

**2024 Standard Civil Contract Procurement Process:
Housing Loss Prevention Advice Service (“HLPAS”) Invitation to Tender
 (“HLPAS ITT”)**

Introduction

The Legal Aid Agency (LAA) is inviting Tenders to deliver HLPAS from 1 June 2025 under the 2024 Standard Civil Contract (“2024 Contract”) for the following HLPAS Areas:

- Kidderminster, Redditch, Worcester
- Slough
- Uxbridge
- Winchester

In addition, the LAA is inviting Tenders to deliver HLPAS from 1 September 2025 under the 2024 Contract for the following HLPAS Areas:

- Barnsley
- Bury St Edmunds
- Grimsby
- Guildford
- Lancaster
- Wigan
- Wolverhampton

The Tender Deadline is 17:00 on 17:00 on 25 March 2025.

Late submissions will not be considered under any circumstances.

It is the Applicant’s sole responsibility to ensure that it submits a Complete Tender before the Tender Deadline.

It is the Applicant’s sole responsibility to ensure its Tender has been correctly completed to fully and properly represent its tender for the HLPAS Schedule under the 2024 Contract.

It will be a requirement that holders of a HLPAS Schedule hold a 2024 Contract which includes a specific authorisation to conduct Housing and Debt Contract Work (“**2024 Housing and Debt Contract**”) i.e. the delivery of legal aid advice on Housing & Debt matters that are not covered by HLPAS.

To be eligible to tender for HLPAS Contract Work through this procurement process, Applicants must either:

- i) Already hold authorisation under a 2024 Housing and Debt Contract for the Office(s) from which they are bidding to deliver HLPAS Contract Work; or
- ii) tender for and subsequently obtain and hold a 2024 Housing and Debt Contract at each Office from which they are bidding to deliver HLPAS Contract Work. Applicants in this position must tender through the Procurement of Civil Legal Aid Services in England and Wales from 1 September 2024 process, the rules of which are set out in the [2024 Standard Civil Contract Application Guide](#) by 17:00 on 25 March 2025.

Timetable

For guidance purposes only, a list of indicative dates for key activities as part of this procurement process for 2024 Contracts is set out below. These dates may be subject to change and the LAA will notify Applicants of any significant changes through the eTendering system.

For all HLPAS Areas:

<i>Activity</i>	<i>Timescale</i>
HLPAS ITTs open on eTendering system	20 February 2025
Final date for submission of questions about this procurement process	23:59 on 5 March 2025
Final 'Frequently Asked Questions' to be published	Week commencing 10 March 2025
HLPAS Tender Deadline	17:00 on 25 March 2025
Deadline by which a Tender under the Procurement of Civil Legal Aid Services in England and Wales must be submitted, where applicable	17:00 on 25 March 2025

For Individual Bids submitted for the Kidderminster, Redditch, Worcester, Uxbridge, Slough and Winchester HLPAS Areas:

<i>Activity</i>	<i>Timescale</i>
HLPAS Verification Deadline: Final date by which the Applicant must provide compliant Housing and Debt verification information and complete LAA Administrative Processes to be eligible for a HLPAS Schedule (subject to outcome of competitive tender)	23:59 on 5 May 2025
Notification of outcome of HLPAS ITT Response assessment	Mid-May 2025
2024 Contracts and Schedules uploaded into CWA for acceptance	Late May 2025

Service Commencement Date	1 June 2025
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For Individual Bids submitted for the Barnsley, Bury St Edmunds, Grimsby, Guildford, Lancaster, Wigan and Wolverhampton HLPAS Areas:

Activity	Timescale
HLPAS Verification Deadline: Final date by which the Applicant must provide compliant Housing and Debt verification information and complete LAA Administrative Processes to be eligible for a HLPAS Schedule (subject to outcome of competitive tender)	23:59 on 13 July 2025
Notification of outcome of HLPAS ITT Response assessment	Late July 2025
2024 Contracts and Schedules uploaded into CWA for acceptance	Early August 2025
Service Commencement Date	1 September 2025

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SECTION 1: INTRODUCTION AND BACKGROUND

1.1 This HLPAS ITT explains:

- the rules governing this element of the 2024 Contract procurement exercise; and
- how you must submit an HLPAS ITT Response.

1.2 Before submitting a Tender you must review the following documents which set out the complete rules of the 2024 procurement process and should be read in the following order:

- 2024 Standard Civil Contract Application Guide
- Civil 2024 Housing and Debt Category-Specific Information (Re-opening);
- HLPAS ITT;
- HLPAS-Specific Information;
- 2024 Contract; and
- Frequently Asked Questions.

Who can submit a HLPAS ITT Response?

1.3 To be eligible to tender for HLPAS Contract Work through this procurement process, Applicants must either:

- i) Already hold authorisation under a 2024 Housing and Debt Contract for the Office(s) from which they are bidding to deliver HLPAS Contract Work; or
- ii) tender for and subsequently obtain and hold a 2024 Housing and Debt Contract at each Office from which they are bidding to deliver HLPAS Contract Work. Applicants in this position must tender through the Procurement of Civil Legal Aid Services in England and Wales from 1 September 2024 process, the rules of which are set out in the [2024 Standard Civil Contract Application Guide](#) by 25 March 2025. Applicants who fail to submit a Complete Tender through that procurement process by this date **will** have their HLPAS ITT rejected.

1.4 Where an Applicant has already tendered for a 2024 Housing and Debt Contract through the Procurement of Civil Legal Aid Services in England and Wales from 1 September 2024 process and has been notified of the LAA's intention to award it Housing and Debt Contract Work subject to verification, it is the Applicant's sole responsibility to ensure they provide all necessary information to evidence they meet the Housing and Debt verification requirements by no later than the HLPAS Verification Deadline of 23:59 on 5 May 2025 or 23:59 on 13 July 2025, as applicable to the relevant HLPAS Area. Applicants who fail to submit compliant verification information by the HLPAS Verification Deadline will have their HLPAS ITT rejected.

About the 2024 Contract

1.5 Successful Applicants will be awarded a Contract Schedule(s) to deliver HLPAS Contract Work in one or more of the 11 HLPAS Areas comprising of one or multiple

courts across England and Wales. Further details are set out in the HLPAS-Specific Information document [here](#).

- 1.6 Applicants should refer to Section 10 of the 2024 Contract Specification for detail on the scope of work included in HLPAS and the Housing and Debt Categories of Law.
- 1.7 Applicants will be awarded a Schedule for 150 Matter Starts to deliver Early Legal Advice in each full Schedule period. Schedules will run either from 1 June 2025 or from 1 September 2025, as applicable to the relevant HLPAS Area.
- 1.8 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 HLPAS 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 the HLPAS-Specific Information document.

About HLPAS Contract Work

- 1.9 The HLPAS comprises two key aspects:
 - i. Early Legal Advice
 - ii. In-Court Duty Scheme

Early Legal Advice

- 1.10 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.
- 1.11 Early Legal Advice may be provided in person or remotely.
- 1.12 Early Legal Advice is non-geographic. Providers will be able to assist Clients wherever they are in England and Wales.

In-Court Duty Scheme

- 1.13 The In-Court Duty Scheme provides 'on the day' emergency face-to-face advice and advocacy to anyone facing possession proceedings in court.
- 1.14 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.
- 1.15 An individual In-Court Duty Scheme will be provided by a single Provider subject to paragraph 6.22. The courts at which successful Applicants must deliver these services will be specified in their HLPAS Schedule.

1.16 Contract documentation is available on the LAA's website:
<https://www.gov.uk/government/publications/standard-civil-contract-2024>

1.17 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

1.18 Applicants intending to use Agents should familiarise themselves with the relevant clauses in the 2024 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

1.19 Payments under all 2024 Contracts will be at the rates set out in Legal Aid Legislation and are subject the change from time to time. By submitting a Tender you acknowledge that payment rates may vary during the term of the 2024 Contract.

SECTION 2: THE PROCUREMENT PROCESS AND REQUIREMENTS

What is a Complete Tender?

2.1 A Complete Tender is defined as follows:

- i) Where an Applicant does not currently hold a 2024 Housing and Debt Contract at each Office from which it submits a HLPAS Individual Bid, it must submit:
 - a) a Response the SQ (ITT_1043); and
 - b) a Response to the Housing and Debt Award ITT (ITT_1054); and
 - c) a response to each of the relevant HLPAS Area ITTs.
- ii) Where an Applicant already holds a 2024 Housing and Debt Contract at each Office from which it submits a HLPAS Individual Bid, it must submit:
 - a) a response to each of the relevant HLPAS Area ITTs.

What is an Individual HLPAS Bid?

2.2 A Tender to deliver Contract Work in a particular HLPAS Area from a particular Office is known as an Individual HLPAS Bid.

Submission of Tenders

- 2.3 The eTendering system can be accessed either through a link on the tender pages (<https://gov.uk/government/publications/housing-loss-prevention-advice-services-2025>) of the LAA website or directly at <https://legalaid.bravosolution.co.uk>

HLPAS Tender Requirements

- 2.4 All Applicants must meet the minimum HLPAS Tender Requirements set out in the table below.

2.5 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 the requirement?

1	<p>Applicants must either:</p> <ul style="list-style-type: none"> i) Already hold a 2024 Housing and Debt Contract for the Office(s) from which they are bidding to deliver HLPAS Contract Work; or ii) Tender for and subsequently obtain and hold a 2024 Housing and Debt Contract at each Office from which they are bidding to deliver HLPAS Contract Work. Applicants in this position must tender through the Procurement of Civil Legal Aid Services in England and Wales from 1 September 2024 process, the rules of which are set out in the 2024 Standard Civil Contract Application Guide by 17:00 on 25 March 2025. 	<p>Where Applicants already hold a 2024 Housing and Debt Contract, the LAA will check its own records to confirm that the Applicant is a current Contract-holder and that it holds authorisation to deliver Housing and Debt Contract Work at each Office through which it has tendered to deliver HLPAS Contract Work.</p> <p>Where Applicants do not currently hold a 2024 Contract or do not hold authorisation under a 2024 Housing and Debt Contract at each Office through which it has tendered to deliver HLPAS Contract Work, it must have:</p> <ul style="list-style-type: none"> i) submitted an SQ and Award ITT Response for Housing and Debt through the Procurement of Civil Legal Aid Services in England and Wales from 1 September 2024 process, the rules of which are set out in the 2024 Standard Civil Contract Application Guide by 17:00 on 25 March 2025; or ii) Already been notified by the LAA that they have been awarded a Housing and Debt Contract, subject to providing compliant verification information and must do so by no later than the HLPAS Verification Deadline 23:59 on 5 May 2025 or 23:59 13 July 2025, as applicable to the relevant HLPAS Area. 	<p>Applicants must declare whether:</p> <ul style="list-style-type: none"> i) they currently hold a 2024 Housing and Debt Contract at each Office through which it has tendered to delivery HLPAS Contract Work when they submit their HLPAS ITT Response; <p>or</p> <ul style="list-style-type: none"> ii) they commit to submitting a Tender for Housing and Debt Contract Work at each Office through which it has tendered to delivery HLPAS Contract Work by 17:00 on 25 March 2025 and to providing compliant verification information by no later than the HLPAS Verification Deadline applicable to the relevant HLPAS Area.
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2	The Applicant must deliver HLPAS Contract Work in accordance with Paragraphs 10.18 to 10.78 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 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.	<p>The activity required will depend on the Applicants position, as follows:</p> <ul style="list-style-type: none"> i) Applicants that currently hold a 2024 Housing and Debt Contract at each Office through which it has tendered to delivery HLPAS Contract Work will not be required to provide additional verification information; <p style="text-align: center;">or</p> ii) Applicants that are submitting or have already submitted a Tender for Housing and Debt Contract Work at each Office through which it has tendered to delivery HLPAS Contract Work by 17:00 on 25 March 2025 must provide compliant verification information (and a compliant Supervisor Declaration Form must be submitted as part of this) by no later than the HLPAS Verification Deadline of 23:59 on 5 May 2025 or 23:59 on 13 July 2025, as applicable to the relevant HLPAS Area.

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.	<p>The activity required will depend on the Applicants position, as follows:</p> <ul style="list-style-type: none"> i) Applicants that currently hold a 2024 Housing and Debt Contract at each Office through which it has tendered to delivery HLPAS Contract Work will not be required to provide additional verification information; <p style="text-align: center;">or</p> ii) Applicants that are submitting or have already submitted a Tender for Housing and Debt Contract Work at each Office through which it has tendered to delivery HLPAS Contract Work by 17:00 on 25 March 2025 must provide compliant verification information (and the Authorised Litigator's name and roll number must be submitted as part of this) by no later than the HLPAS Verification Deadline of 23:59 5 May 2025 or 23:59 on 13 July 2025, as applicable to the relevant HLPAS Area.
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 within 6 months of the Service Commencement Date 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
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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>. Organisations not yet registered will need to do so to submit a Tender and should click “Register here” on the home page.
- 3.2 Applicants already registered on the eTendering system and whose registration details remain up to date do not need to register again. Applicants must however ensure that they review their contact details held in the eTendering system to ensure these are up to date and remove access to the system of any individual who is no longer engaged by the Applicant or who no longer has the authority to submit Tenders or information on its behalf. Applicants should note that failure to do so will mean those individuals no longer engaged by/or acting on behalf of the Applicant will have access to its Tender and details of other individuals registered on behalf of the Applicant on the eTendering system.
- 3.3 Where an Applicant already has multiple registrations on the eTendering system it must ensure that it uses the registration which matches the name and trading status of the organisation on whose behalf the Tender is submitted.
- 3.4 Applicants must familiarise themselves with the eTendering system guides available through the ‘Technical Support and Guidance’ link on eTendering system home page at <https://legalaid.bravosolution.co.uk/web/technical-support.shtml>. These provide detailed guidance on how to use the eTendering system.
- 3.5 **The LAA will only communicate with Applicants through the eTendering system message boards for this procurement process. Applicants must check the message boards regularly to ensure that any messages are read promptly.**
- 3.6 The LAA strongly recommends that Applicants set up multiple additional users under their eTendering system registration (see ‘Technical Support and Guidance’ at <https://legalaid.bravosolution.co.uk/web/technical-support.shtml>) as back-up to ensure that urgent messages, which may affect an Applicant’s Tender, can be actioned as necessary. Where an Applicant relies on a single user to submit its Tender and monitor communications, it accepts the risks associated with reliance on a single user registration.
- 3.7 The documents for the procurement process including this HLPAS ITT will all be available via the ‘Project’ or ‘ITT Open to all Suppliers’ link on the front page of the e-Tendering system.
- 3.8 Applicants must click ‘Edit Response’ to be able to complete their responses to the questions asked. Applicants must click the ‘Save Changes’ or ‘Save and Exit Response’ buttons to ensure information inputted is saved. If Applicants do not correctly save changes to the relevant Response, changes may be lost and cannot be retrieved.
- 3.9 Once Applicants have completed the relevant Response, they must submit it by clicking on the “Submit Response” button.
- 3.10 Applicants may amend and re-submit their Response(s) at any time up to the Tender Deadline. If so amended and re-submitted, only the last Response shall be assessed. It will not be possible for an Applicant to make amendments to its Tender after the Tender Deadline.

- 3.11 An Applicant may check that it has successfully submitted its Response(s) by going to the 'My ITTs' screen, to view the 'Response status'. The registered email address will also receive confirmation each time the Applicant submits a Response. It is therefore important for an Applicant to ensure that any and all contact details held in the eTendering system are up to date.
- 3.12 The confirmation referred to in paragraph 3.11 above only provides an indication of whether a Response has been transmitted to the LAA and not whether the Response or the Tender is fully and correctly completed and/or will be assessed as being successful.
- 3.13 Responses are sealed. This means that the LAA is unable to access submitted Responses prior to the Tender Deadline. Other than the automated confirmation of submission referred to in paragraph 3.11, the LAA cannot confirm receipt of a Response or Tender, nor can it confirm if a Response or Tender has been fully and correctly completed.
- 3.14 All questions marked with a red asterisk on the eTendering system are mandatory. The eTendering system will not permit an Applicant to submit its Response(s) unless answers to those questions are provided.
- 3.15 There is a button in the eTendering system called 'check mandatory questions'. By clicking on this the eTendering system will check that an Applicant has provided a response to all mandatory questions and will flag where a response to a mandatory question has not been given. For the avoidance of doubt, it does not provide an assessment of the responses to those questions or confirmation that they have been answered correctly.

SECTION 4: COMPLETION OF A HLPAS ITT RESPONSE

- 4.1 The HLPAS ITTs can be found in in the eTendering system in Project 179 at ITTs 1060 and 1062 - 1072.
- 4.2 Applicants are required to complete a separate HLPAS ITT Response for each HLPAS Area where they wish to perform HLPAS Contract Work.
- 4.3 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

- 4.4 A full breakdown of each of the questions is included in the relevant HLPAS ITT and is replicated in the HLPAS-Specific Information document.
- 4.5 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.

- 4.6 Applicants must respond to the Quality Award Criteria specifically in relation to the HLPAS Area tendered for. Responses that are not specific to the HLPAS Area are likely to receive lower scores.
- 4.7 The Quality Award Criteria will be assessed in accordance with the evaluation methodology set out at paragraphs 6.8 to 6.10 to determine a “quality” score.
- 4.8 Each scored sub-criterion requires the Applicant to type a written response to the specific questions asked in the free text boxes provided.
- 4.9 Each text box has a maximum limit of 2000 characters (including spaces). Applicants have the facility to use up to a maximum of two text boxes in their responses to each sub-criterion question (allowing a total of 4,000 characters per response). Applicants will not be able to exceed the character limit when submitting their responses.

Proximity Award Criterion

- 4.10 The Proximity Award Criterion requires Applicants to confirm the physical location (Office) they will deliver HLPAS Contract Work from and allocates scores depending on distance from the court locations to be covered.
- 4.11 The Proximity Award Criterion is included in the relevant HLPAS ITT and is replicated in the HLPAS-Specific Information document.
- 4.12 The Proximity Award Criterion is a scored question which is answered by selecting an answer from the drop-down menu.
- 4.13 Details of corresponding and neighbouring Housing and Debt Procurement Areas are set out in the HLPAS-Specific Information document.

Warranties and declaration

- 4.14 The Technical Envelope also contains a warranties and declaration section. Applicants are referred to Section 3 of the HLPAS-Specific Information document for the precise wording.

Mandatory Attachment – HLPAS ITTs

- 4.15 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

- 4.16 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.
- 4.17 Where an Applicant fails to provide the 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.
- 4.18 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).
- 4.19 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.
- 4.20 The LAA will only accept attachments submitted in the following formats:
- Microsoft Word;
 - Microsoft Excel; or
 - Adobe PDF.
- 4.21 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.

Submitting an Individual HLPAS Bid

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

SECTION 5: APPLICANTS' QUESTIONS

APPLICANTS' QUESTIONS

- 5.1 If Applicants have a question about the procurement process to which they cannot find an answer either in this document or in the guidance provided in the eTendering system they may submit it through one of two different channels depending on the nature of the query.

Questions about the procurement process

- 5.2 If an Applicant has any questions about the procurement process, they may submit them up until **23:59 on 5 March 2025**. This is referred to in the eTendering system as the 'End date for supplier clarification messages'.
- 5.3 All such questions **must** be submitted using the eTendering system message boards.
- 5.4 Because of the way the LAA downloads messages from the eTendering system, it may appear that Applicants' messages have not been read. Applicants should not assume that this is the case and re-send messages to the LAA. All messages will be responded to, however, during peak periods of activity it may take the LAA longer to respond due to the increased volumes of messages received.
- 5.5 Applicants should assume that questions and answers may be published. Questions that the LAA considers to be of wider interest may 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 <https://gov.uk/government/publications/housing-loss-prevention-advice-services-2025>
- 5.6 Applicants should note that this is the only opportunity to ask questions about the procurement process. The LAA will not be able to provide responses to questions about the process through any other method.

Technical questions about how to operate the eTendering system

- 5.7 There is a helpdesk to provide technical support to Applicants in relation to the use of 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 own IT support.
- 5.8 Applicants with Technical tender questions should complete the online support form, which can be found at <https://jaggaer.my.site.com/suppliersupportrequestmessaging/s/>. Alternatively, the telephone number for the help desk is 0800 069 8630 and lines are open from 8am to 6pm Monday to Friday.

- 5.9 The LAA recommends that Applicants start to complete their Tenders early so that they 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 Tender Deadline. The LAA cannot guarantee that queries received close to the Tender Deadline will be dealt with in time and accepts no responsibility if they are not.
- 5.10 Applicants should note that the eTendering helpdesk is the only method by which they can receive assistance on using the eTendering system.

SECTION 6: HLPAS ITT RESPONSE ASSESSMENT

- 6.1 The process for assessing HLPAS ITT Responses will depend on the circumstances of each Applicant.

Applicants who currently hold a 2024 Housing and Debt Contract from each Office from which it submits an HLPAS Individual Bid

- 6.2 Applicants in this group will proceed to the assessment of its HLPAS ITT Responses which will be assessed in the following order:

- Housing and Debt Contract Work check
- Quality Award Criteria
- Proximity Award Criteria
- Final Score
- Tie-break (if applicable)

Applicants who do not hold a 2024 Contract or do not have a 2024 Housing and Debt Contract from each Office from which it submits an HLPAS Individual Bid

- 6.3 Applicants that are assessed as having passed the SQ will proceed to the assessment of the HLPAS ITT Responses which will be assessed in the following order:

- SQ assessment
- Housing and Debt ITT assessment
- Quality Award Criteria
- Proximity Award Criteria
- Verification
- Final Score
- Tie-break (if applicable)

Housing and Debt Contract Work check

- 6.4 For Applicants who confirm they already hold a 2024 Housing and Contract, the LAA will check its own records to confirm whether the Applicant holds authorisation to

deliver Housing and Debt Contract Work at each Office from which it has tendered to deliver HLPAS Contract Work.

- 6.5 The LAA will reject any Individual HLPAS Bid where an Applicant does not meet the requirements of paragraph 6.4.

SQ Assessment

- 6.7 For Applicants who do not hold a 2024 Housing and Debt Contract, the LAA will undertake the assessment process set out at Section 13 of the [2024 Standard Civil Contract Application Guide](#)

Housing and Debt ITT assessment

- 6.7 For Applicants who do not hold a 2024 Contract with authorisation to deliver Housing and Debt Contract Work, the LAA will undertake the assessment process set out at Section 13 of the [2024 Standard Civil Contract Application Guide](#)

Quality Award Criteria

- 6.8 Where more than one Individual HLPAS Bid is received in a HLPAS Area, the LAA will evaluate the responses within the Technical Envelope submitted by Applicants which contains the Quality Award Criteria. The score achieved by Applicants for the Quality Award Criteria constitutes 95% of the overall score.
- 6.9 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	Unacceptable: The following is indicative of factors that would lead to a score of 0: <ul style="list-style-type: none">No response is provided, or the response is not relevant to the sub-criteria.
1	Poor response: The following is indicative of factors that would lead to a score of 1: <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-criteriaThe response provided requires the reviewer to make assumptions

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 some evidence/information indicating how it meets the sub-criteria
3	<p>Good: 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.
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

6.10 To score higher points, Applicants should reference the information published in the HLPAS-Specific Information document, 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.

6.11 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. The weightings for the HLPAS Quality Award Criteria will be:

Award Criteria	Sub-Criteria	Sub-criteria weighting
<i>Award Criteria 1- Staffing the service</i>	1.1i. Skills and experience of staff delivering specialist legal advice in Housing and Debt Categories of Law	10%

	1.1ii Skills and experience of staff delivering specialist legal advice- Ability to provide Early Legal Advice	10%
	1.2 Skills and experience of staff in delivering an In-Court Duty Scheme or a comparable service	20%
	1.3 Supervision of staff delivering HLPAS Contract Work	5%
Award Criteria 2- Delivery of a quality service	2.1 Resourcing Plan	20%
	2.2 Management of an effective service	15%
Award Criteria 3 - Capacity planning	3.1 Sustainability of the service	5%
Award Criteria 4 – Social Value	4.1. Social Value Question	10%

An example of how this will operate is set out below, including example scores:

Award Criteria	Sub-Criteria	Sub-criteria weighting	Applicant Score (04)	Calculation	Applicant weighted score
Award Criteria 1- Staffing the service	1.1i Skills and experience of staff delivering specialist legal advice.	10%	3	0.75 x 10	7.50
	1.1ii Skills and experience of staff delivering specialist legal advice- Ability to provide Early Legal Advice	10%	3	0.75 x 10	7.50
	1.2 Skills and experience of staff in delivering an In-Court Duty Scheme or a comparable service	20%	4	1 x 20	20.00
	1.3 Succession planning	5%	0	0 x 5	0
Award Criteria 2- Delivery of a quality service	2.1 Resourcing Plan	20%	4	1 x 20	20.00
	2.2 Management of an effective service	15%	3	0.75 x 15	11.25

Award Criteria 3 - Capacity planning	3.1 Sustainability of the service	5%	3	0.75 x 5	3.75
Award Criteria 4 – Social Value	4.1. Social Value Question	10%	3	0.75 x 10	7.50
				Total Score (out of 95)	77.5

Proximity Award Criterion

6.12 Where more than one Individual HLPAS Bid is received in a HLPAS Area, 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.

6.13 Points will be awarded as follows:

Question	Points available
Applicant 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 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

6.14 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.

6.15 Where the Applicant’s current Office Schedule or 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.

Verification

6.16 Applicants must hold a 2024 Housing and Debt Contract in each Office from which they are bidding to deliver HLPAS Contract Work to hold a HLPAS Schedule and where they have tendered for a Housing and Debt Contract through the

Procurement of Civil Legal Aid Services in England and Wales from 1 September 2024 process, they must successfully complete verification of the Housing and Debt Individual Bid(s) for each Office from which they are bidding to deliver HLPAS Contract Work. Housing and Debt verification requirements are contained in the Housing and Debt Category-Specific Information document which can be found [here](#).

- 6.17 Whilst undertaking the Quality Award and Proximity Award Criteria assessments, the LAA will assess the Housing and Debt verification information provided by Applicants. Due to the time required to issue and implement HLPAS Schedules, Applicants who have not successfully verified their Housing and Debt Individual Bid(s) by the HLPAS Verification Deadline of **23:59 5 May 2025 or 23:59 on 13 July 2025, as applicable to the relevant HLPAS Area** at the latest will not progress to Stage 5 (Final Score) of the assessment process and will not be awarded a HLPAS Contract.
- 6.18 Given HLPAS Contract Work is required to be delivered from either 1 June 2025 or 1 September 2025 depending on the relevant HLPAS Area, an open-ended period for Applicants to provide compliant verification information, as set out in the 2024 Contract Application Guide, **will not apply** to this procurement process. Where Applicants do not verify by the relevant HLPAS Verification Deadline their HLPAS Individual Bids will be rejected, however, they may still continue to verify after this Deadline and be awarded a Housing and Debt Contract.

Final Score

- 6.19 Where, applicable, the scores from the Quality Award and Proximity Award Criteria 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.

Tie-break (if applicable)

- 6.20 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 6.21 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.
- 6.21 The Quality sub-criteria which are Priority Questions are:
- 1.1
 - 1.2
- 6.22 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

- 6.23 All Applicants will be notified of the outcome of their HLPAS ITT Response by a letter sent via the eTendering system.
- 6.24 Where an Applicant's Individual HLPAS Bid has been unsuccessful following the calculation of the Final Score, or, where applicable, Tie Break, 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.
- 6.25 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

- 6.26 Where an Applicant has been awarded HLPAS Contract Work, details of the HLPAS Areas awarded will be added either to existing Office Schedules or to new Schedules prior to 1 June 2025 or 1 September, as applicable to the relevant HLPAS Area with authorisation to commence Contract Work on 1 June 2025 or 1 September 2025, as applicable to the relevant HLPAS Area.
- 6.27 Where Applicants are not current 2024 Contract-holders, they are encouraged to execute the 2024 Contract at the earliest opportunity. It must have been executed prior to the Service Commencement Date for HLPAS Contract Work to start from 1 June 2025 or 1 September 2025, as applicable to the relevant HLPAS Area. Failure to execute the 2024 Contract prior to the Service Commencement Date may result in the withdrawal of the HLPAS award.

SECTION 7: GENERAL RULES OF THIS PROCUREMENT PROCESS

Introduction

- 7.1 This procurement process is governed by the documents set out at paragraph 1.2 of this HLPAS ITT, and which are governed and construed in accordance with English and Welsh Law.
- 7.2 'Legal services' are classified as Social and Other Specific Services to which The Public Contracts Regulations 2015 (the "Regulations") only apply in part. The LAA is not bound by any of the Regulations except those which specifically apply to the procurement of Social and Other Specific Services.

Submitting a Tender

- 7.3 The Applicant agrees to comply with the rules (contained in this Section 7 and elsewhere in any of the relevant ITTs) of this procurement process, the terms of the user agreement governing the use of the LAA eTendering system and any contract awarded to them by

the LAA (including any conditions of contract award). If the Applicant fails to comply with the rules of this procurement process and/or the terms of the user agreement, the LAA will assess the Applicant's HLPAS ITT Response(s), or its Tender as unsuccessful.

7.4 The Applicant must submit a Complete Tender (in accordance with paragraph 2.1) by the Tender Deadline. For the purposes of the Tender Deadline, the time specified on the eTendering system shall be the definitive time. An Applicant's HLPAS ITT Response(s) or Tender will be rejected if it is submitted by the Applicant after the Tender Deadline.

7.5 The LAA will not consider:

- (a) any requests by the Applicant to amend or submit a HLPAS ITT Response(s) or Tender after the Tender Deadline; or,
- (b) any requests by the Applicant for an extension of the time or date fixed for the submission of the Tender,

and the Applicant accepts all responsibility for ensuring all parts of its Tender are submitted through the eTendering system by the Tender Deadline.

7.6 Where required to comply with paragraph 2.1, Applicants must submit an SQ and Housing and Debt ITT Response and an individual HLPAS ITT Response for each HLPAS Area they wish to deliver, and each ITT Response must be authorised by an individual who is authorised to make this submission on behalf of the Applicant.

7.7 Applicants must reply to every question in the HLPAS ITT(s) and upload all requested documentation even if it has previously provided this information or if it is otherwise of the view that the LAA is already aware of such information. Where an Applicant does not submit a Complete Tender, their Tender will be rejected its entirety and there will be no right of appeal.

7.8 The Applicant may only submit one Tender (i.e. a maximum of one Response to each relevant HLPAS ITT the Applicant wishes to deliver under the 2024 Contract). Where an Applicant submits more than one SQ Response to each HLPAS ITT, the LAA will assess only the last relevant Response submitted prior to the Tender Deadline.

7.9 The Applicant must ensure that its Responses are fully and accurately completed. The Applicant must ensure that information provided as part of its Responses are of sufficient quality and detail that an informed assessment of it can be made by the LAA.

7.10 Subject to the LAA's right to clarify at paragraph 7.24, the Applicant will not be permitted to amend or alter its Responses to the HLPAS ITT(s) after the Tender Deadline except in circumstances expressly permitted by the LAA and set out in the relevant documents stated at paragraph 1.2.

7.11 In the event of any conflict between the information, answers or responses submitted as part of any Response under this procurement process, without prejudice to the other rules of the procurement process, including the LAA's right to clarify, the conflict will be resolved by accepting the information, answer or document least favourable to the

Applicant. This may mean that the LAA may reject the relevant Response or the Applicant's Tender.

7.12 The Applicant, by submitting a Response to the relevant HLPAS ITT(s) warrants to the LAA that:

- (a) it has complied with all the rules and instructions applicable to this HLPAS ITT and the eTendering system in all respects;
- (b) all information, representations and other matters of fact communicated (whether in writing or otherwise) to the LAA by the Applicant are true, complete and accurate in all respects; and
- (c) it has capacity to concurrently deliver all of the services it has submitted a Response for.

7.13 The Applicant must keep any Tender valid and capable of acceptance by the LAA up to the commencement of the HLPAS Contract Work.

7.14 By submitting a Tender, the Applicant agrees to be bound by the 2024 Contract without further negotiation or amendment.

7.15 By submitting a Tender, the Applicant acknowledges the fact that Applicants may be party to no more than one 2024 Contract. Further the Applicant acknowledges that subject to the provisions on the holding of a single 2024 Contract as referred to in this paragraph 7.15, this procurement process is entirely independent of any other procurement processes that have been run by the LAA or any predecessor organisation. Accordingly, no previous conduct or decisions of the LAA can be relied upon by the Applicant as setting any precedent for the LAA's conduct in respect of this procurement process.

7.16 The Applicant must monitor and respond as appropriate to messages received through the eTendering system throughout this procurement process and the LAA accepts no liability where the Applicant fails to do so. All communication with Applicants through the eTendering system, including that outlined in paragraph 7.19 will be deemed to have been received by the Applicant at the time of transmission in the eTendering system. The time specified in the eTendering system shall be the definitive time.

7.17 Any FAQs published through the eTendering system in accordance with Section 5 of this HLPAS ITT will form part of the documentation for this procurement process. Applicants should have regard to the relevant FAQ documents prior to submitting a Tender.

7.18 Without prejudice to any warranties given or anything other provisions or statements made in the procurement documentation, these rules of the procurement process do not form a separate collateral contract between the Applicant and the LAA.

Right to Cancel or Amend the Procurement Process

- 7.19 The LAA reserves the right to amend the procurement process (including any related documentation) at any time. Any notices of amendments will be published on the LAA's website at <https://gov.uk/government/publications/housing-loss-prevention-advice-services-2025> and notified to individual Applicants through a message on the eTendering system.
- 7.20 A Tender submitted by an Applicant which does not comply with any amendments made in accordance with paragraph 7.19 may be rejected.
- 7.21 The LAA reserves the right to suspend or cancel the procurement process in its entirety or in part, and not to proceed to award contracts at any time at its absolute discretion.
- 7.22 While the LAA has taken all reasonable steps to ensure, as at the date of the issue of the ITTs, that the facts which are contained both within it and associated documents are true and accurate in all material respects, it does not make any representation or warranty as to the accuracy or completeness or otherwise of these documents, or the reasonableness of any assumptions on which these documents may be based. If contradictory information is contained in this ITT and / or associated documents, the provisions of this Section 7 will take precedence.
- 7.23 All information supplied by the LAA to the Applicant, including that within the ITTs, is subject to that Applicant's own due diligence. The LAA accepts no liability to the Applicant whatsoever resulting from the use of the HLPAS ITT and any associated documents, or any omissions from or deficiencies in them.

Right to Clarify / Verify

- 7.24 The LAA may at its sole discretion seek to clarify or verify the Applicant's Tender. It will not do so where this would afford an Applicant the opportunity to improve its Tender by submitting a changed tender which would constitute a new tender. Where it does exercise its discretion to seek clarification or verification, in making its decision following receipt of an Applicant's response, the LAA will not take into account any information received which falls outside of the scope of the specific clarification or verification it is seeking.
- 7.25 Where the LAA contacts the Applicant in circumstances outlined in 7.24, the Applicant must provide the information requested by the date specified by the LAA. Any information provided by the Applicant after the specified date may not be taken into account by the LAA when evaluating the Applicant's Tender.
- 7.26 Prior to commencement of the 2024 Contract the LAA may require information from the Applicant to enable the preparation and issue of contract documentation, including but not limited to confirmation or correction of its LAA Account Number or contact details. Where this information is either not provided or is found to be inaccurate the LAA may contact the Applicant to request these details. If the Applicant fails to provide this information it will not automatically result in a Tender being unsuccessful. However, this may delay the issuing of contract documentation which in turn may prevent the Applicant from commencing and being paid for services under the 2024 Contract.

Right to Reject

- 7.27 If the LAA receives information to suggest that any aspect of the Applicant's Tender is false, misleading or incorrect in any material way it may undertake such enquiries as it considers necessary to determine the accuracy of the Tender. The Applicant must assist with any such enquiries.
- 7.28 The LAA reserves the right at its absolute discretion to reject from the procurement process any Applicant for submitting:
- (a) false information; and/or
 - (b) information which misrepresents the Applicants actual position; and/or
 - (c) misleading information.
- 7.29 Paragraph 7.28 applies regardless of whether the information concerned was submitted with the intention of misleading the LAA or misrepresenting the Applicant's actual position or whether it was submitted recklessly, negligently or innocently.

Canvassing

- 7.30 The Applicant (including its employees and agents) must not, whether directly or indirectly:
- (a) canvass, or attempt to obtain any information from, any Ministers, officers, employees, agents or advisers of the LAA in connection with this procurement process; or
 - (b) offer or agree to pay or give any sum of money, inducement or valuable consideration to any person for doing or having done or causing or having caused to be done any act or omission in relation to this procurement process.

Collusion

- 7.31 The Applicant must not collude with any other person or organisation in any way during this procurement process. This would include, but not be limited to, the following examples:
- (a) Fixing or adjusting any element of its Tender by agreement with any other person, unless such an act would reasonably be permitted as part of this procurement process;
 - (b) Communicating to any other person any information relating to any fees or rates contained in the Applicant's Tender which will be competitively assessed as part of the procurement process, unless such communication is with a person who is a participant in the Applicant's Tender;
 - (c) Entering into any agreement with any person for the purpose of inciting that person to refrain from submitting a Tender;
 - (d) Sharing, permitting or disclosing access to any information relating to its Tender.

7.32 If the LAA reasonably believes that the Applicant has colluded with another person in any way that breaches paragraph 7.31, the LAA may (without prejudice to any other criminal or civil remedies available to it) immediately reject the Applicant from any further involvement in this procurement process.

Award

7.33 Where a material change occurs to the Tender information submitted by an Applicant, including issues relating to any current contract the Applicant holds, the Applicant must inform the LAA using the eTendering message boards for this procurement process at [LAA eTendering portal \(bravosolution.co.uk\)](https://bravosolution.co.uk). The LAA will conduct a re-assessment to ensure the Tender is not adversely impacted. A material change includes but is not limited to:

- (a) change in the legal status of the Applicant; and
- (b) any event which would, had it occurred prior to the Tender Deadline have resulted in differences in the Applicant's SQ Response.

If upon re-assessment, the Applicant's Tender is deemed to be unsuccessful or any conditions of contract award are not met, the LAA will not proceed with any decision made to award a HLPAS Schedule. Failure to notify the LAA of a material change may result in rejection from the procurement process and/or termination of any HLPAS Schedule awarded.

7.34 The LAA reserves the right, prior to any execution of a 2024 Contract and/or amendment to a Schedule to include HLPAS Contract Work, to carry out further due diligence checks as it deems necessary or appropriate. Where, as part of any due diligence, an Applicant is found not to comply with any of the minimum contract requirements which the Applicant committed to meeting in its Tender, the LAA will not proceed with any decision made to award a 2024 Contract and/or amendment to a Schedule to include HLPAS Contract Work.

7.35 The LAA reserves the right to place additional contractual conditions on the award of a 2024 Contract to an individual Applicant and/or amendment to a Schedule to include HLPAS Contract Work.

7.36 The award of a HLPAS Schedule does not guarantee a minimum amount of work or that a minimum level of income will be generated as a result of that 2024 Contract and/or amendment to a Schedule to include HLPAS Contract Work.

Appeal and costs and expenses of Tender

7.37 For the avoidance of doubt, there is no right of appeal in respect of the LAA's assessment of HLPAS ITT Responses.

7.38 The Applicant is solely responsible for its own costs and expenses incurred in connection with the preparation and submission of a Tender irrespective of any subsequent cancellation or suspension of this procurement process by the LAA.

Under no circumstances will the LAA, or any of its employees, be liable for any costs incurred by the Applicant.

Confidentiality, Data Protection & Freedom of Information

- 7.39 The LAA may share any information contained in an Applicant's Tender with the provider of the eTendering system for the purposes of administering the procurement process.
- 7.40 The Applicant should note that under the Freedom of Information Act 2000 (the "FOIA") the LAA may be required to disclose details of its Tender in response to a request from third parties, either during or after the procurement process. The LAA can only withhold information where it is covered by a valid exemption as set out in the FOIA.
- 7.41 If an Applicant is concerned about possible disclosure it should contact the LAA and clearly identify the specific parts of the Tender that it considers commercially sensitive or confidential (within the meaning of the FOIA), the harm that disclosure may cause and an estimated timescale for that sensitivity. The Applicant must familiarise itself with the Information Commissioner's current position on the disclosure and non-disclosure of commercially sensitive information and accordingly should not notify the LAA of a blanket labelling of its entire Tender as confidential.
- 7.42 The Applicant must be aware that the receipt by the LAA of information marked 'confidential' does not mean that the LAA accepts any duty of confidence in relation to that marking. Neither does the LAA guarantee that information identified by the Applicant as confidential will not be disclosed where the public interest favours disclosure pursuant to the LAA's obligations under FOIA.
- 7.43 The LAA, will collect, hold and use Personal Data obtained from and about the Applicant and its Key Personnel during the course of the procurement process.
- 7.44 By submitting a Tender an Applicant consents and confirms that they have obtained all necessary consents from the relevant Data Subject to such Personal Data being processed and used in accordance with and/or for the purposes of administering the procurement process as contemplated by the ITTs, the Tender and for the management of any contract subsequently awarded.
- 7.45 The LAA and the Applicant anticipate that the LAA shall act as a Controller and Processor in respect of any Personal Data provided to it by the Applicant as a requirement of the Tender.
- 7.46 The Applicant warrants and undertakes, as a condition of the Tender, to the LAA, on a continuing basis, that it has: (a) all requisite authority and has obtained and will maintain all necessary consents required under the Data Protection Laws and shall not disclose, transfer or otherwise process Personal Data outside the UK without the prior written agreement of the LAA; (b) otherwise fully complied with all of its obligations under the Data Protection Legislation, in order to disclose to the LAA the Personal Data and allow the LAA to carry out the procurement process. The Applicant shall immediately notify the LAA if any of the consents are revoked or changed in any way which affects the LAA's rights or obligations in relation to such Personal Data.
- 7.47 The Applicant agrees that it shall notify the LAA immediately if any Data Subject revokes, withdraws and/or changes their consent to the disclosure of the Personal Data to the LAA in connection with the Tender.

- 7.48 The LAA shall implement and maintain appropriate technical and organisational security measures to comply with the obligations imposed on the LAA by the Security Requirements.
- 7.49 The LAA may disclose any documentation or information submitted by the Applicant as part of a Tender, whether commercially sensitive or not, for the purposes of complying with any control and/or reporting obligations, to any other central Government Department or Executive Agency. For the avoidance of doubt, information will not be disclosed outside Government for these purposes. By submitting a Tender, Applicants consent to documentation and information being held and used for these purposes.
- 7.50 The LAA will publish details of all 2024 Contracts awarded in accordance with the Government's transparency standards.
- 7.51 Following completion of this procurement process, the LAA will retain copies of the Tender in accordance with the LAA's retention policy.

Copyright & Intellectual Property Rights

- 7.52 The information contained in these ITTs are subject to Crown Copyright. Applicants may, subject to paragraph 7.53, re-use this document (excluding logos) free of charge in any format or medium, under the terms of the Open Government Licence v3.0. To view this licence, visit: <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3> or write to the Information policy team, The National Archives, Kew, London, TW9 4DU, complete the online enquiry form: <https://www.nationalarchives.gov.uk/contact/contactform.asp?id=8>
- 7.53 If an Applicant uses the ITTs under the Open Government Licence v3.0, it should include the following attribution: "2024 Standard Civil Contract Procurement Process, Legal Aid Agency, Licensed under the Open Government Licence v3.0."

ANNEX A: GLOSSARY OF DEFINED TERMS

Term	Definition
2024 Contract	The 2024 Standard Civil Contract governing the provision of certain civil legal aid services subject to legal aid funding. Contract documentation can be found at: https://www.gov.uk/government/publications/standard-civil-contract-2024
Agent(s)	An individual or organisation (other than Counsel) engaged by you to undertake Contract Work in accordance with the provisions of the Contract
Applicant(s)	A single legal entity (including an individual) tendering to deliver the advertised services
Authorised Litigator	An individual who conducts litigation services as an authorised person in accordance with the Legal Services Act 2007
Category, Categories, or Categories of Law	The category or categories of law, which are publicly funded legal services being tendered for under this procurement process, the definitions of which are set out in the Category Definitions 2024 document
Category Definitions 2024	The document published on the LAA's website that outlines the Categories of Work that apply to this Specification, which is incorporated into this Contract.
Category-Specific Information	Documents which set out information on each of the Categories of Law available through this procurement process
Complete Tender	As set out in paragraph 2.1 of this ITT document
Community Care	As set out in the 'Category Definitions 2024' guide published on our website
Contract Management	A department within the LAA, responsible for managing relationships with Providers and their performance under contract.
Contract Manager	An individual employed within LAA's Contract Management department with responsibility for managing relationships with Providers.
Contract Specification or Specification	Services that may be performed for clients as specified in the Schedule(s) and the Specification under or by virtue of the Civil Contracts covered by this procurement process.
Contract Work	The work that you may perform for Clients in the Category or Categories of Law and/or HLPAS as specified in your Schedule(s) and the Specification under, or by virtue of, the Contract
Crown Copyright	As defined under section 163 of the Copyright, Designs and Patents Act 1988
Data Protection Legislation	Means (a) any law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding restriction (as amended, consolidated or re-enacted from time to time) which relates to the protection of

	individuals with regards to the processing of personal data including, but not limited to, the Data Protection Act 2018 and the UK GDPR; and (b) any code of practice or guidance published by the ICO from time to time.
Data Subject	As defined in the UK GDPR
Debt	As set out in the 'Category Definitions 2024' guide published on our website
Early Legal Advice	As described in Paragraph 10.33 of the Specification
eTendering system	The LAA's secure internet site at <u>LAA eTendering portal (bravosolution.co.uk)</u> through which Tenders and the procurement process as a whole are managed
Executive Agency	A body tasked with carrying out executive functions within government
Frequently Asked Questions (FAQ)	Questions with corresponding responses as published by the LAA and termed 'Frequently Asked Questions'
Final Score	The score (out of a maximum of 100) achieved by an Applicant following the assessment of the Technical Envelope
Full Time Equivalent (FTE)	The equivalent of one individual working 35 hours per week (excluding breaks)
Housing	As set out in the 'Category Definitions 2024' guide published on our website
Housing Loss Prevention Advice Service	The service set out in Section 10 of the Specification
Housing Loss Prevention Advice Service Invitation To Tender (HLPAS ITT)	Part of the procurement process containing HLPAS Contract Work-specific requirements
HLPAS Area	An individual service made up of one or more courts
HLPAS Contract Work	HLPAS Contract Work undertaken in accordance with Section 10 of the Specification
HLPAS ITT Response	An Applicant's response to the HLPAS ITT as part of this procurement process
HLPAS Manager	A nominated individual member of your personnel who is responsible for the overall management of the HLPAS
HLPAS Schedule(s)	The document of that name incorporated within a 2024 Contract which includes an authority for a Provider to perform HLPAS Contract Work in a HLPAS Area
HLPAS-Specific Information	A document which sets out information on each of the HLPAS Areas available through this procurement process
HLPAS Tender Requirements	The requirements set out at paragraph 2.5 of the HLPAS ITT
HLPAS Verification Deadline	The final date by which the Applicant must provide compliant Housing and Debt verification information to be eligible for a HLPAS Schedule (subject to outcome of competitive tender), which is 23:59 on 5 May 2025 or 23:59 on 13 July 2025, as applicable to the relevant HLPAS Area
In-Court Duty Scheme	An 'on the day' emergency face-to-face advice and advocacy to anyone facing possession proceedings in court
Individual Bid / Individual HLPAS Bid	A tender for Contract Work in a particular Category of Law or HLPAS Area from a particular Office.
Key Personnel	Any person who has or is held out as having either expressly or impliedly, (or will have by the Service Commencement Date) powers of representation, decision or control of an Applicant including partners, directors, trustees and other senior

	managers and who are employed by the Applicant. This includes Persons with Significant Control
Legal Aid	Has the meaning given to it in Part 1 of the Legal Aid, Sentencing and Punishment of Offenders Act 2012
Legal Aid Agency (LAA)	The Executive Agency of the Ministry of Justice that, from 1 April 2013, has been responsible for the administration of legal aid (including this procurement process)
LAA Administrative Processes	An Applicant's completion and submission of, where applicable, a completed and compliant indemnity form and /or AC1 Gorm with relevant supporting documents
Legal Aid Legislation	The Legal Aid, Sentencing and Punishment of Offenders Act 2012 and statutory instruments made under it that are relevant to the 2024 Standard Civil Contract
Mandatory Attachment	As set out in paragraph 4.15 of the HLPAS ITT
Matter Start or Matter	A Controlled Work case as defined at Section 1 of the Specification
Office	As defined at Paragraph 2.33 of the 2024 Standard Civil Contract Specification: General Rules.
Personal Data	As defined in the UK GDPR
Priority Questions	The Quality Award Criteria that the LAA will use in the event that Applicants are tied following the calculation of the Final Score in a HLPAS Area
Processor	As defined in the UK GDPR
Procurement Area	A geographical area in which the LAA will procure Contract Work except Family Mediation, where Procurement Areas do not apply.
Provider(s)	A party to a contract with the LAA in respect of the provision of Legal Aid
Proximity Award Criterion	Part of the assessment of HLPAS ITT Responses, which awards points based on whether an Applicant's Office is based within a corresponding or neighbouring Housing and Debt Procurement Area for the HLPAS area bid for
Quality Award Criteria	The Award Criteria against which the Applicant's responses to the HLPAS ITT will be assessed
Response(s)	An Applicant's Response(s) to the relevant HLPAS ITT(s) for the civil legal aid services the Applicant wishes to deliver under the 2024 Contract
Schedule	A Contract document issued by the LAA as specified in the 2024 Standard Civil Contract
Security Requirements	The requirements regarding security of the Personal Data, as set out in the Data Protection Laws (including, in particular, the measures set out in Article 32(1) of the GDPR (taking due account of the matters described in Article 32(2))
Selection Questionnaire (SQ)	The Selection Questionnaire for this procurement process
Service Commencement Date	The date on which a successful Applicant may first undertake HLPAS Contract Work. We anticipate this date to be 1 June 2025 or 1 September, as applicable to the relevant HLPAS Area
Signed Engagement Agreement	An agreement between an individual and an Applicant confirming that the individual will be Employed by the Applicant from the Service Commencement Date
SQ ITT	The Selection Questionnaire (SQ) Invitation To Tender in its entirety (this document)

SQ ITT Response	An Applicant's response to the SQ as part of this procurement process
Staff Organogram	As set out in paragraph 4.16 of the HLPAS ITT
Standard Terms	The contractual document which governs the commercial relationship between the Legal Aid Agency and providers
Supervisor	Any person employed by the Applicant who meets the Supervisor Standard set out in the LAA's Contract Specification in the relevant Category of Law, and who will be actively supervising the Contract Work tendered for.
Supervisor Declaration Form	A form setting out how the Applicant's Supervisor(s) meets the Supervisor Standard in the Categories of Law for which the Applicant is tendering. Forms are available to download from https://www.gov.uk/government/publications/standard-civil-contract-2024
Supervisor Standard	The required supervision experience, Category-specific case experience and Category-specific case involvement that any Supervisor must meet and which is evidenced via the Supervisor Declaration Form.
Technical Envelope	The section in the eTendering system where Applicants submit responses to the Quality Award Criteria and Proximity Award Criterion in the HLPAS ITT
Tender(s)	An Applicant's complete response to this procurement process.
Tender Deadline	The deadline to submit a Tender under this process which is 17:00 on 25 March 2025.
Verification Requirements	The verification requirements Applicants must meet by the dates and deadlines set out in the relevant ITTs in order for a 2024 Contract to be issued