



Legal Aid
Agency

Key considerations when tendering

Before you tender

- Read the **Information For Applicants (IFA)** and familiarise yourself with the content of the tender as soon as possible. The IFA should provide you with answers to most of the questions you have regarding the tender but there will also be a limited window to ask questions once tender documentation is published – check that you understand what is required, submitting any questions as early as possible and by the published deadline for submitting questions.
- Ensure that you have a single eTendering registration for your organisation, regardless of the number of offices/users you have.
- Ensure that your eTendering registration is up-to-date, so that you tender using your **current** organisation name, address and contact details – set up multiple users with access to the message boards to cover any periods of absence and ensure email addresses are correct and updated as necessary.
- If you have technical issues with the eTendering system read through the technical guidance available at <https://legalaid.bravosolution.co.uk/web/technical-support.shtml>, or contact the specified helpline or helpdesk email address as listed in the relevant tender's IFA.
- Where relevant, check the Postcode Tool to make sure you tender in the right Procurement Area for your office(s).

Submitting your Tender

- Don't leave your tender until the last minute. The IFA will confirm how long the tender is open for. Make sure you diarise the date the tender will close and ensure you leave enough time to fully complete the process.
- Read the questions carefully and ensure they are answered fully and accurately for your organisation's circumstances. Failure to take sufficient care to respond fully and accurately may result in the whole of your tender being unsuccessful. Take note of where the IFA sets out answers which will result in a pass or a fail.
- Refer to the Frequently Asked Questions (FAQ) on the website. The final version of the FAQ will include all questions with wider interest and be published before the tender closes.

- Check all your answers and accompanying documents and review with colleagues before submitting your tender. Where one person is primarily responsible for submitting the tender, we strongly recommend that the whole of the tender is checked by at least one other person before it is submitted.

Responding to tenders

- Where you have answered a question which requires you to give further details, please ensure that the information you provide is relevant and addresses any questions asked.
- If you are required to upload attachments as part of your tender, please ensure that you upload the correct attachment, in the correct format and that you check that this has been achieved before submitting your response. Submitting blank, incomplete or incorrect documents is likely to cause your tender to fail. The IFA will confirm which documents need to be submitted in order to make your tender valid.
- Ensure you understand the IFA rules on supervisor to caseworker ratios correctly, especially in relation to Full Time Equivalent (FTE) staff.

Throughout the tender process

- Please ensure that you monitor the message boards throughout the tender process and that the email addresses of your multiple users are kept up-to-date. It may be necessary for us to contact you to notify you of any changes to tender documentation whilst the tender is live, which may require tenders to be submitted again. We may also need to contact you to clarify information you have provided and will do so via the message boards. Failure to respond could result in the whole/part of your tender being unsuccessful.
- Ensure that those nominated to receive communications about the tender will be present and able to monitor their messages effectively throughout the tender process.
- It is recommended that [you sign up to receive LAA Bulletin](#) which will include updates on the tender processes and you monitor the [Tender pages](#) of our website. On the relevant tender page we will publish the latest news on the tender processes, such as when the notification of outcomes will begin or when contracts will start to be dispatched.
- When you need to contact us through the message boards in the eTendering system please ensure that you use the correct message board (i.e. one relating to the specific tender), otherwise your message may not be picked up or responded to.