

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

Introduction

The Legal Aid Agency (LAA) is inviting Tenders to deliver HLPAS from 1 September 2024 under the 2024 Standard Civil Contract (“2024 Contract”).

The Tender Deadline is 5pm on 25 July 2024. Due to the urgent need for contracts to be in place to allow services to commence, the timescale from launch to the deadline for submission of tenders has been set at 14 days.

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 represents its tender for the 2024 Contract.

This additional procurement opportunity will be **restricted to the following areas only:**

- Barnstaple, Torquay & Newton Abbot
- Boston, Lincoln

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. Applicants must tender for and subsequently obtain and hold a 2024 Contract for the delivery of Housing and Debt work at each Office from which they are bidding to deliver HLPAS.

All Applicants who wish to tender to deliver HLPAS Contract Work must also bid for a 2024 Housing and Debt Contract. The Award Criteria Invitation to Tender (“Award ITT FURTHER”) is published [here](#).

As this is a further procurement exercise, and supplemental to those launched on 13 September 2023 and 18 March 2024, if you already have a tender in progress there is no requirement to submit a further ITT for Housing and Debt where the Office and/or Procurement areas remain the same.

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.

Activity	Timescale
2024 Contract procurement ITTs open on eTendering system	11 July 2024
Final date for submission of questions about this procurement process	23:59 on 17 July 2024
Final 'Frequently Asked Questions' to be published	19 July 2024
Tender Deadline: for submission of tenders including HLPAS ITT FURTHER Responses	17:00 on 25 July 2024
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 18 August
Notification of outcome of HLPAS ITT FURTHER Response assessment	Week commencing 19 August 2024
2024 Contracts and Schedules sent to successful Applicants for execution	From late August 2024*
Contract Start Date	1 September 2024

***Please note: As this is a further procurement exercise, and supplemental to those launched on 13 September 2023 and 18 March 2024, the LAA can make no guarantee that any Contract Work tendered for under this process will be awarded prior to the Contract Start Date or that successful applicants will be able to commence Contract Work on the Contract Start Date.**

Contents

SECTION 1: INTRODUCTION AND BACKGROUND	4
Who can submit a HLPAS ITT FURTHER Response?	4
About the 2024 Contract	5
About HLPAS Contract Work	5
SECTION 2: THE PROCUREMENT PROCESS AND REQUIREMENTS	7
What is a Complete Tender?	7
What is an Individual HLPAS Bid?	7
Submission of Tenders	7
HLPAS Tender Requirements	7
SECTION 3: COMPLETION OF A HLPAS ITT FURTHER RESPONSE	10
SECTION 4: APPLICANTS' QUESTIONS	12
SECTION 5: HLPAS ITT FURTHER RESPONSE ASSESSMENT	13
Stage 1 - Housing and Debt Contract Work assessment	13
Stage 2 - Quality Award Criteria	13
Stage 3 – Proximity Award Criterion	16
Stage 4 – Verification	17
Stage 5 – Final Score	17
Stage 6 – Tie-break (if applicable)	18
Contract Award	18
Issuing Contract documentation	18
SECTION 6: GENERAL RULES OF THIS PROCUREMENT PROCESS	18

SECTION 1: INTRODUCTION AND BACKGROUND

1.1 This HLPAS ITT FURTHER explains:

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

- SQ ITT FURTHER;
- Award ITT FURTHER;
- Category-Specific Information;
- HLPAS ITT FURTHER (if you wish to tender for HLPAS work);
- HLPAS-Specific Information Document FURTHER (if you wish to tender for HLPAS work);
- 2024 Contract; and
- Frequently Asked Questions.

Who can submit a HLPAS ITT FURTHER Response?

1.3 To be eligible to submit a HLPAS ITT FURTHER Response Applicants **must** tender for and subsequently obtain and hold a 2024 Contract for the delivery of Housing and Debt work at each Office from which they are bidding to deliver HLPAS. All scenarios below are required to submit an additional ITT for [Housing and Debt and Welfare Benefits Category-Specific Information](#)

- the Applicant has not previously tendered for Housing and Debt under the 2024 Civil Contract launched on 13 September 2023 and/or 18 March 2024;
- the Applicant has previously submitted a Tender for Housing and Debt under the 2024 Civil Contract launched on 13 September 2023 and/or 18 March 2024 and been notified of an unsuccessful Tender;
- the Applicant has previously successfully tendered for Housing and Debt under the 2024 Civil Contract launched on 13 September 2023 and/or 18 March 2024 and been notified that it has been awarded a contract, subject to passing verification, and wishes to apply to deliver Contract Work from additional Offices and/or Procurement Areas.

Applicants who:

- **have been notified of a successful outcome of their Housing and Debt Tender through the eTendering message board; and**
- **are not seeking to deliver Housing and Debt Contract Work in additional Categories of Law and or from additional Procurement Areas**

do not need to submit an additional ITT Response for Housing and Debt for this procurement process.

1.4 Where an Applicant is 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 the Verification Deadline of 23:59 on 18 August 2024.

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 2 HLPAS Areas detailed below comprising of one or multiple courts across England:

- Barnstaple, Torquay & Newton Abbott
- Boston, Lincoln

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 run from 1 September to 31 August each year.
- 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 recent HPCDS service at each court. The volume of acts of assistance which will be allocated for HLPAS Area being tendered for as part of this procurement process are set out in 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 5.19. 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 to 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 at paragraph 4.1 of the [SQ ITT FURTHER](#).

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 of the LAA website ([here](#)) or directly at <https://legalaid.bravosolution.co.uk>
- 2.4 Applicants must review the information regarding the operation of the eTendering system which is set out in Section 3 of the [SQ ITT FURTHER](#).

HLPAS Tender Requirements

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

2.6 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	The Applicant must submit an Award ITT FURTHER Response for Housing and Debt and subsequently go on to hold a Housing and Debt Contract from each Office which it submits an Individual HLPAS Bid(s).	<p>Applicants must have:</p> <ul style="list-style-type: none"> i. submitted an Award ITT FURTHER Response for Housing and Debt; and ii. been notified by the LAA that they have been <u>awarded a Housing and Debt Contract</u>, subject to providing verification information by the Verification Deadline 23.59 on 18 August 2024; and iii. have submitted compliant verification by no later than the Verification Deadline of 23.59 on 18 August 2024, as set out in paragraph 6.11 of the Award ITT FURTHER. 	Applicants must declare that they commit to meeting this requirement when submitting their HLPAS ITT FURTHER Response.

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 FURTHER Response.	Applicants must declare that they commit to meeting this requirement when submitting their HLPAS ITT Response.
3	At all times throughout the Contract Period, the Applicant must have a Housing and Debt Supervisor who is actively engaged in supervising your delivery of the service and who must be reasonably accessible to support your advisers as required in order to ensure the efficient and effective delivery of the service.	At least one compliant Supervisor Declaration Form for each Supervisor in the Housing and Debt Categories of Law.	A compliant Supervisor Declaration Form must be submitted as part of the verification of an Applicant's Housing and Debt Individual Bid by the Verification Deadline of 23.59 on 18 August 2024.
4	At all times throughout the Contract Period, the Applicant must employ an Authorised Litigator.	Applicants must provide the Authorised Litigator's name and roll number when submitting their Tender.	The Authorised Litigator's name and roll number must be submitted as part of the verification of an Applicant's Housing and Debt Individual Bid by the Verification Deadline of 23.59 on 18 August 2024.
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 Contract Start 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

SECTION 3: COMPLETION OF A HLPAS ITT FURTHER RESPONSE

- 3.1 The HLPAS ITTs can be found in in the eTendering system in Project 161 at ITTs 1028 - 1029.
- 3.2 Applicants are required to complete a separate HLPAS ITT FURTHER Response for each HLPAS Area where they wish to perform HLPAS Contract Work.
- 3.3 Each HLPAS ITT FURTHER 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

- 3.4 A full breakdown of each of the questions is included in the relevant HLPAS ITT and is replicated in the HLPAS-Specific Information document.
- 3.5 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.
- 3.6 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.
- 3.7 The Quality Award Criteria will be assessed in accordance with the evaluation methodology set out at paragraphs 5.5 to 5.8 to determine a “quality” score.
- 3.8 Each scored sub-criterion requires the Applicant to type a written response to the specific questions asked in the free text boxes provided.
- 3.9 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

- 3.10 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.
- 3.11 The Proximity Award Criterion is included in the relevant HLPAS ITT FURTHER and is replicated in the HLPAS-Specific Information document.
- 3.12 The Proximity Award Criterion is a scored question which is answered by selecting an answer from the drop-down menu.

- 3.13 Details of corresponding and neighbouring Housing and Debt Procurement Areas are set out in the HLPAS-Specific Information document.

Warranties and declaration

- 3.14 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 FURTHER

- 3.15 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 FURTHER Response.

Staff Organogram

- 3.16 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.
- 3.17 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 Boston, Lincoln HLPAS Area but has failed to provide a Staff Organogram for the Barnstaple, Torquay and Newton Abbott HLPAS Area, the Applicant may have its Individual HLPAS Bid for the Barnstaple, Torquay and Newton Abbott HLPAS Area rejected.

- 3.18 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).
- 3.19 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.
- 3.20 The LAA will only accept attachments submitted in the following formats:
- Microsoft Word;
 - Microsoft Excel; or
 - Adobe PDF.
- 3.21 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 FURTHER 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

- 3.22 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 4: APPLICANTS' QUESTIONS

- 4.1 Information about the process to follow if an Applicant has a question about the procurement process to which they cannot find a response in this document or in the guidance provided in the eTendering system, is contained in Section 2 of the [SQ ITT FURTHER](#).

SECTION 5: HLPAS ITT FURTHER RESPONSE ASSESSMENT

- 5.1 The SQ ITT FURTHER contains the rules and requirements upon Applicants in respect of the SQ element of this procurement process.
- 5.2 Applicants that are assessed as having passed the SQ will proceed to the assessment of the HLPAS ITT FURTHER Responses which will be assessed in the following stages:
- Stage 1 – Housing and Debt Contract Work assessment
 - Stage 2 – Quality Award Criteria
 - Stage 3 – Proximity Award Criteria
 - Stage 4 – Verification
 - Stage 5 – Final Score
 - Stage 6 – Tie-break (if applicable)

Stage 1 – Housing and Debt Contract Work assessment

- 5.3 The LAA will check its own records to confirm whether the Applicant has successfully tendered for a Housing and Debt Contract at each Office from which it has tendered to deliver HLPAS Contract Work.
- 5.4 The LAA will reject any Individual HLPAS Bid where an Applicant does not meet the requirements of paragraph 5.3.

Stage 2 – Quality Award Criteria

- 5.5 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.
- 5.6 Each scored sub-criterion will be assessed and given a score of between 0 and 4 in accordance with the scoring matrix in the below:

Score (0-4)	Scoring Criteria:
0	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-criteria. The response provided requires the reviewer to make assumptions.
2	Adequate: The following is indicative of factors that would lead to a score of 2: <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	Good: The following is indicative of factors that would lead to a score of 3: <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	Comprehensive: The following is indicative of factors that would lead to a score of 4: <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.

- 5.7 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.
- 5.8 The relevant weighting will be applied to the score achieved against the relevant sub criterion. Weighted scores in the Quality Award Criteria will be calculated to two decimal places. Weighted scores for all Quality Award Criteria will be added together to give an overall Quality Award Criteria score out of 95. The weightings for the HLPAS Quality Award Criteria will be:

HLPAS Area

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%
<i>Award Criteria 2- Delivery of a quality service</i>	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%
<i>Award Criteria 4 – Social Value</i>	4.1. Social Value Question	10%

An example of how this will operate for a HLPAS Area is set out below, including example scores:

Award Criteria	Sub-Criteria	Sub-criteria weighting	Applicant Score (0-4)	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)	77.50

Stage 3 – Proximity Award Criterion

5.9 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.

5.10 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

- 5.11 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.
- 5.12 Where the Applicant's Individual Housing and Debt Bid(s) do not confirm that the Applicant will have an Office in the corresponding or neighbouring Procurement Area, the Applicant will receive 0 points for this question.

Stage 4 – Verification

- 5.13 Applicants must hold a 2024 Housing and Debt Contract to hold a HLPAS schedule and 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 Section 6 of the [Award ITT FURTHER](#).
- 5.14 Whilst undertaking Stages 2 and 3 the LAA will assess the Housing and Debt verification information provided by Applicants. Applicants are encouraged to engage with the verification process as soon as possible. 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 Verification Deadline of **23:59 on 18 August 2024** at the latest will not progress to Stage 5 (Final Score) of the assessment process and may not be awarded a HLPAS Contract.
- 5.15 Applicants that do not successfully complete verification and where applicable, LAA Administrative Processes by the HLPAS Verification Deadline may not be eligible for the award of a HLPAS Schedule.

Stage 5 – Final Score

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

Stage 6 – Tie-break (if applicable)

- 5.17 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 5.20 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.
- 5.18 The Quality sub-criteria which are Priority Questions are:
- 1.1
 - 1.2
- 5.19 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

- 5.20 All Applicants will be notified of the outcome of their HLPAS ITT FURTHER Response by a letter sent via the eTendering system.
- 5.21 Where an Applicant's Individual HLPAS Bid has been unsuccessful following Stage 5, or, where applicable, Stage 6, 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.
- 5.22 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

- 5.23 Where an Applicant has been awarded HLPAS Contract Work, the outcome notification letter will set out how the HLPAS Schedule will be issued.
- 5.24 Applicants are encouraged to execute the 2024 Contract at the earliest opportunity. It must have been executed prior to the Contract Start Date for HLPAS Contract Work. Failure to execute the 2024 Contract prior to the Contract Start Date may result in the withdrawal of the HLPAS award.

SECTION 6: GENERAL RULES OF THIS PROCUREMENT PROCESS

- 6.1 The rules of this procurement process are set out at Section 6 of the [SQ ITT FURTHER](#).
- 6.2 Applicants must read the rules of the procurement process in full.