information about the HLPAS Contract Work stage of this procurement process, including how Applicants submit a Response to the HLPAS ITT, and the rules of the procurement process.

Before submitting their HLPAS ITT Response, Applicants must read this IFA and all the SQ / Housing and Debt IFAs (as applicable) for this procurement process in their entirety and all supplementary information provided, such as Frequently Asked Questions (“**FAQs**”) and HLPAS Guides.

Applicants must also read the 2018 Contract and specifically sections 1 - 6 and 10 of the 2018 Standard Civil Contract Specification (“**Specification**”) containing details of Housing and Debt and HLPAS Contract Work requirements (available at [Standard Civil Contract 2018 - GOV.UK \(www.gov.uk\)](http://www.gov.uk)) in full to ensure that they understand the full nature and extent of the obligations they are committing to accept.

Where an Applicant is notified of the LAA’s intention to award it Contract Work subject to verification, it is the Applicant’s sole responsibility to ensure they provide all necessary verification information.

Where not defined in the body of this IFA, capitalised terms are either defined in the glossary at Annex B of the SQ IFA, or in the 2018 Contract. References to ‘procurement process’ relate to the process of the procurement of Housing Loss Prevention Advice Service Contract Work under this IFA.

Late submissions will not be considered under any circumstances. It is the Applicant’s sole responsibility to ensure that the LAA receives its Tender before the Deadline.

It is the Applicant’s sole responsibility to ensure that its Tender has been correctly completed to fully and properly represent the Applicant’s bid for Contract Work offered under this procurement process.

Timetable

For guidance purposes only, a list of indicative dates for key activities of the procurement process is set out below. Where there are significant changes to the dates for key activities relating to the procurement process, the LAA will notify Applicants through the eTendering system.

Activity	Timescale
Procurement process opens and is available via the LAA's eTendering system	11 April 2023
Final date for submission of questions about this procurement process	23.59 on 18 April 2023
'Frequently Asked Questions' to be published	Week commencing 17 April 2023
Deadline for submission of HLPAS ITT Response	12pm on 28 April 2023
Deadline for submitting compliant verification information for Individual HLPAS Bids	23.59 on 23 June 2023
Notification of outcome of HLPAS ITT Response assessment	July 2023
10-day standstill	July 2023
Contract Start Date	1 September 2023

Due to the need for contracts to be in place to allow services to commence on 1 September 2023, the timescale from launch to the deadline for submission of tenders has been set at 17 days.

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SECTION 1: INTRODUCTION AND BACKGROUND

About the LAA and this procurement process

- 1.1 The LAA, on behalf of the Lord Chancellor, is responsible for commissioning and administering legal aid services (publicly funded advice and representation) across England and Wales in accordance with the Legal Aid, Sentencing and Punishment of Offenders Act 2012 and associated legislation. All contract documentation is issued by the LAA on behalf of the Lord Chancellor.

What are Applicants tendering for as part of this stage of the procurement process?

- 1.2 The LAA is inviting Tenders for the delivery of HLPAS Contract Work in 11
- 1.3 HLPAS Areas comprising of one or multiple courts across England and Wales. Further details are set out in Annex A.
- 1.4 The LAA will award HLPAS Schedules to organisations that meet the LAA's requirements for HLPAS Contract Work as set out in this IFA.
- 1.5 Applicants should note that to be eligible to submit a HLPAS ITT Response, they **must** either already hold a Housing and Debt Contract or be awarded one through this procurement process at the Office(s) from which they are bidding. Applicants should read the [Housing and Debt IFA](#) for further information.
- 1.6 Applicants should refer to Section 10 of the Specification for detail on the scope of work included in HLPAS and the Housing and Debt Categories of Law.

Who can submit a HLPAS ITT Response?

- 1.7 Any organisation who meets the minimum contract requirements may tender to deliver HLPAS Contract Work.
- 1.8 The LAA will not accept subcontracting or consortia arrangements but the use of Agents is permitted if the conditions in paragraph 2.5 of the Specification are satisfied.
- 1.9 The LAA will only contract with single legal entities (including individuals who are sole traders). Should existing organisations wish to merge or join with others to apply to deliver HLPAS Contract Work, they must form a single legal entity. It is not necessary for the contracting entity to have been formed at the time an Applicant submits its Tender, however, where this is the case the LAA will require them to confirm that the contracting entity has been formed as part of its verification process.

SECTION 2: APPLICANTS' QUESTIONS

- 2.1 If an Applicant has a question about the HLPAS Contract Work stage of this procurement process, to which they cannot find a response in this document or guidance provided in the eTendering system, it will be able to direct it through two different channels depending on the type of question.
- 2.2 The two different question types are:
- (a) questions about the content of this IFA; and
 - (b) technical questions about how to operate the eTendering system.

Questions about this IFA

- 2.3 If an Applicant has any questions about the content of this IFA, it may submit them up until **23.59** on **18 April 2023**. This is referred to in the eTendering system as the 'End date for supplier clarification messages'.
- 2.4 All such questions must be submitted using the eTendering system message boards for this procurement process.
- 2.5 Applicants should assume that questions and answers will be published. Questions that the LAA considers to be of wider interest will be collated and answered centrally in writing to ensure that all potential Applicants have equal access to information. Questions and answers will be published on the LAA's [tender pages](#).

Technical questions about how to operate the eTendering system

- 2.6 There is a helpdesk to provide technical support to Applicants' using the eTendering system. The helpdesk is unable to assist with problems with Applicants' own computer hardware or systems. For these types of issues Applicants should contact their usual IT support.
- 2.7 Questions for the helpdesk should be emailed to: help@bravosolution.co.uk Alternatively, the telephone number for the helpdesk is 0800 069 8630 and lines are open from 8am to 6pm Monday to Friday.
- 2.8 The LAA recommend that Applicants start to complete their Tender early so that they can identify any areas in which they need help as soon as possible, as the helpdesk is likely to be very busy in the days leading up to the Deadline. The LAA cannot guarantee that queries received close to the Deadline will be dealt with before the Deadline.
- 2.9 All Tenders must be completed and submitted using the eTendering system.

SECTION 3: ETENDERING SYSTEM

- 3.1 The eTendering system can be accessed either through a link on the [tender pages](#) of the LAA website or directly at <https://legalaid.bravosolution.co.uk>.
- 3.2 Applicants must review the information regarding the operation of the eTendering system which is set out in Section 3 of the SQ IFA and can be found at : [Housing Loss Prevention Advice Services \(HLPAS\) and Housing and Debt services from August 2023 - GOV.UK \(www.gov.uk\)](#)

SECTION 4: HLPAS CONTRACT WORK

What Contract Work will be awarded under this procurement process?

- 4.1 Successful Applicants will start delivering HLPAS Contract Work on 1 September 2023 and the Contract will run until 31 August 2024 (subject to the LAA's rights of early termination).
- 4.2 Applicants will be awarded a Schedule for 150 Matter Starts to deliver Early Legal Advice in each full Schedule period. Schedules run from 1 September to 31 August each year.
- 4.3 As part of the Schedule, Applicants will also receive a specific number of acts of assistance to deliver the In-Court Duty Scheme, which is based on the historic volume of cases which have been claimed under the current HPCDS service at each court. The volume of acts of assistance which will be allocated for HLPAS area being tendered for as part of this procurement process are set out in Annex A of this IFA.
- 4.4 HLPAS Contract Work is delivered through HLPAS areas. Each HLPAS ITT Response submitted by an Applicant is known as an "Individual HLPAS Bid".
- 4.5 It is the Applicant's sole responsibility to ensure they provide us with all the necessary information to evidence they meet the relevant verification requirements either as part of the HLPAS ITT Response or by no later than 23:59 on 23 June 2023.

The 2018 Contract and HLPAS Contract Work

- 4.6 The HLPAS comprises two key aspects:

- i. Early Legal Advice
- ii. In-Court Duty Scheme

i. Early Legal Advice

- 4.7 Early Legal Advice involves the provision of legal advice in housing, debt and welfare benefits matters to individuals at risk of possession proceedings and loss of their home.
- 4.8 Early Legal Advice may be provided in person or remotely.

4.9 Early Legal Advice is non-geographic. Providers will be able to assist clients wherever they are in England and Wales.

ii. In-Court Duty Scheme

4.10 The In-Court Duty Scheme provides 'on the day' emergency face-to-face advice and advocacy to anyone facing possession proceedings in court.

4.11 The In-Court Duty Scheme is available to individuals whose home is at immediate risk of possession because possession proceedings have been listed for a review or substantive hearing.

4.12 An individual In-Court Duty Scheme will be provided by a single provider subject to paragraph 7.26. The courts at which successful Applicants must deliver these services will be specified in their HLPAS Schedule.

4.13 Contract documentation is available on the LAA's website:
<https://www.gov.uk/government/publications/standard-civil-contract-2018>

4.14 Whilst the LAA may allocate a certain volume of Matter Starts and acts of assistance to Providers, no guarantee is provided in relation to the volume or value of work which individual Providers will receive or be paid for under any HLPAS Schedule. Services are provided under open market conditions and clients are free to choose from those Providers holding a HLPAS Schedule.

Using Agents

4.15 Applicants intending to use Agents should familiarise themselves with the relevant clauses in the 2018 Contract. Applicants should note that they will be responsible for submitting a single claim for all HLPAS Contract Work, including work undertaken by Agents.

Payment

4.16 Payment for HLPAS Contract Work will be at the rates set out in Legal Aid Legislation.

SECTION 5: MINIMUM HLPAS REQUIREMENTS

5.1 All Applicants tendering to deliver HLPAS Contract Work must be able to evidence how they meet the following **six** requirements:

No	Minimum Requirement	How will I evidence the requirement?	When do I need to evidence requirement?
1	The Applicant holds (or applies through this procurement process and subsequently goes on to hold), a Housing and Debt Contract from the Office(s) from which it provides as part of its Individual HLPAS Bid(s).	<p>The LAA will check its own records to ensure that Applicants have authorisation to deliver Housing and Debt Categories under a 2018 Contract, or that they have submitted a Housing and Debt ITT Response under this procurement process to deliver Housing and Debt Contract Work. If this is not the case their Individual HLPAS Bid(s) will be rejected.</p> <p>Applicants that do not currently hold a Housing and Debt Contract must have:</p> <ul style="list-style-type: none"> i. submitted a Housing and Debt Response as part of this procurement process; and ii. been notified by the LAA that they have been awarded a Housing and Debt Contract, subject to providing compliant verification information by no later than 23.59 on 31 May 2023; and iii. been notified that they have provided compliant verification information by no later than 23.59 on 31 May 2023, as set out in paragraph 7.27 of the Housing and Debt IFA. 	Applicants must declare that they commit to meeting this requirement when submitting their HLPAS ITT Response.

2	The Applicant must deliver HLPAS Contract Work in accordance with paragraphs 10.18 to 10.79 of the Specification.	Applicants must declare that they commit to meeting this requirement when submitting their HLPAS ITT Response.	Applicants must declare that they commit to meeting this requirement when submitting their HLPAS ITT Response.
3	At all times throughout the Contract Period, the Applicant must have a Housing and Debt Supervisor who is actively engaged in supervising your delivery of the service and who must be reasonably accessible to support your advisers as required in order to ensure the efficient and effective delivery of the service.	At least one compliant Supervisor Declaration Form for each Supervisor in the Housing and Debt Categories of Law. As set out at paragraph 2.26 of the Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each	A compliant Supervisor Declaration Form must be submitted as part of their HLPAS ITT Response, or by no later 23.59 on 23 June 2023.
4	At all times throughout the Contract Period, the Applicant must employ an Authorised Litigator.	Applicants must provide the Authorised Litigator's name and roll number when submitting their Tender.	The Authorised Litigator's name and roll number must be submitted as part of their HLPAS ITT Response, or by no later than 23.59 on 23 June 2023.
5	All individuals delivering HLPAS Contract Work must meet the definition of Caseworker as defined in paragraph 2.27 of the Specification.	Applicants must declare that they commit to meeting this requirement when submitting their Tender.	A LAA Contract Management visit will be conducted to confirm compliance.
6	At all times throughout the Contract Period, must nominate an individual member of your personnel as your HLPAS Manager who is responsible for the overall management of the HLPAS.	Applicants must declare that they commit to meeting this requirement when submitting their Tender.	A LAA Contract Management visit will be conducted to confirm compliance

SECTION 6: COMPLETION OF A HLPAS ITT RESPONSE

- 6.1 The HLPAS ITTs can be found in in the eTendering system in Project 154 at ITTs 872 - 883.
- 6.2 Applicants are required to complete a HLPAS ITT Response for each HLPAS area where they wish to perform HLPAS Contract Work. Where an Applicant is bidding for HLPAS Contract Work across multiple HLPAS ITTs its HLPAS ITT Response will be comprised of an Individual HLPAS Bid for each HLPAS.
- 6.3 Each HLPAS ITT contains the Technical Envelope which is comprised of the:
 - (a) Quality Award Criteria; and
 - (b) Proximity Award Criterion; and
 - (c) Warranties and declarations.

Quality Award Criteria

- 6.4 A full breakdown of each of the questions is included in the relevant HLPAS ITT and is replicated at Annex C.
- 6.5 The Quality Award Criteria require Applicants to set out how they will deliver HLPAS Contract Work, including how they will deploy appropriate infrastructure and appropriately skilled and experienced staff to deliver the HLPAS Contract Work.
- 6.6 Applicants must respond to the Quality Award Criteria specifically in relation to the HLPAS area being tendered for. Responses that are not specific to the HLPAS area likely to receive lower scores.
- 6.7 The Quality Award Criteria will be assessed in accordance with the evaluation methodology set out at paragraphs 7.5 to 7.9 to determine a “quality” score.
- 6.8 Each scored sub-criterion requires the Applicant to type a written response to the specific questions asked in the free text boxes provided.
- 6.9 Each text box has a maximum limit of 2000 characters (including spaces). Applicants have the facility to use up to a maximum of three text boxes in their responses to each sub-criterion question (allowing a total of 6,000 characters per response). Applicants will not be able to exceed the character limit when submitting their responses.

Proximity Award Criterion

- 6.10 The Proximity Award Criterion requires Applicants to confirm the physical location they will deliver the HLPAS from and allocates scores depending on distance from the court locations to be covered.
- 6.11 The Proximity Award Criterion is included in the relevant HLPAS ITT and is replicated at Annex C.
- 6.12 The Proximity Award Criterion is a scored question which is answered by selecting an answer from the drop-down menu.

6.13 Details of corresponding and neighbouring Housing and Debt Procurement Areas are set out in Annex B.

Warranties and declaration

6.14 The Technical Envelope also contains a warranties and declaration section. Applicants are referred to Annex C for the precise wording.

Mandatory Attachment – HLPAS ITTs

6.15 Applicants are required to upload the following Mandatory Attachment as part of each Individual HLPAS Bid:

Mandatory Attachment	Submission requirements
Staff Organogram	Required in response to Question N.1 of the Technical Envelope of each HLPAS ITT Response.

Staff Organogram

6.16 Applicants are required to submit a Staff Organogram for each Individual HLPAS Bid which includes information about how the Applicant will staff the HLPAS Contract Work in the applicable HLPAS area. Applicants should use their own templates. However, the Staff Organogram must as a minimum show:

- all roles that will be used in delivering the HLPAS Contract Work, including the HLPAS Manager. This should include the title of the role and the main duties that will be performed; and
- names of individual staff members fulfilling those roles (unless a vacant position), including whether they are currently employed, where there is a Signed Engagement Agreement and where they are employed as Agents; and
- the qualifications and experience of staff members fulfilling roles; and
- roles which are currently vacant; and
- whether staff members and/or roles are permanent or temporary. Where temporary, the Applicant should stipulate how long the position will last; and
- whether the staff member and/or role is full time or part time. Where part time, the Applicant should stipulate the proportion of an FTE the role comprises.

6.17 Where an Applicant fails to provide relevant Mandatory Attachment, the relevant Individual HLPAS Bid may be rejected. For example, if an Applicant has provided a Staff Organogram for the Whitehaven HLPAS area but has failed to provide a Staff Organogram for the Durham HLPAS area, the Applicant may have its Individual HLPAS Bid for the Durham HLPAS area rejected.

6.18 Providing the relevant Mandatory Attachment is a requirement for an Individual HLPAS Bid to be compliant. That is the case even where the information has been provided to the LAA by the Applicant in a format other than in an Organogram (e.g. where information relating to the Mandatory Attachment is contained within an Applicant's answer to an Award Criterion).

- 6.19 Please note that because Mandatory Attachments must be completed outside of the eTendering system and uploaded into an Individual HLPAS Bid, it is not possible for the eTendering system to prevent incorrect or incomplete information being submitted and it is the Applicant's responsibility to ensure fully completed and accurate information is attached.
- 6.20 The LAA will only accept attachments submitted in the following formats:
- Microsoft Word;
 - Microsoft Excel; or
 - Adobe PDF.
- 6.21 Applicants should check the contents of any attachments on the eTendering system (found in the "Actions" menu). Applicants should go to the section in the HLPAS ITT against which the attachments are uploaded and select "Download". This will open the versions of the attachments uploaded as part of a Tender.

Submission of verification information

- 6.22 Applicants will be able to submit verification information as part of their HLPAS ITT Response or provide that information by the verification deadline of 23.59 on 30 June 2023 where they have also submitted a Housing and Debt ITT Response as part of this procurement process.
- 6.23 Please note that because attachments must be completed outside of the eTendering system and uploaded into the HLPAS ITT Response, it is not possible for the eTendering system to prevent incorrect or incomplete information being submitted and it is the Applicant's responsibility to ensure fully completed and accurate information is attached.

Submitting an Individual HLPAS Bid and HLPAS ITT Response

- 6.25 Before submitting an Individual HLPAS Bid and ITT Response, an Applicant must check that it has answered all questions correctly. If the Individual HLPAS Bid and HLPAS ITT Response is incomplete, it may be assessed as unsuccessful.

SECTION 7: HLPAS ITT RESPONSE ASSESSMENT

7.1 Applicants must ensure they submit an SQ Response in all cases and a Housing and Debt ITT Response where applicable. If no SQ Response and/or (where applicable) Housing and Debt ITT Response has been submitted, this will result in an incomplete Tender and the LAA will reject the Applicant’s HLPAS ITT Response in its entirety.

7.2 HLPAS ITT Responses will then be assessed in the following stages:

- Stage 1 – Housing and Debt Contract Work assessment
- Stage 2 – Quality Award Criteria
- Stage 3 – Proximity Award Criteria
- Stage 4 – Declaration and warranties assessment
- Stage 5 – Verification
- Stage 6 – Final Score
- Stage 7 – Tie-break (if applicable)

Stage 1 – Housing and Debt Contract Work assessment

7.3 The LAA will check its own records to confirm whether the Applicant holds, or has successfully tendered for, a Housing and Debt Contract at each Office from which it has tendered to deliver HLPAS Contract Work.

7.4 The LAA will reject any Individual HLPAS Bid where an Applicant does not meet the requirements of paragraph 7.3.

Stage 2 – Quality Award Criteria

7.5 The LAA will evaluate the responses within the Technical Envelope submitted by Applicants which contains the Quality Award Criteria in any HLPAS area where more than one bid is received. The score achieved by Applicants for the Quality Award Criteria constitutes 95% of the overall score.

7.6 Each scored sub-criterion will be assessed and given a score of between 0 and 4 in accordance with the scoring matrix in the below:

Score (0-4)	Scoring Criteria:
0	<p>Unacceptable: The following is indicative of factors that would lead to a score of 0:</p> <ul style="list-style-type: none"> • No response is provided, or the response is not relevant to the sub-criteria.
1	<p>Poor response: The following is indicative of factors that would lead to a score of 1:</p> <ul style="list-style-type: none"> • Little or no detail provided to answer the sub-criteria or a generic or vague response is provided making no reference to the specific issues/areas listed in the sub-criteria • The response provided requires the reviewer to make assumptions

	<ul style="list-style-type: none"> The response provides confused and/or contradictory information in relation to other responses across the Individual HLPAS Bid submitted
2	<p>Adequate: The following is indicative of factors that would lead to a score of 2:</p> <ul style="list-style-type: none"> The response engages with the sub-criteria but does not specifically address all issues/areas listed in the sub-criteria The Applicant provides limited evidence/information indicating how it meets the sub-criteria The response provides consistent information in relation to other responses across the Individual HLPAS Bid submitted
3	<p>Acceptable: The following is indicative of factors that would lead to a score of 3:</p> <ul style="list-style-type: none"> The response addresses all issues/areas listed in the sub-criteria in most material respects but is lacking in some minor respects. The response provides consistent information in relation to other responses across the Individual HLPAS Bid submitted
4	<p>Comprehensive: The following is indicative of factors that would lead to a score of 4:</p> <ul style="list-style-type: none"> The response addresses all issues/areas listed in the sub-criteria in a comprehensive manner The Applicant provides high quality evidence/information indicating how it meets the sub-criteria The response provides consistent information in relation to other responses across the Individual HLPAS Bid submitted

7.7 To score higher points, Applicants should reference the information published in the specific HLPAS Guide, including demonstrating that their response is applicable to the specific characteristics of the HLPAS area being tendered for (e.g. specific Court listing days). Responses that are not specific are likely to achieve lower points.

7.8 The relevant weighting will be applied to the score achieved against the relevant sub criterion. Weighted scores in the Quality Award Criteria will be calculated to two decimal places. Weighted scores for all Quality Award Criteria will be added together to give an overall Quality Award Criteria score out of 95. An example of how this will operate is set out below, including example scores:

Award Criteria	Sub-Criteria	Sub-criteria weighting	Applicant Score (0-4)	Calculation	Applicant weighted score
<i>Award Criteria 1-</i>	1.1 Skills and experience of staff delivering specialist legal advice.	20%	3	0.75 x 20	15.00

<i>Staffing the service</i>	1.2 Skills and experience of staff in delivering HLPAS	20%	4	1 x 20	20.00
	1.3 Succession planning	5%	0	0 x 5	0
<i>Award Criteria 2- Delivery of a quality service</i>	2.1 Supervision of staff delivering specialist legal advice	20%	4	1 x 20	20.00
	2.2 Management of an effective service	15%	3	0.75 x 15	7.50
<i>Award Criteria 3 - Capacity planning</i>	3.1 Sustainability of the service	5%	3	0.75 x 5	3.75
<i>Award Criteria 4 – Social Value</i>	4.1. Social Value Question	10%	3	0.75 x 10	7.50
Total Score (out of 95)					73.75

Stage 3 – Proximity Award Criterion

7.9 The LAA will evaluate the responses within the Technical Envelope submitted by Applicants for geographical proximity to the court and which will be worth a maximum of 5 points.

7.10 Points will be awarded as follows:

Question	Points available
Applicant is (or will be) able to deliver HLPAS through an Office based in the Housing and Debt Procurement Area in which court(s) is/are located, and which holds a Housing and Debt Contract	5
Applicant is (or will be) able to deliver HLPAS through an Office based in the neighbouring Housing and Debt Procurement Area in which the court(s) is/are located, and which holds a Housing and Debt Contract	3
Applicant will not be able to deliver HLPAS through an Office based in the corresponding or neighbouring Housing and Debt Procurement Area in which the court(s) is/are located, and which holds a Housing and Debt Contract	0

7.11 The LAA will check its own records and the information set out at Annex B of the IFA to confirm that the Applicant's nominated Office is in the corresponding or neighbouring Procurement Area, as applicable, in which the court(s) are located to deliver HLPAS Contract Work bid for.

- 7.12 For New Entrants, the LAA will review the outcome of the assessment of the Individual Housing and Debt Bid to confirm the Applicant's nominated Office is in the corresponding or neighbouring Procurement Area.
- 7.13 Where the LAA's records or the Applicants Individual Housing and Debt Bid(s) do not confirm that the Applicant has (or will have) an Office in the corresponding or neighbouring Procurement Area, the Applicant will receive 0 points for this question.
- 7.14 Where Applicants submitted a Housing and Debt ITT Response as part of this procurement process but as part of verification chose to change the Procurement Area in which their Office will be based, as set out at paragraphs 7.5 to 7.6 of the [Housing and Debt IFA](#), this may result in the Housing and Debt Procurement Area no longer matching the option selected in the HLPAS ITT Response.
- 7.15 Where paragraph 7.14 applies, the Applicant's response will be re-scored to 0.

Stage 4 – Verification

- 7.16 Applicants will be required to verify their Individual HLPAS Bids with their HLPAS ITT Response or by no later than 23.59 on 23 June 2023.
- 7.17 Whilst undertaking Stages 2 and 3 the LAA will assess verification information submitted with an Applicants HLPAS ITT Response. Where verification information has been provided with the HLPAS ITT Response Applicants will be given one opportunity to provide compliant verification information. Only Applicants who have provided compliant verification by no later than 23.59 on 23 June 2023 will go forward to Stage 6 (Final Score).
- 7.18 Any Individual HLPAS Bid for which compliant verification is not received will be rejected.

Stage 5 – Declarations and warranties

- 7.19 The LAA will assess the declarations given in an Applicant's Housing and Debt ITT Response to ensure the Applicant has provided the necessary declarations and warranties on a pass/fail basis.
- 7.20 Where the Applicant fails to provide the necessary declarations and warranties, the whole Housing and Debt ITT Response may fail.
- 7.21 Applicants who are assessed as having provided the necessary declarations and warranties will be eligible for the award of HLPAS Contract Work, subject to verification.

Stage 6 – Final Score

- 7.22 The scores from Stage 2 and Stage 3 will be combined to make a Final Score, based on a maximum score of 100 points. The Final Scores of Applicants in each HLPAS ITT will be ranked, and the Applicant with the highest Final Score will be awarded the HLPAS Contract Work in each HLPAS area.

Stage 7 – Tie-break (if applicable)

- 7.23 In the event that Applicants are tied the LAA will show preference to Applicants which achieved higher weighted scores in the Quality sub-criteria that the LAA has identified

as “Priority Questions” as set out at paragraph 7.24 below. The LAA will combine the weighted scores that each tied Applicant has achieved for the Priority Questions and award the Contract to the Applicant who has achieved the highest combined score.

7.24 The Quality sub-criteria which are Priority Questions are:

- 1.1
- 1.2

7.25 Where Applicants are still tied following the process set out above the LAA may award more than one contract to deliver a HLPAS, with the successful Applicants delivering the HLPAS on a rota.

Contract Award

7.26 All Applicants will be notified of the outcome of their HLPAS ITT Response by a letter sent via the eTendering system.

7.27 Where an Applicant’s Individual HLPAS Bid has been unsuccessful following Stage 6, or, where applicable, Stage 7, their letter will set out their score, ranking, strengths and weaknesses of their Individual HLPAS Bid, and the relative advantages of the successful Applicant’s Individual HLPAS Bid.

7.28 The LAA will observe a voluntary 10-day standstill period beginning the day after notification is sent to Applicants of the outcome of this procurement process.

Issuing Contract documentation

7.29 Where an Applicant has been awarded HLPAS Contract Work, the outcome notification letter will set out how the HLPAS Schedule will be issued.

SECTION 8: GENERAL RULES OF THIS PROCUREMENT PROCESS

8.1 The rules of this procurement process are set out at Section 5 of the SQ IFA and can be found [here](#).

8.2 Applicants must read the rules of the procurement process in full.

ANNEX A: HLPAS AREAS

Please note: Applicants who are awarded a HLPAS Schedule will be allocated 150 Matter Starts to deliver Early Legal Advice in addition to the acts of assistance for In-Court Duty Scheme Contract Work listed in this annex.

ITT No.	HLPAS area	Courts Covered in HLPAS	Acts of assistance available for In-Court Duty Scheme for 13 months
ITT_872	Birkenhead	Birkenhead County Court and Family Centre	465
ITT_873	Cheltenham, Gloucester	Gloucester and Cheltenham County and Family Court	358
ITT_874	Crewe	Crewe County Court and Family Court	101
ITT_875	Dartford	Dartford County Court and Family Court	399
ITT_786	Hull	Kingston-upon-Hull Combined Court Centre	295
ITT_877	Leicester	Leicester County Court and Family Court	405
ITT_878	Liverpool	Liverpool Civil and Family Court	1374
ITT_880	Salisbury and Swindon	Salisbury Law Courts	232
		Swindon Combined Court	
ITT_881	Southampton	Southampton Combined Court Centre	249
ITT_882	Telford	Telford County Court and Family Court	65
ITT_883	Wigan	Wigan County Court and Family Court	319

ANNEX B: CORRESPONDING AND NEIGHBOURING HOUSING AND DEBT PROCUREMENT AREAS

ITT No.	HLPAS area	Corresponding LAA Housing and Debt Procurement Area	Local Authorities included in the Procurement Area	Neighbouring Housing and Debt Procurement Areas
ITT_872	Birkenhead	Wirral	The Wirral Borough Council	Liverpool Cheshire Sefton North East Wales
ITT_873	Cheltenham, Gloucester	Gloucestershire	Gloucestershire County Council	Herefordshire & Worcestershire Warwickshire Oxfordshire Wiltshire City of Bristol, South Gloucestershire and North Somerset South East Wales
ITT_874	Crewe	Cheshire	Halton Borough Cheshire East Council	Stockport North Derbyshire

				Staffordshire Shropshire North East Wales Wirral Liverpool Warrington & Halton Trafford Manchester
ITT_875	Dartford	North Kent and Medway	Medway Council Dartford Borough Council Gravesham Borough Council Swale Borough Council	The Kent Coast Mid and South West Kent Bexley West Essex East Essex
ITT_876	Hull	City of Kingston upon Hull	Hull City Council	East Riding of Yorkshire North East Lincolnshire and North Lincolnshire

ITT_877	Leicester	City of Leicester	Leicestershire County Council Leicester City Council	Leicestershire & Rutland
ITT_878	Liverpool	Liverpool	Liverpool City Council	Sefton, Knowsley Cheshire Wirral
ITT_880	Salisbury, Swindon	Wiltshire	Wiltshire Council Swindon Borough Council	Gloucestershire Oxfordshire Berkshire Hampshire Dorset Somerset City of Bristol, South Gloucestershire and North Somerset
ITT_881	Southampton	Southampton	Southampton City Council	Hampshire
ITT_882	Telford	Telford	Telford and Wrekin Council	Cheshire Staffordshire Herefordshire and Worcestershire

				Central Wales North East Wales
ITT_883	Wigan	Wigan	Wigan Metropolitan Borough Council	Bolton Salford Warrington & Halton St. Helens West Lancashire East Lancashire

ANNEX C: HLPAS ITT

Section A – Quality Award Criteria and Proximity Award Criterion

Note	Applicants wishing to bid for a HLPAS Contract must submit a response to each relevant HLPAS ITT. Applicants must ensure that they also complete and submit a response to the SQ Response (ITT_ 869) and, where applicable, the Housing and Debt ITT (ITT_870)	
Note	<p>Before submitting your HLPAS ITT Response, please carefully read the Procurement of the Housing Loss Prevention Advice Service in England and Wales from September 2023 Housing Loss Prevention Advice Service Contract Work Information for Applicants. This can be downloaded from the 'Buyer Attachments' section at the top of this page. This IFA gives information about the HLPAS Contract Work stage of the procurement process, including how to complete a HLPAS ITT Response.</p> <p>When completing your HLPAS ITT Response you should save your work regularly.</p> <p>If you are logged onto the eTendering system but do not use it for 15 minutes, the eTendering system will notify you through a 'pop up'. So that you can see this and click the 'Refresh' link in this 'pop up', please ensure that 'pop ups' are NOT blocked on your browser so you are not disconnected from the eTendering system and do not lose any unsaved information.</p> <p>Do not use the 'Back' or 'Forward' buttons on your browser; you could potentially lose your work. Please use the links on the eTendering system to navigate.</p>	
	Question	Response Type
	Quality Award Criteria	
N.1	<p>Please provide your Staff Organogram showing all staff that will be deployed to implement and deliver the Contract Work in the applicable HLPAS area which includes information about how the Applicant will staff the HLPAS Contract Work in the applicable HLPAS area. Applicants should use their own templates. However, the Staff Organogram must as a minimum show:</p> <ul style="list-style-type: none"> all roles that will be used in delivering the HLPAS Contract Work, including the HLPAS Manager. This should include the title of the role and the main duties that will be performed; and 	Attachment

	<ul style="list-style-type: none"> • names of individual staff members fulfilling those roles (unless a vacant position), including whether they are currently employed, where there is a Signed Engagement Agreement and where they are employed as Agents; and • the qualifications and experience of staff members fulfilling roles; and • roles which are currently vacant; and • whether staff members and/or roles are permanent or temporary. Where temporary, the Applicant should stipulate how long the position will last; and • whether the staff member and/or role is full time or part time. Where part time, the Applicant should stipulate the proportion of an FTE the role comprises. 	
<p>1.i Skills and experience of staff delivering specialist legal advice in Housing and Debt Categories of Law</p>	<p>Using the Named Individuals in your Staff Organogram in question N.1, please explain how the Caseworkers, Supervisor(s) and Authorised Litigator(s) have the skills and experience needed to provide specialist legal advice in Housing and Debt Categories of Law, to effectively deliver legal advice to Clients using the HLPAS.</p> <p>The answer MUST include a description of the relevant breadth and depth of the skills and experience of Named Individuals who will be providing legal advice in Housing and Debt matters. Where the Applicant has current vacancies for posts which will deliver advice, the response must set out the skills and experience required.</p> <p>Higher scores may be awarded if your response demonstrates that you have significant experience in delivering advice on possession matters and/or a high ratio of Caseworkers who also meet the requirements of a Supervisor in the Housing and Debt Categories of law.</p>	Text Box (x3)
<p>1.ii Skills and experience of staff delivering specialist legal advice- Ability to provide Early Legal Advice</p>	<p>To assess the ability of the Applicant to deliver Early Legal Advice, please set out your delivery plan to provide Early Legal Advice in accordance with 10.33 of the HLPAS Schedule to Clients.</p> <p>The answer MUST include details of how you intend to deliver Early Legal Advice, including:</p> <ul style="list-style-type: none"> - how you will promote the service to Clients - how Early Legal Advice will be delivered (both face to face and remotely) depending on client location and need 	Text Box (x3)

	<ul style="list-style-type: none"> - who will be delivering Early Legal Advice (for example how work will be delivered by Named Individuals, third-party organisations etc) <p>Higher scores may be awarded if your response demonstrates that HLPAS Contract Work will be delivered by those with relevant skills and experience of the full extent of Early Legal Advice.</p>	
	Welsh HLPAS only	
1.iii Skills and experience of staff delivering specialist legal advice – Welsh Requirements	<p>To assess the skills and experience of the Applicant and the Named Individuals that will be delivering HLPAS, and using the Named Individuals in your Staff Organogram in question N.1, please explain how the Caseworkers, Supervisor(s) and Authorised Litigator(s) have the relevant skills and experience to effectively deliver legal advice to Clients using the HLPAS in Wales</p> <p>The answer MUST include details of how HLPAS Contract Work will be delivered by individuals with relevant knowledge of the devolved housing law landscape in Wales and how advice will be accessible to, and understandable by, Clients whose language of choice is Welsh in accordance with all relevant legislation.</p> <p>Higher scores may be awarded if your response demonstrates how advice will be delivered by individuals with significant skills and experience of delivering specialist legal advice in Wales.</p>	Text Box (x3)
1.2 Skills and experience of staff in delivering an In-Court Duty Scheme or a comparable service	<p>Using the Named Individuals in your Staff Organogram in question N.1, please explain how the Caseworkers, Supervisors and Authorised Litigators have relevant skills and experience in delivering representation at court to cover the requirements of paragraph 10.54 of the Specification.</p> <p>The answer MUST include a description of the skills and experience of Named Individuals in delivering and managing advice to Clients through an In-Court Duty Scheme or a comparable service. This includes identifying and advising potential Clients in an in-court environment and responding to the needs of those Clients and the Court. Where the Applicant has current vacancies for posts which will deliver advice, the response must set out</p>	Text Box (x3)

	<p>the skills and experience required. Applicants must also demonstrate how they will organise the delivery of services where Agents are used.</p> <p>Higher scores may be awarded if your response demonstrates that the majority of Caseworkers and Supervisors have experience in delivering an In-Court Duty Scheme or a comparable service.</p>	
<p>1.3 Supervision of staff delivering HLPAS Contract Work</p>	<p>To assess the quality of the service being provided, please outline how you will ensure high quality supervision of Caseworkers and Agents deployed on the service to ensure the delivery of HLPAS Contract Work</p> <p>The answer MUST include:</p> <ul style="list-style-type: none"> - Details of how supervision will take place for Contract Work delivered under Early Legal Advice and In-Court Duty Scheme work, including the file review process, setting out the frequency and Named Individual(s) undertaking the reviews. - Where you have stated that you intend to use Agents or third parties, descriptions of how both directly employed Caseworkers and Agents will be supervised to ensure contract compliance in accordance with paragraph 2.5-2.7 of the Specification <p>Higher scores may be awarded if your response demonstrates how your approach to supervision has been successfully used by you in supervising an In-Court Duty Scheme or equivalent service in the past and/or evidences how direct court supervision will take place.</p>	<p>Text Box (x3)</p>

<p>2.1 Resourcing Plan</p>	<p>With reference to the roles in your Staff Organogram, given in answer to question N.1, please outline how the HLPAS will be fully resourced throughout the entire Contract Period (including any extension periods) including the measures that you will take to motivate and retain all staff.</p> <p>The answer MUST include:</p> <ul style="list-style-type: none"> - evidence of a succession plan for the Supervisor(s) - an outline of the approach to succession planning and replacement of outgoing staff deployed to the Scheme and the approach that you will take to motivate and retain staff - details of how you will ensure Caseworkers are available at each Court to deliver HLPAS Contract Work and/or can be allocated Early Legal Advice referrals to deliver HLPAS Contract Work to meet demand <p>Higher scores may be awarded if your response demonstrates your process(es) to attract, select and appoint sufficiently skilled and experienced staff which are likely to lead to successful and timely recruitment and/or evidence that the succession planning processes that have been used successfully by you in the past.</p>	<p>Text Box (x3)</p>
<p>2.2. Management of an effective service</p>	<p>To assess the effectiveness of the Applicants plans to manage the Early Legal Advice service and ensure that all court listings where advisers are required are resourced, please outline how you will have the skills and experience necessary to manage the service and measure the effectiveness of the service.</p> <p>The answer MUST include:</p> <ul style="list-style-type: none"> - Where relevant, how referrals of Early Legal Advice will be managed and your plans for liaising with Courts and other relevant local links to ensure effective delivery of services to clients for HLPAS Contract Work - Details about the processes that will be used to monitor service capacity and plan for changes in caseloads, including future Sessions, to allow you to forecast demand - Details of the processes you will follow to adjust resources where there is an increase in demand, staff absences or deal with an unexpected additional Session or any emergency warrants at short notice where you are delivering the Contract Work. - The Named Individual(s) with responsibility for monitoring service capacity and forecasting future demand, engaging with Courts and resourcing the HLPAS Contract Work. 	<p>Text Box (x3)</p>

	<p>Higher scores may be awarded if your response demonstrates a flexible staffing approach including significant capacity to meet increases in demand, evidence of previous successful management of a similar service that required similar forecasting and resourcing activities and/or evidence of striving for continuous improvement of service delivery through the Contract Period.</p>	
<p>3.1. Sustainability of the service.</p>	<p>To assess that the Applicant has considered the factors that might affect the sustainability of the Contract, please explain what risks you have identified in managing the ongoing sustainability of the service and give a brief summary of any plans that might provide effective mitigation of these risks throughout the Contract Period.</p> <p>The answer MUST include:</p> <ul style="list-style-type: none"> - Financial risk - Resources and any increase of staff required to provide services - Reduction in work - Details of the Named Individual(s) with responsibility for the actions to ensure sustainability of the contract <p>Higher scores may be awarded if your response indicates you have undertaken a thorough and detailed risk analysis and have devised potential contingency solutions that would ensure ongoing provision of the Contract Work.</p>	<p>Text Box (x3)</p>
<p>Note</p>	<p>The Social Value Model sets out government’s social value priorities for procurement, it includes a ‘menu’ of social value options and provides detailed information relating to each policy outcome. This procurement process focuses on:</p> <p>Theme 2: Tackling economic inequality: Policy Outcome: Create new businesses, new jobs and new skills</p>	

<p>4.1 Social Value Question</p>	<p>Please describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Social Value Policy Outcome and Award Criteria, in creating new jobs and skills to increase capacity in the legal aid market.</p> <p>Effective measures to deliver any/all of the following benefits through the contract:</p> <ul style="list-style-type: none"> ● Create employment and training opportunities particularly for those who face barriers to employment and/or who are located in deprived areas, and for people in industries with known skills shortages or in high growth sectors ● Support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications <p>Your response should include the following:</p> <ul style="list-style-type: none"> ● your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and ● a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: <ul style="list-style-type: none"> ○ timed action plan ○ use of metrics ○ tools/processes used to gather data ○ reporting ○ feedback and improvement ○ transparency 	<p>Text Box (x3)</p>
	<p>Proximity Award Criterion</p>	
<p>5.1.i</p>	<p>Please enter the Office address, where known, (excluding postcode) from which you intend to deliver the HLPAS.</p>	<p>Free text</p>

	<p>If you intend to deliver this HLPAS from an Office from which you have also bid to deliver Housing and Debt Contract Work through this procurement process, and you do not yet know the address of the Office, please enter 'TBC'. Compliant verification information, including Office addresses must be provided by 23:59 on 23 June 2023.</p>	
5.1.ii	<p>Please enter the Office postcode for the Office from which you intend to deliver the HLPAS.</p> <p>If you intend to deliver this HLPAS from an Office from which you have also bid to deliver Housing and Debt Contract Work through this procurement process, and you do not yet know the address of the Office, please enter 'TBC'. Compliant verification information, including Office addresses must be provided by 23:59 on 23 June 2023.</p>	Free text
5.1.iii	<p>If the Applicant currently delivers legal aid contract work from the Office from which it intends to deliver the HLPAS please enter the LAA Account Number for this Office.</p> <p>LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation.</p> <p>Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.</p>	Free text
5.2	<p>Is the Office from which you are bidding to deliver Contract Work in this HLPAS area located in a corresponding or neighbouring Housing & Debt Procurement Area (as set out in see Annex B of this IFA)?</p>	<p>Options list:</p> <p>a. In the corresponding Housing and Debt Procurement Area – 5 points</p> <p>b. In the neighbouring Housing and Debt Procurement Area – 3 points</p>

		c. In neither the corresponding or neighbouring Housing and Debt Procurement Area – 0 points
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Section B – Verification information

Note	<p>Verification information</p> <p>In accordance with paragraph 5.1 of the IFA, Applicants must submit compliant verification information with their ITT Response or by no later than 23.59 on 23 June 2023. This consists of a compliant:</p> <ul style="list-style-type: none"> • Supervisor Declaration Form for each Supervisor named in this Individual HLPAS Bid • Authorised Litigator name and roll number 	
B.1.i	Does the Applicant wish to provide verification of their Supervisor with their HLPAS ITT?	<p>Options list:</p> <p>Yes (please answer B.1.ii)</p> <p>No (please answer B.2.i)</p>
B.1.ii	<p>The Applicant must employ at least one FTE Supervisor that meets the requirements of the Contract and the Supervisor Standard in the Housing and Debt Categories of Law.</p> <p>Please provide at least one compliant Supervisor Declaration Form for each Supervisor in the Housing & Debt Categories of Law.</p>	Attachment

	<p>Where an Applicant wishes to submit more than one Supervisor Declaration Form for one or more of its Individual HLPAS Bids, the completed Supervisor Declaration Forms must be merged into a single document and the single document uploaded as an attachment.</p> <p>As set out at paragraph 2.26 of the Specification, a Supervisor may supervise at a maximum of two Offices or across two Providers with one Office each.</p> <p>The Supervisor Declaration Form template is available to download from: https://www.gov.uk/government/publications/standard-civil-contract-2018.</p>	
B.2.i	Does the Applicant wish to provide verification of their Authorised Litigator with their HLPAS ITT?	<p>Options list:</p> <p>Yes (please answer B.2.ii)</p> <p>No</p>
B.2.ii	<p>The Applicant must employ an Authorised Litigator.</p> <p>Please provide the Authorised Litigator’s name and roll number.</p>	Free Text

Section C - Warranties and Declaration

By completing and submitting this HLPAS ITT Response the Applicant confirms that it will meet the following Minimum Requirements by the relevant latest date specified at paragraph 5.1 of the HLPAS Invitation To Tender Information For Applicants:

- i. Where applicable, must have successfully concluded the verification of their Face-to-Face Housing and Debt tender by 23:59 on 23 June 2023; and
- ii. Must deliver HLPAS Contract Work in accordance with paragraphs 10.18 to 10.79 of the Specification; and
- iii. Have a Housing and Debt Supervisor who is actively engaged in supervising your delivery of the service; and
- iv. Employ an Authorised Litigator; and
- v. All individuals delivering HLPAS Contract Work must meet the definition of Caseworker as defined in paragraph 2.27 of the Specification; and

vi. Have a nominated individual to undertake the role of HLPAS Manager.

By completing and submitting this Tender I give my undertaking that I am authorised to make this submission on behalf of the Applicant and that the answers submitted in this Tender are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered a HLPAS Schedule I understand that the LAA may conduct verification checks and may reject this Tender if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will verify my Tender and I will be required to evidence the information and warranties in the Applicant's Tender, by the latest deadlines specified by the LAA.

	Question	Response Type
C.1	Name of individual making declaration on behalf of the Applicant	Free Text Box
C.2	Status within the Applicant organisation	Free Text Box