

**United Kingdom-London: Legal services**  
**OJ S 42/2020 28/02/2020**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

---

**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Legal Aid Agency

Town: London

NUTS code: UK United Kingdom

Postal code: SW1H 9AJ

Country: United Kingdom

E-mail: [civiltenders@legalaid.gsi.gov.uk](mailto:civiltenders@legalaid.gsi.gov.uk)

**Internet address(es):**

Main address: <https://www.gov.uk/government/organisations/legal-aid-agency>

**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

Other activity: Other publicly funded services

---

**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Housing and Debt Telephone Advice Services in England and Wales from 1.5.2020

**II.1.2. Main CPV code**

79100000 Legal services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

A new tender opportunity to deliver CLA specialist telephone advice services in the housing and debt categories has opened.

The deadline for submitting tenders is 12.00 noon on 22.11.2019

The LAA is inviting applicants to submit a tender for a 2018 CLA contract to deliver CLA specialist telephone advice services in the housing and debt categories of law from 1.5.2020.

The contract will be offered for an initial period until 31.8.2021. This is subject to the LAA's rights of early termination and the right to extend. The LAA is seeking to award a single contract through this procurement process, in addition to the 2 existing contracts which will continue.

**II.1.6.**

## Information about lots

This contract is divided into lots: no

### II.1.7. Total value of the procurement

Value excluding VAT: 459 000,00 GBP

## II.2. Description

### II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: England and Wales.

### II.2.4. Description of the procurement

A new tender opportunity to deliver CLA specialist telephone advice services in the housing and debt categories has opened.

The deadline for submitting tenders is 12.00 noon on 22.11.2019

The LAA is inviting applicants to submit a tender for a 2018 CLA contract to deliver CLA specialist telephone advice services in the housing and debt categories of law from 1.5.2020.

The contract will be offered for an initial period until 31.8.2021. This is subject to the LAA's rights of early termination and the right to extend. The LAA is seeking to award a single contract through this procurement process.

Further information on this procurement process including the requirements Applicants will need to meet can be found in the information for applicants (IFA) document in the 'documents' section above.

Contract documentation is available on the 2018 CLA contract page.

All tenders must be submitted using the e-Tendering system, accessed either through a link on the tender pages of the LAA website or directly at: [www.legalaid.bravosolution.co.uk](http://www.legalaid.bravosolution.co.uk)

A helpline has been set up to support you if you have technical problems with the e-Tendering system: [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk); 0800 069 8630.

If organisations have any questions about the content of the IFA these must be raised through the e-Tendering system by 12.00 noon on 4 November.

Questions of wider interest will be collated and answered through a frequently asked questions document which will be published on this web page during the week commencing 11.11.2019.

### II.2.5. Award criteria

Quality criterion - Name: Staffing the service / Weighting: 22

Quality criterion - Name: Delivering a quality service / Weighting: 14

Quality criterion - Name: Capacity planning for the service / Weighting: 18

Quality criterion - Name: Implementation of the service / Weighting: 6

Price - Weighting: 40

### II.2.11. Information about options

Options: no

### II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:  
no

### II.2.14. Additional information

## Section IV: Procedure

---

### IV.1. Description

#### **IV.1.1. Type of procedure**

Open procedure

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **IV.2. Administrative information**

##### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2019/S 208-507682](#)

##### **IV.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

### **Section V: Award of contract**

---

**Contract No:** 1

**Lot No:** 1

**Title:**

Housing and Debt Telephone Advice Services in England and Wales from 1.5.2020

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

05/02/2020

##### **V.2.2. Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: no

##### **V.2.3. Name and address of the contractor**

Official name: Watson Woodhouse Ltd

Postal address: York House, 102-108 Borough Road

Town: Middlesbrough

NUTS code: UKC12 South Teesside

Postal code: TS1 2HJ

Country: United Kingdom

Internet address: <https://www.watsonwoodhouse.co.uk/>

The contractor is an SME: yes

##### **V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 459 000,00 GBP

Total value of the contract/lot: 459 000,00 GBP

## V.2.5. Information about subcontracting

### Section VI: Complementary information

---

#### VI.3. Additional information

For clarity, if the contract runs to the maximum term of 3 years 4 months (i.e. initial term (1 year 4 months) plus the extension period (up to 2 years)), then the contract value for the overall term would be 1 150 000 GBP.

#### VI.4. Procedures for review

##### VI.4.1. Review body

Official name: Legal Aid Agency  
Postal address: 102 Petty France  
Town: London  
Postal code: SW1H 9AJ  
Country: United Kingdom

##### VI.4.2. Body responsible for mediation procedures

Official name: Centre for Effective Dispute Resolution (CEDR)  
Postal address: 70 Fleet Street  
Town: London  
Postal code: EC4Y 1EU  
Country: United Kingdom

##### VI.4.4. Service from which information about the review procedure may be obtained

Official name: Legal Aid Agency  
Postal address: 102 Petty France  
Town: London  
Postal code: SW1H 9AJ  
Country: United Kingdom  
E-mail: [civiltenders@legalaid.gsi.gov.uk](mailto:civiltenders@legalaid.gsi.gov.uk)

#### VI.5. Date of dispatch of this notice

25/02/2020