

## 2025 Civil Legal Advice Contract: HOUSING AND DEBT CATEGORY-SPECIFIC INFORMATION

This document contains:

1. Housing and Debt Contract Work – Key Figures
2. Pricing information
3. ITT questions and assessment
4. Verification Requirements

### 1. Housing and Debt Contract Work – Key Figures

This section provides historical data. The LAA provides no guarantees or warranties regarding the actual volumes, profile or duration of calls/Cases, under the CLA Contract.

#### **Table A: Historical spend**

Below is the historical spend on the CLA Service in the Housing and Debt Category in the last three full financial years. These costs are net of VAT and do not include disbursements. Please note, as payment can only be claimed following the completion of a Case, there can be significant variance between years. There may also be work in progress at the end of the CLA Contract Period which will be billed after the Contract Period has completed. Please note that this shows the total spend in the Education Category for the CLA Service and does not represent the value of work that has been or will be received by any individual Provider or under any individual contract. Please refer to paragraphs 1.12-1.15 of the CLA Award ITT for detail of work allocation under the CLA Contracts.

Category	Total Category Spend (2021/22)	Total Category Spend (2022/23)	Total Category Spend (2023/24)
Housing only	£647,740	£785,512	£1,060,655
Debt only	£18,332	£29,514	£37,682
Housing and Debt combined	£666,072	£815,026	£1,098,337

#### **Table B: Historical Case Volumes**

Below are the historical case volumes for the CLA Service in the Housing and Debt Category in the last three full financial years. Please note that these tables show the total case volumes across the CLA Service and do not represent the amount of work that has

been or will be received by any individual Provider or under any individual contract. Please refer to paragraphs 1.12-1.16 of the CLA Award ITT for detail of work allocation under the CLA Contracts.

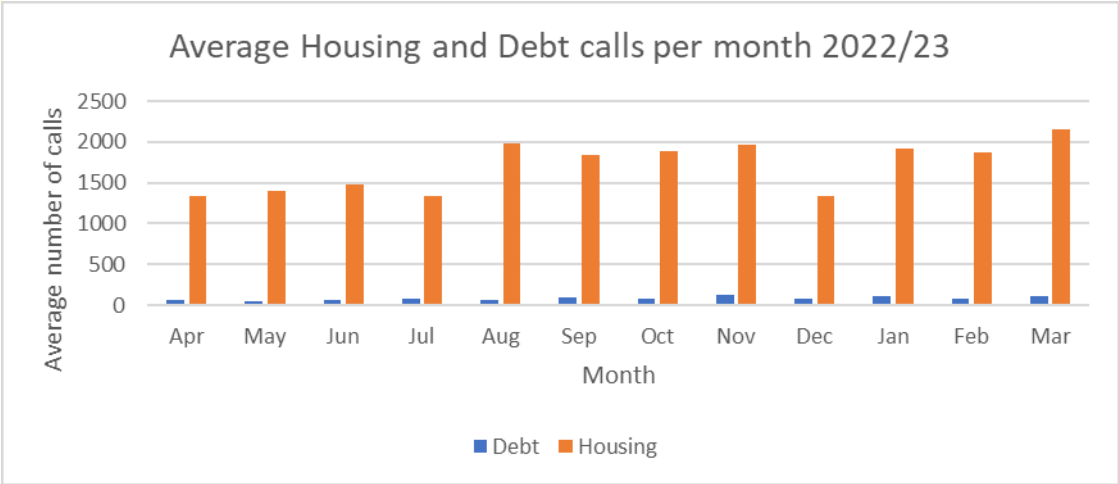
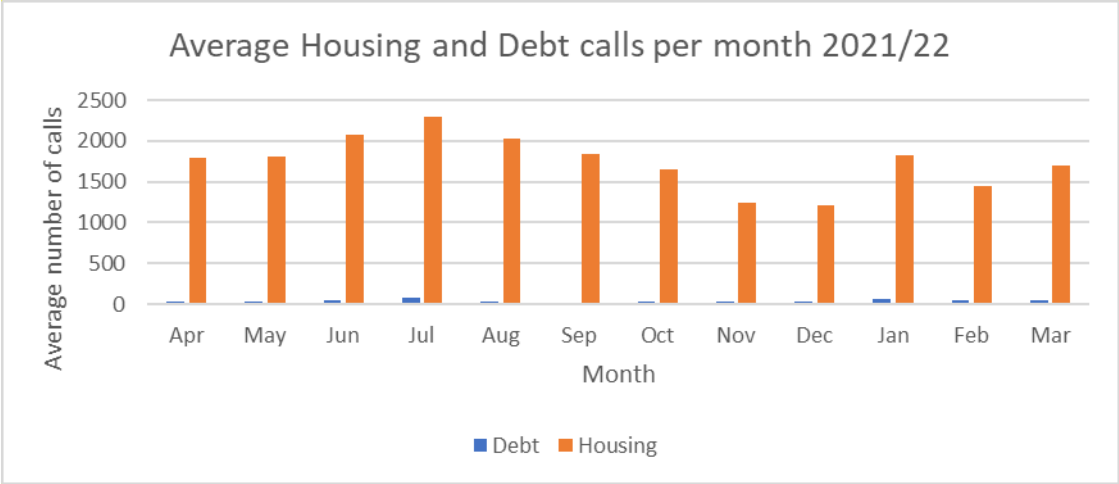
Total Case volumes and average Case length per annum

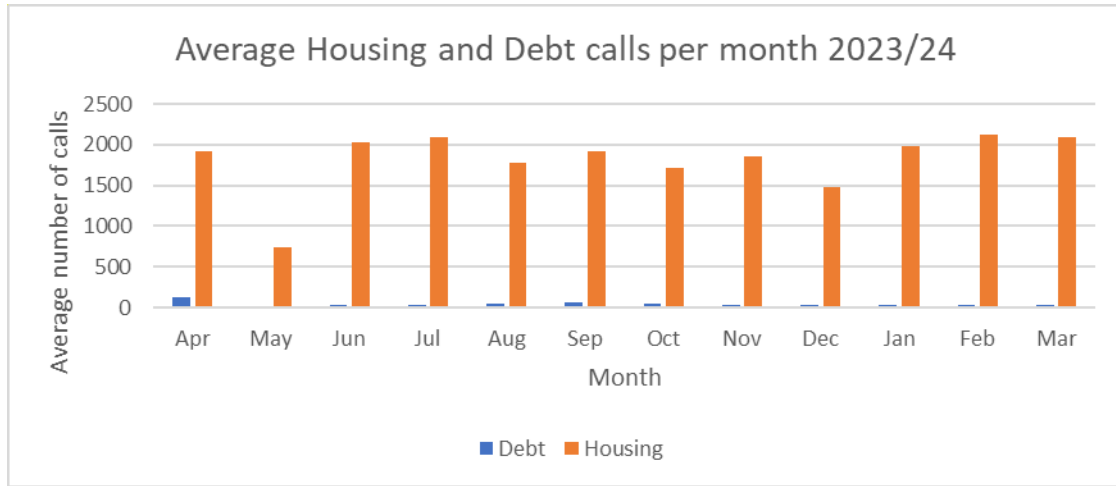
	2021/22		2022/23		2023/24	
	Historical number of cases	Average Case length (minutes)	Historical number of cases	Average Case length (minutes)	Historical number of cases	Average Case length (minutes)
Determinations	917	18	1695	18	2386	18
Cases up to 132 minutes	8959	90	10574	86	13833	84
Cases between 133- 599 minutes	114	326	201	360	208	331
Cases 600 minutes and above	36	1070	65	791	56	772
<b>Total</b>	<b>10,026</b>		<b>12,535</b>		<b>16,483</b>	

**Chart C: Incoming calls**

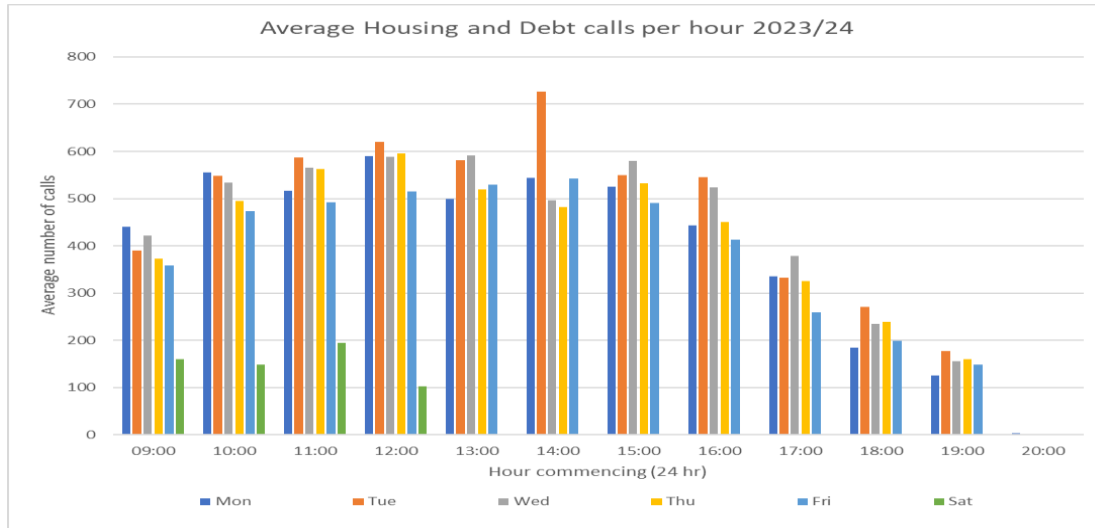
The chart below shows the average number of incoming calls – including both Front Door and Back Door – to the CLA Service, for each day of the week (based on current operating hours) for the Housing and Debt Category for the last three financial years.

Please note that these charts show the total incoming call volume across the CLA Service and do not represent the amount of calls that were or will be received by any individual Provider or under any individual contract. This data is held externally to the LAA by the external CLA Operator Service.





The chart below shows the average number of incoming calls, directed from the CLA Operator service to CLA Providers, for each hour of the day (based on current operating hours) for the last financial year.



## 2. Payment information

2.1 Payments for Cases in the Housing and Debt Category will be based on the price submitted by the Applicant in the Price Form. Housing and Debt Providers will receive:

<b>Payment</b>	<b>Maximum Fee/Rate</b>
A single fee for each Determination	Up to a maximum fee of <b>£33</b>
A Lower Fixed fee for all Cases less than 133 minutes	Up to a maximum fee of <b>£100</b>
A Higher Fixed Fee for all Cases that are between 133 minutes and 599 minutes	Up to a maximum fee of <b>£200</b>
An hourly Escape Fee for all Cases that are 600 minutes and over	Paid at 50% of the amount of the Lower Fixed Fee

2.2 Applicants are required to submit a price for the Determination Fee, a price for the Lower Fixed Fee and a price for the Higher Fixed Fee.

### *Lower Fixed Fee*

2.3 The Lower Fixed Fee will be a single fee applicable to all Cases (other than where a Determination Fee is payable) of less than 133 minutes. Applicants will be required to submit a price for the Lower Fixed Fee in the Price Form in the Commercial Envelope.

### *Higher Fixed Fee*

2.4 The Higher Fixed Fee will apply to all Cases of 133 minutes or longer, up to the Escape Fee threshold. Applicants will be required to submit a price for the Higher Fixed Fee in the Price Form in the Commercial Envelope.

### *Lower Fixed Fee/Higher Fixed Fee ratios*

- 2.5 The Lower Fixed Fee submitted by an Applicant cannot be equal to or greater in value than the Higher Fixed Fee submitted by the Applicant.
- 2.6 Where an Applicant submits a Lower Fixed Fee which is equal to or greater in value than the Higher Fixed Fee the Applicant has submitted, the Applicant's Housing and Debt Tender will be rejected.

### *Escape Fee*

- 2.7 An Escape Fee can be claimed for Cases that last for 600 minutes or longer. The fee will be based on an hourly rate that will be applied to the entire duration of the Case. All Escape Fee claims must be submitted to the LAA for assessment prior to payment being made (see 6.3 to 6.13 of the Specification).

The hourly rate paid for the Escape Fee will be 50% of the Applicant's Lower Fixed Fee. For example a successful Applicant who submitted a price of £120 for the Lower Fixed Fee, would be paid an Escape Fee of £60 an hour.

### Price Award Criterion

- 2.8 Where Stage 3 of the evaluation process is undertaken Contracts will be awarded to the Applicants submitting the lowest Total Weighted Price.
- 2.9 The Price Award Criterion is divided into sub-criteria, each of which will apply should the Applicant be awarded a CLA Contract. The sub-criterion will be subject to a weighting in the Housing and Debt Category of Law, as set out below:

<b>Price sub-criteria</b>	<b>Weighting</b>
Determination Fee	X 0.05
Lower Fixed Fee	X 0.91
Higher Fixed Fee	X 0.04

2.10 The relevant weighting will be applied to the prices submitted by the Applicant against each sub-criterion in the Price Form. The sub-criteria will then be added together to create the Total Weighted Price for each tender.

2.11 An example is given below of how this would work in practice. All prices used are for demonstration purposes and should not be used as a guide by Applicants when considering their pricing:

**Example**

The prices submitted by Applicant A in the Price Form of the Commercial Envelope are set out below:

<b>Housing and Debt</b>	
<b>Sub-criteria</b>	<b>Price Submitted by Applicant A</b>
Determination Fee	£29
Lower Fixed Fee	£80
Higher Fixed Fee	£160

In evaluating the Price Award Criteria, the LAA will apply the relevant weighting to each price submitted by the Applicant. The LAA will then add together the sub-criteria weighted prices for the Applicant to calculate the Total Weighted Price.

<b>Sub-criteria</b>	<b>Price Submitted</b>	<b>Weighting</b>	<b>Sub-criteria Weighted Price</b>
Determination Fee	£29	X0.05	£1.45
Lower Fixed Fee	£80	X 0.91	£72.80
Higher Fixed Fee	£160	X 0.04	£6.40
		<b>Total Weighted Price</b>	£80.65

- 2.12 The LAA will award contracts to Applicants with the lowest Total Weighted Price. In the example below Applicant B has the most highest Total Weighted Price and therefore is not awarded a CLA Contract. All other Applicants are awarded a Contract to each deliver an equal share (33.33%) of the available Contact Work. All prices used in the following examples are for demonstration purposes and should not be used as a guide by Applicants when considering their pricing.

<b>Applicant</b>	<b>Total Weighted Price</b>	<b>Outcome</b>
Applicant D	£72.60	Award 33.33%
Applicant A	£76.15	Award 33.33%
Applicant C	£80.65	Award 33.33%
Applicant B	£82.45	Not award

- 2.13 Where the LAA is unable to identify the required number of Applicants with the lowest Total Weighted Price in the Housing and Debt Category, for example if multiple Applicants achieve the same Total Weighted Price, then the LAA will award the Contract(s) to the Applicant(s) that achieved the highest total Quality Award Criteria score.

- 2.14 In the example below Applicant A has the lowest Total Weighted Price and is awarded a CLA Contract. The remaining 3 Applicants have tied on their Total Weighted Price and the LAA will consider the Applicants' total Quality Award Criteria Scores. Applicant B received the lowest total Quality Award Criteria score so is not awarded a contract. Applicants A, C and D are each awarded CLA Contracts for 25% of the available Contract Work.

<b>Applicant</b>	<b>Total Weighted Price</b>	<b>Outcome</b>	<b>Total Award score</b>	<b>Quality Criteria</b>	<b>Outcome</b>
Applicant A	£56.60	Award 33.33%	32.5		Award 33.33%
Applicant C	£63.40	Tied	29		Award 33.33%
Applicant D	£63.40	Tied	35		Award 33.33%
Applicant B	£63.40	Tied	20		Not Award



**3. ITT questions and assessments**  
**Section A – Quality Award Criteria**

<b>Note</b>	<b>Applicants wishing to tender for a CLA Contract must submit a response to the CLA Award ITT for each relevant category. Applicants must ensure that they also complete and submit a response to the SQ ITT (ITT_ 1056).</b>	
Note	<p>Before submitting your CLA Award ITT Response, please carefully read the CLA Award ITT. This can be downloaded from the 'Buyer Attachments' section at the top of this page. This ITT gives information about the CLA Specialist Contract Work stage of the procurement process, including how to complete a CLA ITT Response.</p> <p>When completing your CLA Award 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>	
	<b>Question</b>	<b>Response Type</b>
	<b>Quality Award Criteria</b>	
Correspondence Address – Pass/fail	<p>Please provide your business correspondence address to which documents can be received.</p> <p>If you don't currently have an address please answer 'tbc'. An address must be provided no later than 3 week before the Service Commencement Date.</p>	Text

<p>N.1 – Non-scored information Pass/fail</p>	<p><b>Staff Organogram</b></p> <p>Please provide your Staff Organogram showing all staff that will be deployed to implement and deliver the Contract Work and the role they will each undertake. This includes Key Personnel, Supervisors, Caseworkers, and Management Team. For each role, you need to provide:</p> <ul style="list-style-type: none"> <li>a) the name of the staff member employed (or with a Signed Engagement Agreement to employ). Alternatively, indicate where the post is vacant;</li> <li>b) the title of their role, the main duties to be performed and their relevant qualifications for delivering the Service;</li> <li>c) the number of hours per week each staff member will work delivering the Service, stipulating the proportion of an FTE that the role provides;</li> <li>d) the basis of their employment (permanent, fixed term, temporary). Where temporary, stipulate how long the position will last;</li> <li>e) reporting structures.</li> </ul> <p>Your Staff Organogram should be resourced on the basis of the maximum number of Lots for which you are tendering. For example, if you are tendering for three Lots, your Staff Organogram should detail the staff that will be deployed to implement and deliver up to 60% of the CLA Service in the Education Category.</p>	<p>Attachment</p>
<p>N2 Non-scored information Pass/fail</p>	<p><b>Resourcing Plan</b></p> <p>Please complete and upload a Resourcing Plan Template detailing the staff (Caseworkers and Supervisors) that will deliver the CLA Service.</p> <p>Copies of the Resourcing Plan Pro Forma can be accessed and downloaded from the 'Attachments' section in the ITT.</p> <p>Your Resourcing Plan should be resourced based on the maximum number of Lots for which you are tendering. For example, if you are tendering for three Lots, your Resourcing Plan should detail the staff that will deliver up to 60% of the CLA Service in the Education Category.</p>	<p>Attachment</p>
<p>N3</p>	<p><b>Implementation Plan</b></p>	<p>Attachment</p>

<p>Non-scored information Pass/fail</p>	<p>Please complete and upload an Implementation Plan to demonstrate how the service will be operational by the Service Commencement Date and how this will be achieved.</p> <p>Your Implementation Plan must indicate the timetable and milestones which you will meet to ensure that all aspects of the Contract Work will be ready, specifically:</p> <ul style="list-style-type: none"> <li>a) Recruitment;</li> <li>b) IT &amp; telephony infrastructure;</li> <li>c) Office requirements;</li> <li>d) Induction plan;</li> <li>e) Achievement of Quality Standard.</li> </ul> <p>Copies of the Implementation Plan Pro Forma can be accessed and downloaded from the 'Attachments' section in the applicable ITT.</p>	
<p>N.4</p> <p>Non-scored information Pass/fail</p>	<p><b>Delivery model</b></p> <p>Please provide details of how Contract Work will be delivered. This must include:</p> <ul style="list-style-type: none"> <li>a) Where the Named Individuals in your Staff Organogram in question N1 will be based i.e. office-based, working fully remotely, hybrid working</li> <li>b) How your outlined delivery model ensures staff are available to take calls</li> </ul>	<p>Attachment</p>
<p>1.1</p> <p><i>Skills and experience of staff delivering specialist legal advice</i></p>	<p>Using the Named Individuals in your Staff Organogram in question N.1, please explain how the Caseworkers, Supervisors and Key Personnel have the relevant skills and experience in delivering specialist legal advice in the Category of Law for which they have tendered to effectively deliver a high quality of legal advice to clients.</p> <p>This answer <b>must</b> include:</p> <ul style="list-style-type: none"> <li>- A description of the breadth and depth of the skills and experience of: <ul style="list-style-type: none"> <li>• Caseworkers;</li> <li>• Supervisors; and</li> <li>• Key Personnel.</li> </ul> </li> <li>- Details showing that Contract Work will be delivered by individuals with relevant skills and experience to deliver the Contract Work in the Category for which they have tendered.</li> </ul>	<p>Text box</p>

	<p>Higher scores may be awarded if your response demonstrates that Supervisors to be deployed by the Applicant having experience in supervising the delivery of advice across a broad range of case types in the Category for which they have tendered, Caseworkers deployed by the Applicant having significant experience in delivering casework in the Category for which they have tendered and /or a high ratio of Caseworkers who also meet the requirements of a Supervisor in the Category for which they have tendered.</p>	
<p>1.2</p> <p><i>Skills and experience of staff in delivering Remote Advice</i></p>	<p>Using the Named Individuals in your Staff Organogram in question N.1, please explain how the Caseworkers, Supervisors and Key Personnel have the skills and experience to deliver Remote Advice within a Dedicated Telephone Advice Service.</p> <p>The answer <b>must</b> include:</p> <ul style="list-style-type: none"> <li>- A description of the skills and experience of: <ul style="list-style-type: none"> <li>• Caseworkers,</li> <li>• Supervisors,</li> <li>• Key Personnel, and</li> <li>• Management Team</li> </ul> </li> </ul> <p>in delivering and managing advice to Clients through a Dedicated Telephone Advice Service.</p> <ul style="list-style-type: none"> <li>- Details showing that the Applicant will use Named Individuals with relevant skills and experience to deliver a Remote Advice service</li> <li>- Details showing that the Applicant will use Named Individuals who are experienced in identifying and responding to the needs of Clients in providing Remote Advice.</li> </ul> <p>Higher scores may be awarded if your response demonstrates that the majority of Caseworkers and Supervisors to be deployed on the Service having relevant skills and experience in the delivery of specialist legal advice delivered as Remote Advice and/or Key Personnel and members of the Management Team have high levels of skills and experience of managing the delivery of a Dedicated Telephone Advice Service.</p>	<p>Text box</p>
<p>1.3</p> <p><i>Staff Recruitment</i></p>	<p>With reference to any vacancies identified in your Staff Organogram, please outline the recruitment processes that you will undertake to fill any vacant post in your Staff Organogram (provided in answer to question N.1) by the Service Commencement Date. If you currently have no vacant posts to fill you should state this and</p>	<p>Text box</p>

explain the process that you will follow if posts currently filled become vacant prior to the Service Commencement Date.

The answer **must** include:

- A description of the Applicant's plans to fill any vacant posts to ensure they are fully resourced with appropriately skilled staff for the Service Commencement Date.
- A description of how the Applicant will undertake recruitment in a way that ensures persons from all backgrounds and circumstances can benefit from recruitment opportunities
- dates and timescales for any recruitment activity along with the names and responsibilities of Key Personnel involved.

Higher scores may be awarded if your response demonstrates that you have a low number of individuals to recruit for the Service Commencement Date and/or process(es) to attract, select and appoint sufficiently skilled and experienced staff are likely to lead to successful and timely recruitment and/or nominated recruitment lead with sufficient standing within the organisation, who has significant and relevant recruitment skills and experience.

**1.4**  
*Succession  
planning*

Referring to the roles in your Staff Organogram given in answer to question N.1, please outline how you will manage your ongoing recruitment and staff succession requirements throughout the entire Contract Period (including any extension periods).

The answer **must** include:

- An outline of the approach to succession planning and replacement of outgoing staff deployed to the Service, including Caseworkers, Supervisors and the Management Team
- A description of how the Applicant will ensure that it offers a salary and benefits package that will attract high-quality applicants to fill positions including Caseworkers, Supervisors and the Management Team
- A description of how the Applicant's training and succession plan will encourage individuals to develop a specialism in the relevant category of law

Text box

	<ul style="list-style-type: none"> <li>- A description of how the Applicant will minimise staff turnover and improve productivity of staff deployed to the Service.</li> </ul> <p>Higher scores may be awarded if your response demonstrates that the succession-planning processes outlined above have been successfully used by you previously.</p>	
<p>1.5</p> <p><i>Staff training</i></p>	<p>Using the Named Individual(s) on your Staff Organogram given in answer to question N.1, please explain how you will develop the knowledge and skills of staff in the longer term to maintain and increase the quality of the Service provided throughout the Contract Period. The response should include how you will assess the skills base of your Caseworker and Supervisor staff to ensure they develop their knowledge and skills.</p> <p>The answer <b>must</b> include:</p> <ul style="list-style-type: none"> <li>- A credible approach for regularly assessing the current skills base and identifying development and training requirements in relation to: <ul style="list-style-type: none"> <li>• specialist legal knowledge to deliver the Service in the Category for which you have tendered, including assessing whether a prospective Client’s problem falls within the scope of Civil Legal Aid funding within the Category for which you have tendered, applying the means, merits eligibility tests;</li> <li>• providing Remote Advice in accordance with the CLA Contract, including responding to the needs of Clients with Relevant Protected Characteristics;</li> </ul> </li> <li>- Evidence of how identified development and training requirements of staff will be addressed to improve the skills of staff throughout the Contract Period.</li> <li>- Nominated training leads with relevant subject matter expertise and experience in delivering training.</li> </ul> <p>A higher score may be awarded if your response demonstrates an investment in learning and development to develop staff beyond the minimum level of skills required to deliver Contract Work and/or a Named Individual responsible for developing and implementing a training programme and who has significant experience of successfully developing staff skills at an organisational level.</p>	<p>Text box</p>

<p>1.6</p> <p><i>Supervision of staff delivering specialist legal advice</i></p>	<p>To assess the quality of the service being provided, please outline, with reference to the Delivery Model given in answer to question N.4, how you will ensure effective Supervision to ensure the delivery of high-quality Contract Work.</p> <p>The answer <b>must</b> include:</p> <ul style="list-style-type: none"> <li>- A description of how the Applicant will deliver effective Supervision of Caseworkers to ensure that Contract Work delivered by Caseworkers is subject to quality assurance. This should include but is not limited to the file review process, including the frequency and Named Individual(s) undertaking the reviews and/or call monitoring.</li> <li>- With reference to Named Individuals provided in the Staff Organogram given in answer to question N.1, a description of how the Applicant will use Supervision to ensure that: <ul style="list-style-type: none"> <li>• There is accurate assessment of whether Clients and their legal problems are within scope for Legal Aid funding;</li> <li>• Determinations of whether a Client is suitable for Remote Advice are effective and occur <b>before</b> a Case is opened;</li> <li>• Cases are closed in a timely manner once they have been actioned appropriately, taking into consideration the nature and complexity of the Client’s issue; and</li> <li>• Caseworkers have and use appropriate skills when delivering Remote Advice.</li> </ul> </li> </ul> <p>Higher scores may be awarded if your response demonstrates how your approach to Supervision has been successfully used by your previously and/or evidences how the Supervision processes above will be tailored to supervise Caseworkers with different levels of skills and experience.</p>	<p>Text box</p>
<p>2.1</p> <p><i>Infrastructure</i></p>	<p>Referring to the Implementation Plan given in answer to question N.3 and the Delivery Model given in answer to question N.4, please describe the telephony and data security infrastructure which you will use to effectively deliver the CLA Service, stating clearly how you will manage and maintain this infrastructure to support the delivery of the Service throughout the Contract Period.</p> <p>The answer <b>must</b> include:</p>	<p>Text box</p>

	<ul style="list-style-type: none"> <li>- A description of the telephony infrastructure that will be used to deliver the Contract Work.</li> <li>- A description of how documents will be received, logged and circulated to relevant the Supervisor and/or Caseworker, ensuring compliance with LAA Data Security requirements and guidance</li> <li>- How the telephony infrastructure will meet the requirements in Annex 4 of the CLA Contract, including: <ul style="list-style-type: none"> <li>• Different DDI numbers being used for front-door and back-door telephony;</li> <li>• Sufficient capacity to receive and make telephone calls based on the Call volume information published in this IFA;</li> <li>• Evidence that the telephony infrastructure can operate in accordance with the Remote Specialist Telephony Handbook; and</li> <li>• Evidence that the telephony infrastructure, document handling and overall Service can be delivered in accordance with the LAA Data Security requirements and guidance.</li> </ul> </li> </ul> <p>Higher scores may be awarded if your response evidences that you employ a Named Individual with experience of managing and maintaining a telephony system and document handling.</p>	
<p>2.2 (a)</p> <p><i>Contract resourcing and forecasting</i></p>	<p>In assessing the Contract resourcing proposed by the Applicant, the LAA will consider both the information contained in the Resourcing Plan submitted at N.2 and the responses to question 2.1a and 2.1b.</p> <p>Copies of the Resourcing Plan Pro Forma can be accessed and downloaded from the 'Attachments' section in the ITT.</p> <p>To assess whether the Applicant will have sufficient staff resources in place to deliver Contract Work through the Contract Period please describe how you will monitor Case volumes and how you have determined the number of Caseworkers and Supervisors which you have set out in the Resourcing Plan is sufficient to deliver the Contract Work on a day-to-day basis.</p> <p>The answer <b>must</b> include:</p>	<p>Text box</p>



	<ul style="list-style-type: none"> <li>- Information to demonstrate that the Resourcing Plan is underpinned by accurate calculations of the demands of the service using call and Case volumes provided in this ITT.</li> <li>- Evidence that sufficient staff with the appropriate skills will be available to deliver Contract Work during all Core Hours</li> <li>- How you will adjust staffing resources delivering the Contract Work to ensure the Contract requirements are met in the event of increasing case volumes and decreasing case volumes, and unexpected staff availability</li> <li>- Details about the processes that will be used to monitor service capacity and plan for changes in case volumes, to allow you to forecast demand.</li> <li>- The Named Individual(s) with responsibility for monitoring service capacity and forecasting future demand</li> </ul> <p>Higher scores may be awarded if your response demonstrates strong contingency processes in the event of unexpected short-term increases in volumes or the unavailability of staff, whereby the Applicant can draw on a significant number of suitably qualified staff who are available at short notice and/or evidence of previous successful management of a similar service that required similar forecasting and resourcing activities.</p>	
<p>2.2(b)</p> <p><i>Capacity to undertake work</i></p>	<p>To assess that the Applicant will have sufficient resourcing to manage and progress ongoing casework in a timely manner, as well as accepting all new cases allocated by the CLA Operator Service, please explain how you will ensure you will have sufficient capacity to manage and progress existing casework and be able to accept all new Cases allocated by the CLA Operator Service.</p> <p>The answer <b>must</b> include:</p> <ul style="list-style-type: none"> <li>- Evidence that the Applicant’s staffing is sufficient to effectively manage the expected volume of both new and ongoing Cases;</li> <li>- A description of how the Applicant will allocate, monitor and adjust staffing to ensure that adequate resource is available to action all new Cases</li> </ul>	<p>Text box</p>

	<ul style="list-style-type: none"> <li>- A description of how the Applicant will monitor the volume of ongoing Cases and ensure their timely progression</li> <li>- Details showing that the effective performance of the contract will be managed by a Named Individual(s) with relevant skills and experience.</li> </ul> <p>Higher scores may be awarded if your response evidences that you will employ a Named Individual(s) with significant relevant experience of successfully managing a similar service</p>	
<p>2.3</p> <p><i>Business Continuity and Disaster Recovery plan (BCDR)</i></p>	<p>To assess that the Applicant will ensure continuity of Contract Work following any failure or disruption of any element of the business processes and operations please describe your BCDR which sets out how you will respond to an event which significantly disrupts, or threatens to significantly disrupt, the provision of the Contract Work. As a minimum, the BCDR should comply with the requirements of Annex 4 (IT requirements, the CMS and Business Continuity) of the CLA Contract.</p> <p>The answer <b>must</b> include:</p> <ul style="list-style-type: none"> <li>- The key risks identified to service continuity including: <ul style="list-style-type: none"> <li>• Geographical;</li> <li>• Infrastructure;</li> <li>• Data;</li> <li>• Staff; and</li> <li>• Access to the workplace where applicable as set out in the Delivery Model given in answer to question N.4</li> </ul> </li> <li>- An outline of countermeasures to manage the risks identified.</li> <li>- Details of the roles and responsibilities of the staff responsible for the BCDR</li> <li>- An outline of the processes the Applicant will follow in activating their BCDR;</li> </ul> <p>Higher scores may be awarded if the response evidences that staff with appropriate standing in the organisation will have responsibility for implementing the BCDR, and/or the BCDR is reviewed and tested at least annually, and/or the BCDR significantly exceeds requirements of Good Industry Practice (see the Standard Terms of the CLA Contract)</p>	<p>Text box</p>

<p>3.1 <i>Implementation Plan</i></p>	<p>Using the Implementation Plan and Delivery Model provided in response to N.3 and N.4 we will assess that the Applicant will be ready to deliver Contract Work by the Service Commencement Date. Applicants that are currently delivering a service similar to the CLA Contract Work and are intending to utilise existing resources (e.g. infrastructure, processes) to deliver the CLA Contract should demonstrate in their Implementation Plan how they will ensure those resources are adequate to successfully deliver the Contract Work from the Service Commencement Date.</p> <p>The answer <b>must</b> include:</p> <ul style="list-style-type: none"> <li>- Details of all key resources and infrastructure required to deliver the Contract Work based on a full understanding of the requirements of the CLA Contract.</li> <li>- A credible Implementation Plan outlining key activities and realistic milestones.</li> <li>- A clear allocation of deliverables to Named Individuals who have the required expertise to deliver the individual elements of the Plan.</li> <li>- Full details of the Named Individual(s) with accountability for ensuring the Plan is implemented</li> </ul> <p><b>Higher scores may be awarded if the response evidences that</b> the plan will largely utilise pre-existing resources and infrastructure which will meet the requirements of the CLA Contract and/or the plan clearly identifies risks to the implementation of the Contract Work along with well thought-out contingencies.</p>	<p>Text box</p>
<p>4.1 <i>Social Value Question</i></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 supporting health and wellbeing, including physical and mental health, in the contract workforce.</p> <p>Effective activities that demonstrate and describe your existing or planned:</p> <ul style="list-style-type: none"> <li>● Understanding of issues relating to health and wellbeing, including physical and mental health, in the contract workforce.</li> <li>● Inclusive and accessible recruitment practices, development practices and retention-focussed activities including those provided in the Guide for line managers on recruiting, managing and developing people with a disability or health condition.</li> <li>● Actions to invest in the physical and mental health and wellbeing of the contract workforce.</li> </ul>	<p>Text box</p>

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| <ul style="list-style-type: none"><li>● Methods to measure staff engagement over time and adapt to any changes in the results.</li><li>● Processes for acting on issues identified.</li></ul> <p>Your response should include the following:</p> <ul style="list-style-type: none"><li>● your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and</li><li>● 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"><li>○ timed action plan</li><li>○ use of metrics</li><li>○ tools/processes used to gather data</li><li>○ reporting</li><li>○ feedback and improvement</li><li>○ transparency</li></ul></li></ul> |  |
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## Section B - Warranties and Declaration

**This section MUST BE COMPLETED by all Applicants wishing to submit a Tender for a CLA Contract.**

By completing and submitting this Tender the Applicant confirms that it will meet the following Minimum Requirements by the relevant latest date specified at paragraph 2.10 of the CLA Award ITT: -

- Will have appropriate authorisation from a Relevant Professional Body to deliver legal services; and
- Will have a business address to which correspondence can be received; and
- Will employ at least one Full-Time Equivalent Supervisor who meets the Supervisor Standard in the Housing & Debt Category; and

- Will have telephony and IT which meets the CLA Contract requirements in place and operational; and
- Will have access to an Authorised Litigator with experience of carrying out cases within the Housing & Debt Category; and
- Will hold a relevant Quality Standard; and
- Will hold Cyber Essentials Certification.

By completing and submitting this Tender the Applicant confirms that it has read and understood:

- a) The Remote Specialist Telephony Handbook; and
- b) Annex 4 of the Contract: IT Requirements, the CMS and Business Continuity

And will have Telephony and IT which meets the CLA Contract requirements in place and operational by the Service Commencement Date.

**By completing and submitting this CLA Award 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 CLA Award 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 CLA Award 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 CLA Award ITT Response.**

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

#### 4. Verification Requirements

An Applicant which is notified of our intention to award them a 2025 CLA Contract to conduct Contract Work in the Categories of Housing and Debt must be able to demonstrate it meets the following Minimum Requirements:

<b>Verification which will be requested from all Applicants who are successful in tendering to deliver CLA Contract Work in the Housing and Debt Categories</b>	
<b>What the LAA will verify</b>	<b>What evidence will be required</b>
<p>You must have in place and provide evidence 3 weeks before the Service Commencement Date that you have been granted appropriate authorisation by a relevant legal sector regulator where required under the Legal Services Act 2007.</p> <p>See <b>paragraph 2.10</b> of the CLA Award ITT 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 <b>2.10</b> of the Award ITT, transitional provisions apply to an Applicant, they must confirm this in their verification response.</p>
<p>You must have in place and provide evidence by the Service Commencement Date that you comply with the requirements set out in paragraph 2.10 of the CLA Award ITT in relation to Quality Standards.</p> <p>See paragraph <b>2.12 – 2.19</b> of the CLA Award ITT for further information on Quality Standards.</p>	<p>Lexcel Certificate or SQM Certificate, valid at the Service Commencement Date.</p> <p>Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided.</p> <p>Where the Quality Standard is in place at the point of tender submission but due to expire prior to the Service Commencement Date, the LAA will accept the current Quality Standard Certificate, along with confirmation in writing from the Quality Standard provider of the date of the scheduled re-audit.</p>
<p>You must have in place and provide evidence 3 weeks before Service Commencement Date that you employ at least one FTE Supervisor who will actively supervise the Services tendered for in the Housing and Debt Categories</p>	<p>Compliant Supervisor Declaration Forms for each Supervisor in the Housing and Debt Category of Law.</p>
<p>You must have in place and provide evidence 3 weeks before the Service Commencement Date that you have Telephony and IT which meets the CLA Contract requirements in place and operational</p>	<p>Demonstrated to the Contract Manger during the Mobilisation Period</p>

You must have in place and provide evidence 3 weeks before the Service Commencement Date that you hold Cyber Essentials Certification	Cyber Essentials Certification
You must have in place and provide evidence 3 weeks before the Service Commencement Date that you have access to an Authorised Litigator with experience of carrying out cases in Housing and Debt.	Authorised Litigator name and roll number.
You must have in place and provide evidence 3 weeks before the Service Commencement Date that you have a business address to which correspondence can be received	Full address and post code