

**2024 STANDARD CIVIL CONTRACT: PROCUREMENT: HOUSING AND DEBT AND WELFARE BENEFITS CATEGORY-SPECIFIC INFORMATION (RE-OPENING)**

This document contains:

1. Procurement Areas
2. Matter Starts
3. Category-Specific Requirements
4. Verification Requirements
5. ITT questions and assessment

**1. Procurement Areas**

Applicants should check that they tender in the correct Procurement Area for their Office(s). To do this, Applicants must enter the postcode for their Office (or intended Office) into the ‘Find your local council’ tool on the Gov.uk website: <https://www.gov.uk/find-local-council>

<b>Housing and Debt Procurement Area</b>	<b>Local Authorities included in the Procurement Area</b>	<b>Welfare Benefits Procurement Area</b>
Birmingham	Birmingham City Council	Midlands and East
City of Stoke-on-Trent	Stoke-on-Trent City Council	
City of Wolverhampton	Wolverhampton City Council	
Coventry	Coventry City Council	
Dudley	Dudley Metropolitan Borough Council	
Herefordshire & Worcestershire	Bromsgrove District Council Herefordshire Council	

Housing and Debt Procurement Area	Local Authorities included in the Procurement Area	Welfare Benefits Procurement Area
	Malvern Hills District Council Redditch Borough Council Worcester City Council Wychavon District Council Wyre Forest District Council	
Sandwell	Sandwell Metropolitan Borough Council	
Shropshire	Shropshire Council Telford & Wrekin Council	
Solihull	Solihull Metropolitan Borough Council	
Staffordshire	Cannock Chase District Council East Staffordshire Borough Council Lichfield District Council Newcastle under Lyme Borough Council South Staffordshire District Council Stafford Borough Council Staffordshire Moorlands District Council Tamworth Borough Council	
Walsall	Walsall Metropolitan Borough Council	
Warwickshire	North Warwickshire Borough Council Nuneaton and Bedworth Borough Council Rugby Borough Council Stratford-on-Avon District Council Warwick District Council	
Bedfordshire	Bedford Borough Council Central Bedfordshire Council Luton Borough Council	
Cambridgeshire	Cambridge City Council Colchester City Council	

Housing and Debt Procurement Area	Local Authorities included in the Procurement Area	Welfare Benefits Procurement Area
	East Cambridgeshire District Council Fenland District Council Huntingdonshire District Council Peterborough City Council South Cambridgeshire District Council	
East Essex	Castle Point Borough Council Colchester Borough Council Maldon District Council Rochford District Council Southend-on-Sea City Council Tendring District Council	
Norfolk	Breckland District Council Broadland and South Norfolk District Council Great Yarmouth Borough Council King's Lynn and West Norfolk Borough Council North Norfolk District Council Norwich City Council	
North Hertfordshire	East Hertfordshire District Council North Hertfordshire District Council Stevenage Borough Council Welwyn Hatfield Borough Council	
South Hertfordshire	Broxbourne Borough Council Dacorum Borough Council Hertsmere Borough Council St Albans City Council Three Rivers District Council Watford Borough Council	
Suffolk	Babergh District Council East Suffolk Council Ipswich City Council Mid Suffolk District Council West Suffolk Council	

Housing and Debt Procurement Area	Local Authorities included in the Procurement Area	Welfare Benefits Procurement Area
West Essex	Basildon Borough Council Braintree District Council Brentwood Borough Council Chelmsford City Council Epping Forest District Council Harlow District Council Thurrock Council Uttlesford District Council	
City of Derby	Derby City Council	
City of Leicester	Leicester City Council	
Greater Nottingham	Broxtowe Borough Council Gedling Borough Council Nottingham City Council Rushcliffe Borough Council	
Leicestershire & Rutland	Blaby District Council Charnwood Borough Council Harborough District Council Hinckley and Bosworth Borough Council Melton Borough Council North West Leicestershire District Council Oadby and Wigston Borough Council	
Lincolnshire	Boston Borough Council City of Lincoln Council East Lindsey District Council North Kesteven District Council South Holland District Council South Kesteven District Council West Lindsey District Council	
North Derbyshire	Bolsover District Council Chesterfield Borough Council	

Housing and Debt Procurement Area	Local Authorities included in the Procurement Area	Welfare Benefits Procurement Area
	Derbyshire Dales District Council High Peak Borough Council North East Derbyshire District Council	
North Nottinghamshire	Ashfield District Council Bassetlaw District Council Mansfield District Council Newark and Sherwood District Council	
Northamptonshire	Northamptonshire County Council North Northamptonshire Council West Northamptonshire Council	
South Derbyshire	Amber Valley Borough Council Erewash Borough Council South Derbyshire District Council	
Bournemouth & Poole	Bournemouth, Christchurch and Poole Council	South West and Wales
City of Bristol, South Gloucestershire and North Somerset	Bristol City Council North Somerset Council South Gloucestershire Council	
City of Plymouth	Plymouth City Council	
Cornwall	Cornwall Council Council of the Isle of Scilly	
Devon	East Devon District Council Exeter City Council Mid Devon District Council North Devon Council South Hams District Council Teignbridge District Council Torbay Council Torridge District Council	
	West Devon Borough Council	

<b>Housing and Debt Procurement Area</b>	<b>Local Authorities included in the Procurement Area</b>	<b>Welfare Benefits Procurement Area</b>
Dorset	Dorset Council	
Gloucestershire	Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council	
Somerset	Bath and North East Somerset Council Somerset Council	
Wiltshire	Swindon Borough Council Wiltshire Council	
Bridgend, Cardiff and the Vale	Bridgend County Borough Council City of Cardiff Council Vale of Glamorgan Council	
Central Wales	Ceredigion County Council Powys County Council	
Neath Port Talbot and Swansea	City and County of Swansea Council Neath Port Talbot County Borough Council	
North East Wales	Denbighshire County Council Flintshire County Council Wrexham County Borough Council	
North West Wales	Conwy County Borough Council Gwynedd County Council Isle of Anglesey County Council	
Rhondda Cynon Taff & Merthyr Tydfil	Merthyr Tydfil County Borough Council Rhondda Cynon Taff County Borough Council	
South East Wales	Blaenau Gwent County Borough Council Caerphilly County Borough Council Monmouthshire County Council Newport City Council	

<b>Housing and Debt Procurement Area</b>	<b>Local Authorities included in the Procurement Area</b>	<b>Welfare Benefits Procurement Area</b>
	Torfaen County Borough Council	
South West Wales	Carmarthenshire County Council Pembrokeshire County Council	
Barnsley	Barnsley Metropolitan Borough Council	North
Bradford	City of Bradford Metropolitan District Council	
Calderdale	Calderdale Metropolitan Borough Council	
City of Kingston upon Hull	Hull City Council	
Doncaster	Doncaster Metropolitan Borough Council	
East Riding of Yorkshire	East Riding of Yorkshire Council	
Kirklees	Kirklees Metropolitan Borough Council	
Leeds	Leeds City Council	
North East Lincolnshire & North Lincolnshire	North East Lincolnshire Council North Lincolnshire Council	
North Yorkshire	City of York Council North Yorkshire Council	
Rotherham	Rotherham Metropolitan Borough Council	
Sheffield	Sheffield City Council	

<b>Housing and Debt Procurement Area</b>	<b>Local Authorities included in the Procurement Area</b>	<b>Welfare Benefits Procurement Area</b>
Wakefield	Wakefield Metropolitan District Council	
Darlington	Darlington Borough Council	
Durham	Durham County Council	
Gateshead	Gateshead Borough Council	
Hartlepool	Hartlepool Borough Council	
Middlesbrough	Middlesbrough Borough Council	
Newcastle upon Tyne	Newcastle Upon Tyne City Council	
North Tyneside	North Tyneside Borough Council	
Northumberland	Northumberland County Council	
Redcar and Cleveland	Redcar & Cleveland Council	
South Tyneside	South Tyneside Borough Council	
Stockton-on-Tees	Stockton-on-Tees Council	
Sunderland	Sunderland City Council	
Knowsley	Knowsley Metropolitan Borough Council	



<b>Housing and Debt Procurement Area</b>	<b>Local Authorities included in the Procurement Area</b>	<b>Welfare Benefits Procurement Area</b>
Liverpool	Liverpool City Council	
Sefton	Sefton Metropolitan Borough Council	
St. Helens	St Helens Metropolitan Borough Council	
Wirral	Wirral Borough Council	
Bolton	Bolton Metropolitan Borough Council	
Bury	Bury Metropolitan Borough Council	
Cheshire	Cheshire East Council Cheshire West and Chester Council	
Cumbria	Cumberland Council Westmoreland and Furness District Council	
East Lancashire	Blackburn with Darwen Council Burnley Borough Council Hyndburn Borough Council Pendle Borough Council Ribble Valley Borough Council Rossendale Borough Council	
Manchester	Manchester City Council	
Oldham	Oldham Metropolitan Borough Council	
Rochdale	Rochdale Metropolitan Borough Council	

<b>Housing and Debt Procurement Area</b>	<b>Local Authorities included in the Procurement Area</b>	<b>Welfare Benefits Procurement Area</b>
Salford	Salford City Council	
Stockport	Stockport Metropolitan Borough Council	
Tameside	Tameside Metropolitan Borough Council	
Trafford	Trafford Metropolitan Borough Council	
Warrington & Halton	Halton Borough Council Warrington Borough Council	
West Lancashire	Blackpool Council Chorley Borough Council Fylde Borough Council Lancaster City Council Preston City Council South Ribble Borough Council West Lancashire Borough Council Wyre Council	
Wigan	Wigan Metropolitan Borough Council	
Barking and Dagenham	Barking and Dagenham London Borough Council	London and South East
Barnet	Barnet London Borough Council	
Bexley	Bexley London Borough Council	
Brent	Brent London Borough Council	
Bromley	Bromley London Borough Council	

<b>Housing and Debt Procurement Area</b>	<b>Local Authorities included in the Procurement Area</b>	<b>Welfare Benefits Procurement Area</b>
Camden	Camden London Borough Council	
City of Westminster	Westminster City Council	
Croydon	Croydon London Borough Council	
Ealing	Ealing London Borough Council	
Enfield	Enfield London Borough Council	
Greenwich	Greenwich London Borough Council	
Hackney & City of London	City of London Corporation Hackney London Borough Council	
Hammersmith and Fulham	Hammersmith & Fulham London Borough Council	
Haringey	Haringey London Borough Council	
Harrow	Harrow London Borough Council	
Havering	Havering London Borough Council	
Hillingdon	Hillingdon London Borough Council	
Hounslow	Hounslow London Borough Council	
Islington	Islington London Borough Council	

<b>Housing and Debt Procurement Area</b>	<b>Local Authorities included in the Procurement Area</b>	<b>Welfare Benefits Procurement Area</b>
Kensington and Chelsea	Kensington & Chelsea London Borough Council	
Kingston upon Thames & Richmond upon Thames	Kingston upon Thames London Borough Council Richmond upon Thames London Borough Council	
Lambeth	Lambeth London Borough Council	
Lewisham	Lewisham London Borough Council	
Merton & Sutton	Merton London Borough Council Sutton London Borough Council	
Newham	Newham London Borough Council	
Redbridge	Redbridge London Borough Council	
Southwark	Southwark London Borough Council	
Tower Hamlets	Tower Hamlets London Borough Council	
Waltham Forest	Waltham Forest London Borough Council	
Wandsworth	Wandsworth London Borough Council	
Berkshire	Bracknell Forest Borough Council Reading Borough Council Slough Borough Council West Berkshire Council Windsor and Maidenhead Borough Council Wokingham Borough Council	

<b>Housing and Debt Procurement Area</b>	<b>Local Authorities included in the Procurement Area</b>	<b>Welfare Benefits Procurement Area</b>
Buckinghamshire	Buckinghamshire County Council Milton Keynes Council	
Hampshire	Basingstoke and Deane Borough Council Eastleigh Borough Council Fareham Borough Council Gosport Borough Council Hart District Council Havant Borough Council New Forest District Council Rushmoor Borough Council Test Valley Borough Council Winchester City Council	
Oxfordshire	Cherwell District Council Oxford City Council South Oxfordshire District Council Vale of White Horse District Council West Oxfordshire District Council	
Portsmouth & Isle of Wight	Isle of Wight Council Portsmouth City Council	
Southampton	Southampton City Council	
East Sussex	Eastbourne Borough Council Hastings Borough Council Lewes District Council Rother District Council Wealden District Council	
Mid and South West Kent	Ashford Borough Council Maidstone Borough Council Sevenoaks District Council Tonbridge and Malling Borough Council Tunbridge Wells Borough Council	

Housing and Debt Procurement Area	Local Authorities included in the Procurement Area	Welfare Benefits Procurement Area
North Kent and Medway	Dartford Borough Council Gravesham Borough Council Medway Council Swale Borough Council	
Surrey	Elmbridge Borough Council Epsom and Ewell Borough Council Guildford Borough Council Mole Valley District Council Reigate and Banstead Borough Council Runnymede District Council Spelthorne Borough Council Surrey Heath Borough Council Tandridge District Council Waverley Borough Council Woking Borough Council	
The City of Brighton and Hove	Brighton and Hove City Council	
The Kent Coast	Canterbury City Council Dover District Council Folkestone and Hythe District Council Thanet District Council	
West Sussex	Adur District Council Arun District Council Chichester District Council Crawley Borough Council Horsham District Council Mid Sussex District Council Worthing Borough Council	

**2. Matter Starts (MS)**

<b>Category</b>	<b>Matter Start Allocation</b>	<b>Lot-specific additional quality requirements/ powers</b>
Housing	150	Housing and Debt Contract Work is bundled together for the purposes of this procurement process.
Debt	10	Housing and Debt Contract Work is bundled together for the purposes of this procurement process.
Welfare Benefits	30	Cannot be tendered for as a standalone Category of Law. Applicants must also bid for Housing and Debt Contract Work, however, where Applicants wish to deliver Housing and Debt Contract Work only, there is no requirement for them to also tender to deliver Welfare Benefits.

**3. Category-specific requirements**

Applicants responding to the 2024 Standard Civil Contract (Re-Opening) Housing and Debt and Welfare Benefits ITT must commit to meeting the following requirements by the Service Commencement Date as applicable:

<b>Requirements which all Applicants responding to the 2024 Standard Civil Contract (Re-Opening) Housing and Debt and Welfare Benefits ITT must meet by the Service Commencement Date</b>
Supervisor
<p><u>Housing and Debt:</u> By Service Commencement Date the Applicant will employ FTE Supervisors who will actively supervise the Services tendered for in the Housing and Debt Categories of Law.</p> <p>By Service Commencement Date the Applicant will employ one FTE Supervisor: four FTE Caseworkers ratio at each Office from which it is tendering to deliver Services in the Housing and Debt Categories of Law.</p>
<p><u>Welfare Benefits:</u> By Service Commencement Date the Applicant will employ PTE Supervisors who will actively supervise the Services tendered for in the Welfare Benefits Services Category of Law.</p> <p>By Contract Date the Applicant will employ one PTE Supervisor: two FTE Caseworkers ratio at each Office from which it is tendering to deliver Services in the Welfare Benefits Category of Law.</p>
Office Presence

<p><u>Housing and Debt and Welfare Benefits:</u></p> <p>By Service Commencement Date the Applicant will have an Office in every Procurement Area tendered for that meets the Permanent Presence definition.</p>
<p>Authorised Litigator</p>
<p><u>Housing and Debt:</u></p> <p>By Service Commencement Date the Applicant will employ an Authorised Litigator for at least 17.5 hours per week, who will be available to each of its Offices to deliver Licensed Work.</p>
<p><u>Welfare Benefits:</u></p> <p>By Service Commencement Date the Applicant have access to an Authorised Litigator, who will be available to each of its Offices to deliver Licensed Work.</p>

#### 4. Verification Requirements

An Applicant which is notified of our intention to award them a 2024 Civil Contract to conduct Contract Work in the Housing and Debt and Welfare Benefits Categories of Law must be able to demonstrate it meets the following minimum 2024 Civil Contract requirements by the Service Commencement Date:

Verification which will be requested from all Applicants who are successful in tendering to deliver Housing and Debt (and Welfare Benefits) Contract Work	
What the LAA will verify	What evidence will be required
<p>By Service Commencement Date the Applicant will have been granted appropriate authorisation by a relevant legal sector regulator where required under the Legal Services Act 2007.</p> <p>See paragraph 9.1 of the 2024 Civil Application Guide (Re-Opening) for further information.</p>	<p>Confirmation of the Applicant’s SRA or BSB number or CILEx Regulation ID.</p> <p>Where, in accordance with paragraph 9.3 of the 2024 Civil Application Guide (Re-Opening), transitional provisions apply to an Applicant, they must confirm this in their verification response.</p>
<p>By Service Commencement Date the Applicant will comply with the requirements set out in paragraph 8.6 of the 2024 Civil Application Guide (Re-Opening) in relation to Quality Standards.</p>	<p>Applicants who <b>intend</b> to hold the <b>SQM</b>:</p> <p>Must pass the desktop audit by the Service Commencement Date if they are to receive a 2024 Civil Contract. Where an Applicant takes longer to pass a desktop audit this may delay</p>



See paragraphs 8.1 – 8.10 of the 2024 Civil Application Guide (Re-Opening) for further information on Quality Standards.

the Verification process and the Service Commencement Date.

Fully pass the pre-quality mark SQM audit within 6 months of the Service Commencement Date.

Applicants who **currently** hold the **SQM**:

Must hold a valid accreditation that will be in force by the Service Commencement Date if they are to receive a 2024 Civil Contract. Where an Applicant takes longer to renew their SQM accreditation this may delay the Verification process and the Service Commencement Date.

Applicants who **intend** to hold **Lexcel**:

Must achieve Lexcel accreditation by the Service Commencement Date if they are to receive a 2024 Civil Contract. Where an Applicant takes longer to achieve Lexcel this may delay the Verification process and the Service Commencement Date.

Applicants who **currently** hold **Lexcel**:

Must hold

- i. A valid accreditation that will be in force by the Service Commencement Date if they are to receive a 2024 Civil Contract within 3 months. Where an Applicant takes longer to renew their Lexcel accreditation this will delay the Verification process and the Service Commencement Date.
- ii. Where the Applicant's Lexcel accreditation is due to expire within 3 months of their Tender they must provide written confirmation that they have an audit booked and will have achieved accreditation by the Service Commencement Date.

Housing and Debt: By Service Commencement Date the Applicant will employ FTE Supervisors who will actively supervise the Services tendered for in the Housing and Debt Category of Law.	Compliant Supervisor Declaration Forms for each Supervisor in the Housing and Debt Categories of Law.
Housing and Debt: By Service Commencement Date the Applicant will employ one FTE Supervisor: four FTE Caseworkers ratio at each Office from which it is tendering to deliver Services in the Housing and Debt Category of Law.	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Service Commencement Date.
Housing and Debt: By Service Commencement Date the Applicant will have an Office in every Procurement Area tendered for that meets the Permanent Presence definition.	Full address including postcode for the Office and, if applicable, the Office's current LAA account number.
Housing and Debt: By Service Commencement Date the Applicant will employ an Authorised Litigator for at least 17.5 hours per week, who will be available to each of its Offices to deliver Licensed Work.	Authorised Litigator full name and roll number.
<b>Verification which will be requested from Applicants who additionally tender successfully to conduct Welfare Benefits Contract Work</b>	
<b>What the LAA will verify</b>	<b>What evidence will be required</b>
By Service Commencement Date the Applicant will employ PTE Supervisors, who will actively supervise the Welfare Benefits Services tendered for.	Compliant Supervisor Declaration Forms for each Supervisor in the Welfare Benefits Category of Law.
By Service Commencement Date the Applicant will employ one PTE Supervisor: two FTE Caseworkers ratio at each Office from which it is tendering to deliver Welfare Benefits Services.	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Service Commencement Date.
By Service Commencement Date the Applicant will have an Office in every Procurement Area tendered for that meets the Permanent Presence definition.	Full address including postcode for the Office and, if applicable, the Office's current LAA account number.  Please note the Procurement Areas for Welfare Benefits are larger than for Housing and Debt and Applicants will be required to deliver Welfare Benefits Contract Work across the whole Procurement Area.
By Service Commencement Date the Applicant have access to an Authorised Litigator who will be available to each of its Offices to deliver Licensed Work.	Authorised Litigator full name and roll number.

**5. ITT Questions and Assessment**

**Section A – Bid details**

	Question	Response Type
<b>Note</b>	<p><b>Applicants tendering to deliver Housing and Debt and Welfare Benefits Contract Work under a 2024 Civil Contract must submit a response to the 2024 Standard Civil Contract (Re-Opening) Selection Questionnaire (itt_1043) in addition to this ITT.</b></p> <p>When completing your 2024 Standard Civil Contract (Re-Opening) 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>	
A.1.i	Please confirm the Procurement Area in which Office 1 is (or will be) based.	<b>Options List:</b>
<b>Note</b>	<p><b>Where the Applicant indicates that it is tendering to deliver Contract Work from multiple Offices, it will then be required to enter the relevant details as applicable for a second Office. It will then be asked to indicate whether it wishes to deliver work from another Office and give the details, and so on for up to 15 Offices. Where an Applicant wishes to tender to deliver Contract Work from more than 15 Offices, it must contact the LAA in accordance with paragraph 6.10 of the 2024 Civil Application Guide (Re-Opening).</b></p>	
A.1.ii	Is the Applicant intending to deliver Contract Work in this Category of Law from another Office?	<b>Options List:</b> Yes No
A.1.iii	Please enter the Office address (excluding postcode) from which you intend to deliver Contract Work in this Procurement Area. Applicants are not required to have operational Offices at the point of submitting a Tender. If you do not yet know the address of the Office from which you intend to deliver Contract Work in this Procurement Area, please enter 'TBC'. This information must be provided before the LAA can issue contract documentation.	Free text

	Question	Response Type
A.1.iv	Please enter the Office postcode for the Office from which you intend to deliver Contract Work in this Procurement Area. Applicants are not required to have operational Offices at the point of submitting a Tender. If you do not yet know the postcode of the Office from which you intend to deliver Contract Work in this Procurement Area, please enter 'TBC'. This information must be provided before the LAA can issue contract documentation.	Free text
A.1.v	If the Applicant currently delivers legal aid contract work from this Office please enter the LAA Account Number for this Office.  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.  Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.	Free text
A.2.i	Does the Applicant additionally wish to tender for Welfare Benefits Contract Work from this Office?  Applicants tendering to deliver Welfare Benefits Contract Work will need to evidence as part of verification that they will meet the additional Welfare Benefits requirements by the Service Commencement Date. The additional requirements are detailed in this document and are included in the Warranties and Declaration section of this ITT.	<b>Options List:</b>  Yes  No

### Section B – Miscellaneous Contract Work

	Question	Response Type
<b>NOTE</b>	In this section the Applicant may tender for Matter Starts to undertake compensation claims for victims of human trafficking and/or modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of the Legal Aid Sentencing and Punishment of Offenders Act 2012 (LASPO).	
B.1.i	Does the Applicant wish to receive an allocation of Matter Starts to undertake compensation claims for victims of human trafficking and modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO?	<b>Options List:</b>  Yes  No

### Section C – Warranties and Declaration

By completing and submitting this 2024 Standard Civil Contract (Re-Opening) ITT Response, the Applicant confirms that it will meet the following requirements by the Service Commencement Date to be awarded a 2024 Contract:

- by Service Commencement Date will have been granted appropriate authorisation by a relevant legal sector regulator where required under the Legal Services Act 2007. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the 2024 Civil Contract must have all necessary licences and authorisations to conduct Contract Work; and
- by Service Commencement Date will comply with the requirements set out in paragraph 8.6 of the 2024 Civil Application Guide (Re-Opening) in relation to Quality Standards; and
- by Service Commencement Date will employ FTE Supervisors who will actively supervise the Services tendered for in the Housing and Debt Categories of Law; and
- where tendering for Welfare Benefits Contract Work in addition to Housing and Debt, by Service Commencement Date will employ PTE Supervisors who will actively supervise the Services tendered for in the Welfare Benefits Category of Law; and
- by Service Commencement Date will employ one FTE Supervisor: four FTE Caseworkers ratio at each Office from which it is tendering to deliver Services in the Housing and Debt Categories of Law.
- where tendering for Welfare Benefits Contract Work in addition to Housing and Debt, by Service Commencement Date will employ one PTE Supervisor: two FTE Caseworkers ratio at each Office from which it is tendering to deliver Welfare Benefits Services; and
- by Service Commencement Date will have an Office in every Procurement Area tendered for that meets the Permanent Presence definition; and
- by Service Commencement Date will employ an Authorised Litigator for at least 17.5 hours per week, who will be available to each of its Offices to deliver Licensed Work in the Housing and Debt Categories of Law; and
- where tendering for Welfare Benefits Contract Work in addition to Housing and Debt, by Service Commencement Date will have access to an Authorised Litigator who will be available to each of its Offices to deliver Licensed Work.

By completing and submitting this 2024 Standard Civil Contract (Re-Opening) ITT Response I give my undertaking that I am an individual authorised to make this submission on behalf of the Applicant and that the answers submitted in this 2024 Standard Civil

Contract (Re-Opening) ITT Response are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered Contract Work.

I understand that the LAA may conduct verification checks and may reject this 2024 Standard Civil Contract (Re-Opening) ITT Response 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 this 2024 Standard Civil Contract (Re-Opening) ITT Response in order to be awarded a 2024 Standard Civil Contract. I understand that the longer I take to pass a desktop audit may delay the Verification process and the Service Commencement Date.

	<b>Question</b>	<b>Response Type</b>
C.1	Name of the individual making declaration on behalf of the Applicant	Free text
C.2	Status within the Applicant organisation	Free text