

# Guidance on using the eTendering system to respond to the Duty Provider Crime Contract Invitations To Tender (ITTs)

## 1. Overview

All Tenders must be completed and submitted using our eTendering system. It can either be accessed through eTendering portal links on the tender pages of our website or directly at [www.legalaid.bravosolution.co.uk](http://www.legalaid.bravosolution.co.uk)

To access the eTendering system, you will need to use the same username and password as you used when submitting your Tender for an Own Client Contract.

A complete Tender for a Duty Provider Contract consists of:

- a response to the Duty Provider Organisation ITT, including all Mandatory Attachments; and:
- a response to one or more of the Procurement Area ITTs ('Procurement Area Bid(s)).

## 2. Accessing/Opening the ITTs

To view this tender opportunity please either;

- In the email you received in the Bravo eTendering system to invite you to tender click the link provided and enter your Username and Password.

You will be taken directly to the projects screen (third screenshot below)

- Log on to Bravo ([www.legalaid.bravosolution.co.uk](http://www.legalaid.bravosolution.co.uk)). You will be presented with the following screen;

The screenshot displays the Bravo eTendering system interface. On the left, there is a main content area with the following text:

From this page you can view and access our current tender opportunities and manage your applications. This includes applications for contracts to deliver legal services, including Crime, VHCC, Civil and telephone advice contracts.

**PQQs and ITTs**

For each tender, applicants must complete a Pre-Qualification Questionnaire (PQQ) followed by the relevant Invitation To Tender (ITT). Further detail on the requirements upon applicants is in the relevant Information for Applicants document.

For a list of PQQs / ITTs open to all suppliers click on the corresponding links below.

Once you select a PQQ or ITT, click Express Interest to enter that PQQ or ITT. You can then view more detailed information about the tender and submit a response. You don't need to complete your response in one visit, and can save your progress to resume at a later date.

Once you have expressed an interest, your PQQ/ITT will be moved to the My PQQs or My ITTs section of the site. This will allow you to access your chosen PQQ/ITT quickly and easily, without having to search through the full list of tenders each time you visit.

Alternatively you can click on the Projects link below to access all of the tenders (PQQs and ITTs) in which you have previously expressed an interest or which you have been invited to.

**Opportunities**

- Projects
  - Pre-Qualification questionnaires (PQQs)
    - My PQQs
    - PQQs open to all suppliers
  - Invitations to tender (ITTs)
    - My ITTs

An arrow points to the 'Projects' link under the 'Opportunities' section.

On the right side of the interface, there is a sidebar with two sections:

- Technical Support and Guidance**
- User Agreement**

All users accessing this service are bound by the site user agreement which is updated from time to time. The latest version is accessible [here](#).

The agreement was last updated on 29/05/2013

Select the 'Projects' option.

Projects

Filter By: All Projects [Configure Items](#)

Search/Filter [Export List to Excel](#) [Ask BEN For Help](#)

| Project Code | Project Title   | Project Reference | Owner                      | Date Created        |
|--------------|---|-------------------|----------------------------|---------------------|
| project_59   | Mediation Services from February 2015                                       |                   | Responsible Officer Senior | 19/09/2014 17:32:28 |
| project_58   | Criminal Contracts from July 2015   |                   | Responsible Officer Senior | 22/04/2014 15:32:45 |
| project_57   | Community Care and Mental Health Services from August 2014                  |                   | Responsible Officer Senior | 20/02/2014 10:23:32 |
| project_56   | Housing Possession Court Duty Scheme (HPCDS) Services from 2014             |                   | Responsible Officer Senior | 02/01/2014 13:10:48 |
| project_55   | Welfare Benefits Services from 1 February 2014                              |                   | Responsible Officer Senior | 10/12/2013 12:08:01 |
| project_54   | CLA Operator Service from November 2014                                     |                   | Responsible Officer Senior | 28/11/2013 16:29:27 |
| project_52   | Video British Sign Language (BSL) interpreting services from 1 October 2013 | BSL               | Responsible Officer Senior | 27/08/2013 14:20:19 |
| project_51   | Welfare Benefits Services from October 2013                                 |                   | Responsible Officer Senior | 27/02/2013 18:45:28 |
| project_49   | CLA Specialist Telephone Legal Advice Services from April 2013              |                   | Responsible Officer Senior | 09/05/2012 14:51:11 |
| project_48   | Face to face Services from April 2013                                       |                   | Responsible Officer Senior | 09/05/2012 14:49:28 |

Total: 44 Page 1 of 5 Show 10 elements 1 2 3 4 5 >>>

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Click on the 'project\_58' tab  
 You will now be presented with the following screen:

Project Details

Settings  
[View Project Settings](#)

My Project Objects  
[View Objects Found: 4](#)

- All Objects (4)
  - My PQOs (0)
  - My ITTs (4)

Attachments (0)  
 Activities (0)

Project Reference :  
 Buyer Organisation : The Legal Services Commission

Search/Filter [Export List to Excel](#)

| Type | Code    | Name                           | End/Close date   | Status                  |
|------|---------|--------------------------------|------------------|-------------------------|
|      | itt_474 | Non-London ITTs                | 26/11/2014 12:00 | Closed: To Be Evaluated |
|      | itt_475 | London ITTs                    | 26/11/2014 12:00 | Closed: To Be Evaluated |
|      | itt_476 | Central London ITT             | 26/11/2014 12:00 | Closed: To Be Evaluated |
|      | itt_477 | DUTY PROVIDER ORGANISATION ITT | 26/11/2014 12:00 | Closed: To Be Evaluated |

Total: 4 Page 1 of 1 Show 10 elements

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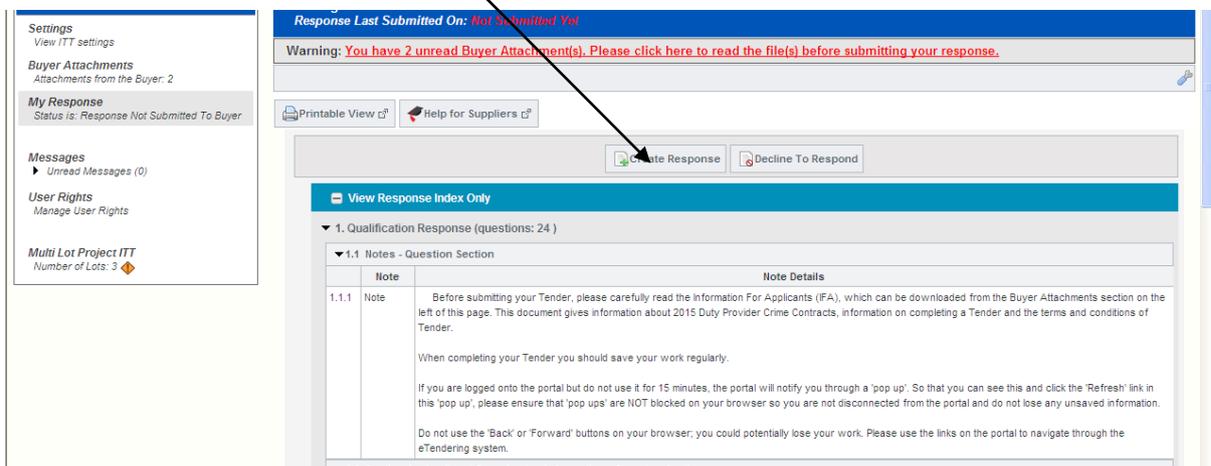
The Duty Provider Organisation ITT must be completed prior to submission of any Procurement Area ITTs. Therefore, at this stage, select 'Duty Provider Organisation ITT'.

### 3. Completing the Duty Provider Organisation ITT;

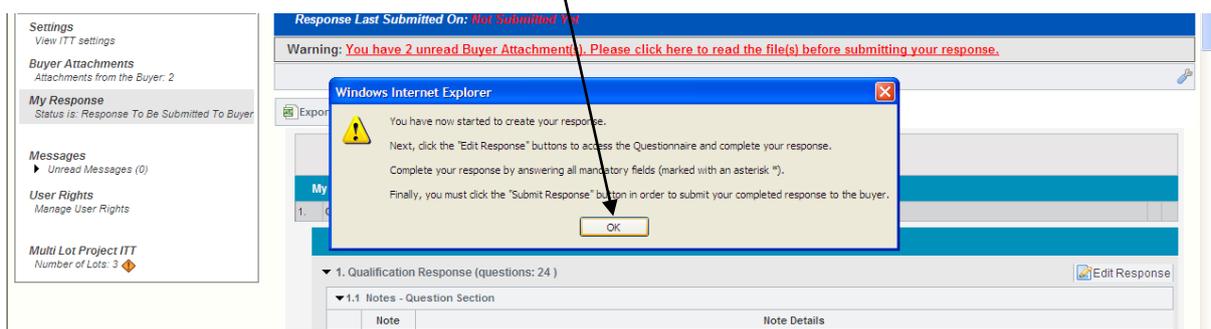
The Duty Provider Organisation ITT contains the following sections and Mandatory Attachments:

- Section A: Applicant Organisation Information
- Section B: Organisation Selection Criterion
- Section C: Financial Assessment(s), including Mandatory Attachments
- Section D: Declarations

Once you have selected 'Duty Provider Organisation ITT' you will be presented with the following screen. Select the option to 'Create response', as illustrated below:



You have now started to create your response and you will receive a prompt informing you of this. You must click 'OK' in order to proceed:



You must now click 'Edit Response', which will allow you to open the response area for editing:

Response Last Submitted On: *Not Submitted Yet*

Warning: You have 2 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.

Export / Import Response Delete Response Printable View Help for Suppliers

Submit Response

**My Response Summary**

1. Qualification Response Missing mandatory responses (6)

View Response Index Only Edit Response

1.1 Qualification Response (questions: 24)

1.1.1 Notes - Question Section

| Note       | Note Details  |
|------------|---|
| 1.1.1 Note | Before submitting your Tender, please carefully read the Information For Applicants (IFA), which can be downloaded from the Buyer Attachments section on the left of this page. This document gives information about 2015 Duty Provider Crime Contracts, information on completing a Tender and the terms and conditions of Tender.<br><br>When completing your Tender you should save your work regularly.<br><br>If you are logged onto the portal but do not use it for 15 minutes, the portal will notify you through a 'pop up'. So that you can see this and click the 'Refresh' link in this 'pop up', please ensure that 'pop ups' are NOT blocked on your browser so you are not disconnected from the portal and do not lose any unsaved information.<br><br>Do not use the 'Back' or 'Forward' buttons on your browser; you could potentially lose your work. Please use the links on the portal to navigate through the eTendering system. |

1.2 Section A - Applicant Organisation Information - Question Section

| Note         | Note Details   |          |
|--------------|--|----------|
| 1.2.1 Note   | Where Applicant Organisation submitted a number of Tenders for an Own Client Contract, it must respond to this procurement opportunity from the relevant eTendering system registration(s). The registration(s) used must be for the entity/ies that it intends to hold a Duty Provider Contract as. For more information see section 2 of this IFA. |          |
| Question     | Description  | Response |
| 1.2.2 A.1.   | * Full name of Applicant Organisation  |          |
| Note         | Note Details   |          |
| 1.2.3 Note   | Please give the details of the person completing this Tender.  |          |
| Question     | Description  | Response |
| 1.2.4 A.2.a. | * Name   |          |
| 1.2.5 A.2.b. | * Job Title  |          |

You will now be presented with an open form for completion. Please note, all questions marked with a red asterisk on the eTendering system are mandatory and the eTendering system will not permit you to submit your Tender unless answers to these questions are provided.

Response Last Submitted On: *Not Submitted Yet*

Edit Mode

Save Changes Save and Exit Response Cancel

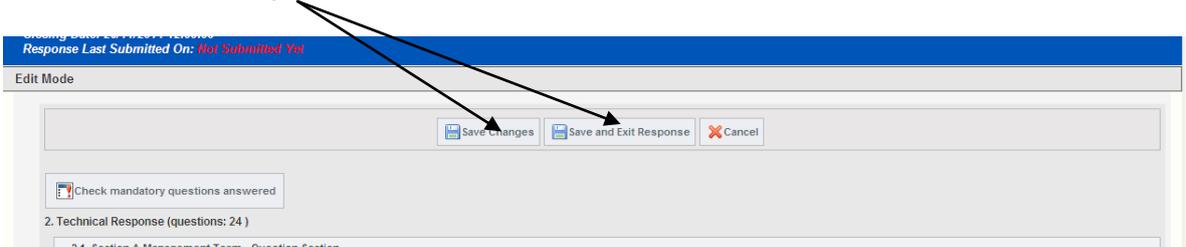
When completing your Tender you should save your work regularly.  
If you are logged onto the portal but do not use it for 15 minutes, the portal will notify you through a 'pop up'. So that you can see this and click the 'Refresh' link in this 'pop up', please ensure that 'pop ups' are NOT blocked on your browser so you are not disconnected from the portal and do not lose any unsaved information.  
Do not use the 'Back' or 'Forward' buttons on your browser; you could potentially lose your work. Please use the links on the portal to navigate through the eTendering system.

1.2 Section A - Applicant Organisation Information - Question Section

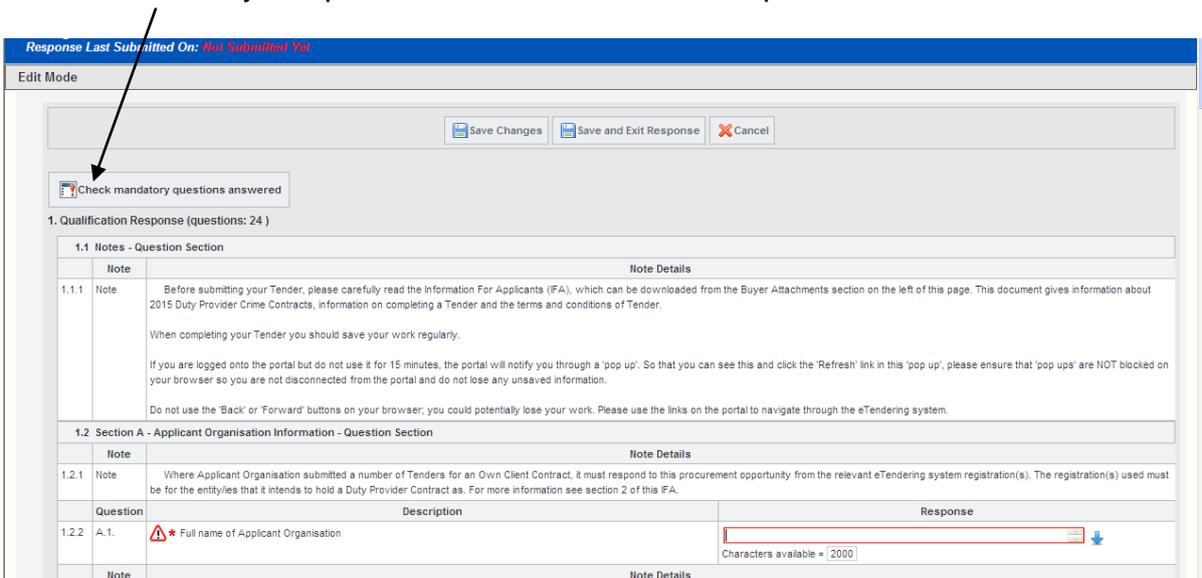
| Note         | Note Details   |  |
|--------------|--|--|
| 1.2.1 Note   | Where Applicant Organisation submitted a number of Tenders for an Own Client Contract, it must respond to this procurement opportunity from the relevant eTendering system registration(s). The registration(s) used must be for the entity/ies that it intends to hold a Duty Provider Contract as. For more information see section 2 of this IFA. |  |
| Question     | Description  | Response   |
| 1.2.2 A.1.   | * Full name of Applicant Organisation  | <input type="text"/> Characters available = 2000 |
| Note         | Note Details   |  |
| 1.2.3 Note   | Please give the details of the person completing this Tender.  |  |
| Question     | Description  | Response   |
| 1.2.4 A.2.a. | * Name   | <input type="text"/> Characters available = 2000 |
| 1.2.5 A.2.b. | * Job Title  | <input type="text"/> Characters available = 2000 |
| 1.2.6 A.2.c. | * Telephone Number   | <input type="text"/> Characters available = 2000 |
| 1.2.7 A.2.d. | * Email Address  | <input type="text"/> Characters available = 2000 |

When completing your Tender you should save your work regularly. If you are logged onto the portal but do not use it for 15 minutes, the portal will notify you through a 'pop up'. So that you can see this and click the 'Refresh' link in this 'pop up', please ensure that 'pop ups' are NOT blocked on your browser so you are not disconnected from the portal and do not lose any unsaved information.

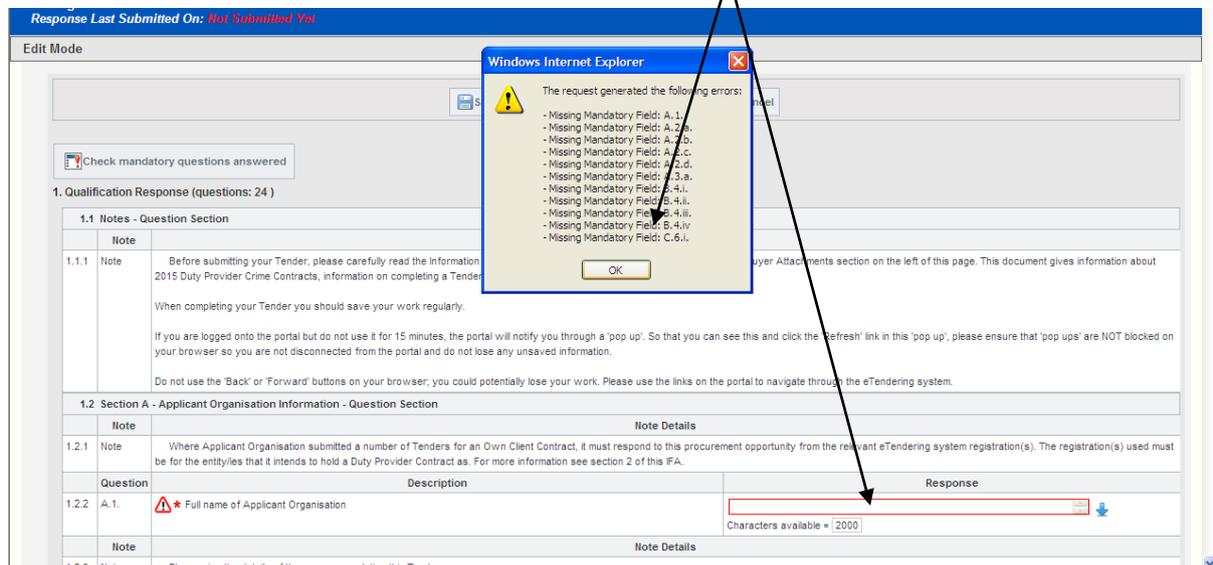
Do not use the 'Back' or 'Forward' buttons on your browser; you could potentially lose your work. Please use the links on the portal to navigate through the eTendering system. Responses can be saved at any time by clicking the 'Save Changes' button at the top of the page. If you wish to save your response and leave the page, select 'Save and Exit Response'



You can ensure all mandatory responses have been answered by selecting the 'Check Mandatory Responses answered' tab at the top of the screen:



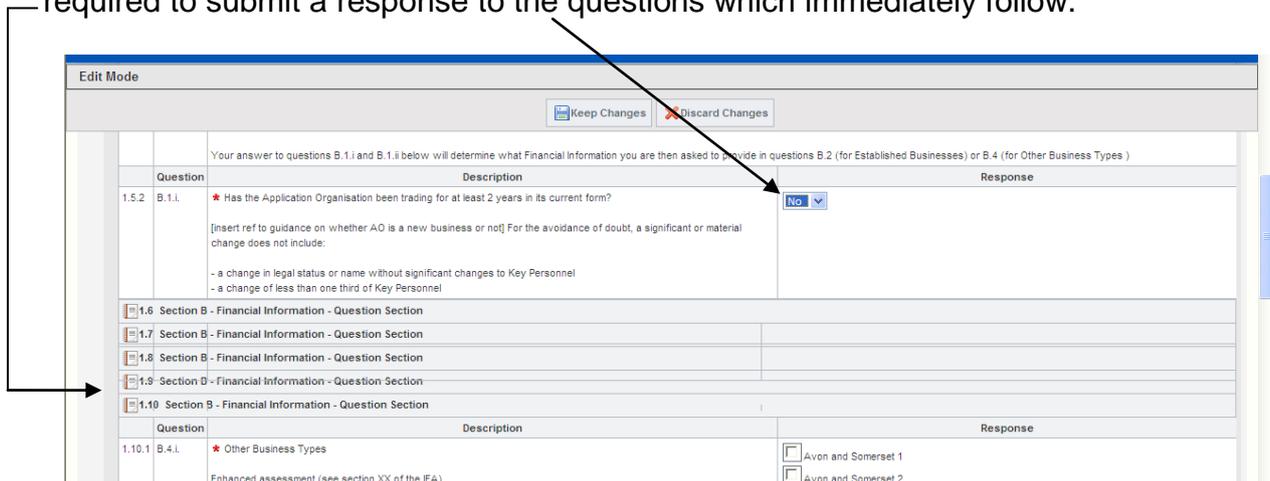
If there are any questions outstanding they will appear in an itemised list, as well as being highlighted in red in the main body of the ITT. For the avoidance of doubt, this does not provide an assessment of the responses to those questions or confirmation that they have been answered correctly.



#### 4. Questions

You should note that questions that appear for you to respond to will in some instances be dependent on your response to the preceding questions.

For example, if you answered 'No' to question 1.5.2 below, you would not be required to submit a response to the questions which immediately follow.



However, if you answered 'Yes' to the same question, the sections directly below will expand, as you are now required to provide a response to these questions:

**Edit Mode**

Keep Changes Discard Changes

1.2.1 A.2.0 Please enter your Applicant Organisation's UK number: 1,234,244,234

1.4 Section A - Applicant Organisation Information - Question Section

1.5 Section B - Financial Information - Question Section

Note

1.5.1 Note For the basic assessment the Financial Information that Applicant Organisations are required to provide differs according to whether the Applicant Organisation is an 'Established Business' or an 'Other Business Type'. Please see table XX on page XX of the IFA for more information.  
Your answer to questions B.1.i and B.1.ii below will determine what Financial Information you are then asked to provide in questions B.2 (for Established Businesses) or B.4 (for Other Business Types)

| Question     | Description   | Response                  |
|--------------|---|---------------------------|
| 1.5.2 B.1.i  | <p>Has the Applicant Organisation been trading for at least 2 years in its current form?</p> <p>[insert ref to guidance on whether AO is a new business or not] For the avoidance of doubt, a significant or material change does not include:</p> <ul style="list-style-type: none"> <li>- a change in legal status or name without significant changes to Key Personnel</li> <li>- a change of less than one third of Key Personnel</li> </ul>  | Yes                       |
| 1.6.1 B.1.ii | <p>Does the Applicant Organisation have its last 2 years audited or certified accounts available (the earliest year being no earlier than 2012) from which to complete the Established Business Evaluation Form</p>   | Yes                       |
| 1.8.1 B.2.i  | <p>Established Business Evaluation Form</p> <p>Applicant Organisations must</p> <ol style="list-style-type: none"> <li>1. Download a template Established Business Evaluation Form from the 'Buyer Attachments' section in the Applicant Organisation ITT and save this to their own computer system</li> <li>2. Complete and re-save the form on their own computer system</li> <li>3. Upload the completed form by clicking on the "Attach File" button to the right of this question.</li> </ol> | + Click to attach file(s) |

Note

1.8.2 B.2 Note Expansion Capacity Assessment - see section XX of the IFA for more information  
Applicant Organisations which answer "Yes" will be required to upload additional information at Question B.4 below.  
Please note that answers to this question will be checked against other information such as your Tender

## 5. Attaching files

The Financial Assessment section of the Duty Provider Organisation ITT requires you to complete and upload Mandatory Attachments. The Established Business Financial Assessment Form and Cash Flow Forecast Templates to complete can be accessed from the 'Buyer Attachments' section in the Duty Provider Organisation ITT.

Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.

Export / Import Response Delete Response Printable View Help for Suppliers

Submit Response

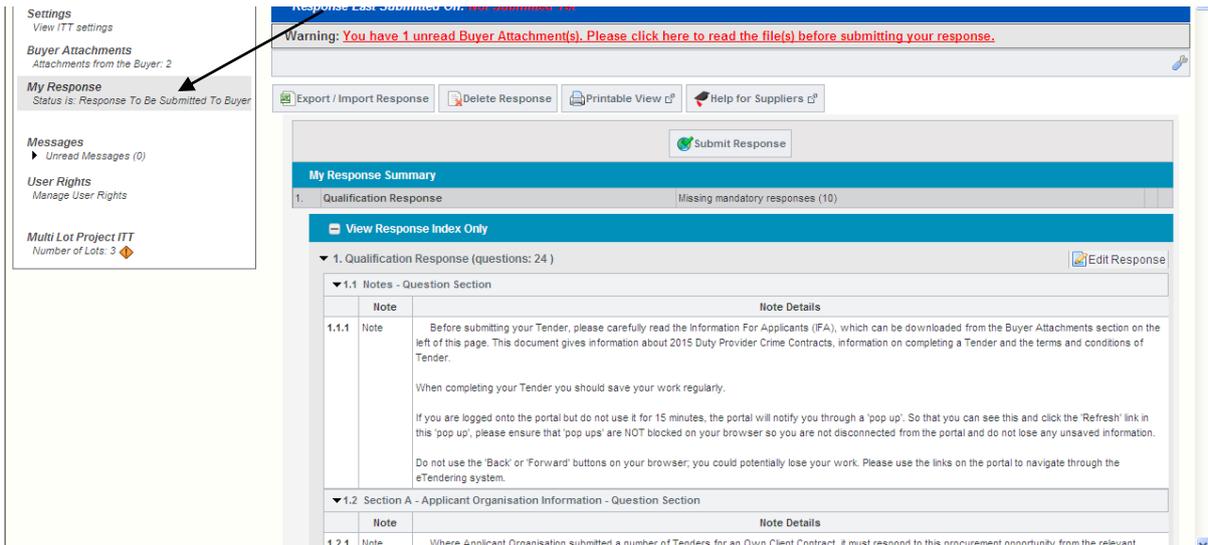
|                |  |                    |
|----------------|--|--------------------|
| 1.10.2 B.4.ii  | <p>Enhanced assessment (see section XX of the IFA)</p> <p>Please select from the list on the right all Procurement Areas for which you are bidding.</p> <p>Please note that any Procurement Area Bids which you do not include in this list will be treated as your Core Bid.</p> <p>Applicant Organisations must:</p> <ol style="list-style-type: none"> <li>1. Download a template Cash Flow Forecast Template Form from the 'Buyer Attachments' section in the Applicant Organisation ITT and save this to their own computer system</li> <li>2. Complete and re-save the form on their own computer system</li> <li>3. Upload the completed form by clicking on the "Attach File" button to the right of this question.</li> </ol> | (no file attached) |
| 1.10.3 B.4.iii | <p>Applicant Organisations must:</p> <ol style="list-style-type: none"> <li>1. Download a template Capital and Projected Turnover Form from the 'Buyer Attachments' section in the Applicant Organisation ITT and save this to their own computer system</li> <li>2. Complete and re-save the form on their own computer system</li> <li>3. Upload the completed form by clicking on the "Attach File" button to the right of this question.</li> </ol>  | (no file attached) |
| 1.10.4 B.4.iv  | <p>Please upload your Applicant Organisation's Business Plan by clicking on the "Click to attach file" button to the right of this question. For more information on the required minimum content of the Business Plan, please see XX.</p>   | (no file attached) |

1.11 C - Essential Requirements and Declarations - Question Section

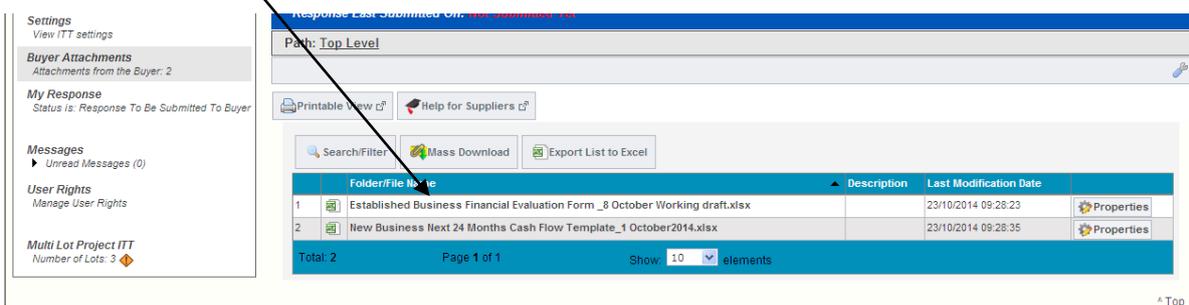
Note

Note Details

To do so you will need to return to the main Duty Provider Organisation ITT screen. This can be done by selecting 'Save and Exit Response'. You will then be able to select the 'Buyer Attachments' tab on the left of the page;

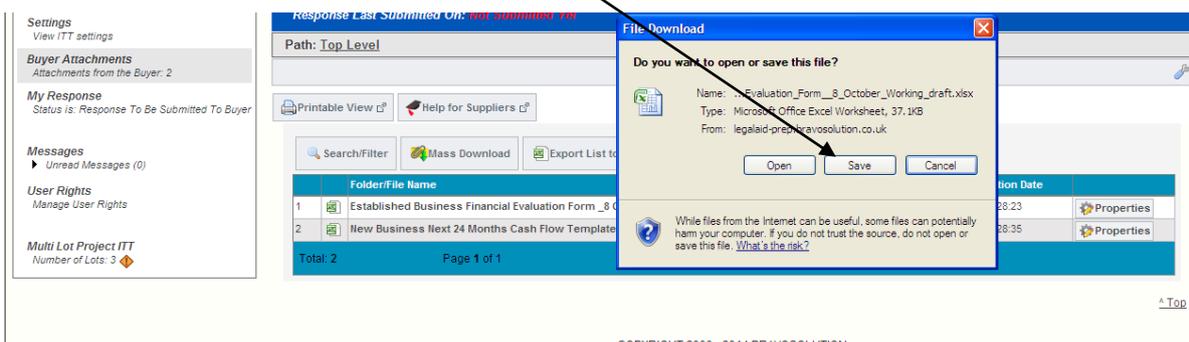


You will now see the relevant forms. Please note that you may not need to provide all attachments so you must ensure that you are downloading and completing only those that are Mandatory Forms relevant to your response (paragraph 3.6 of the IFA outlines these).

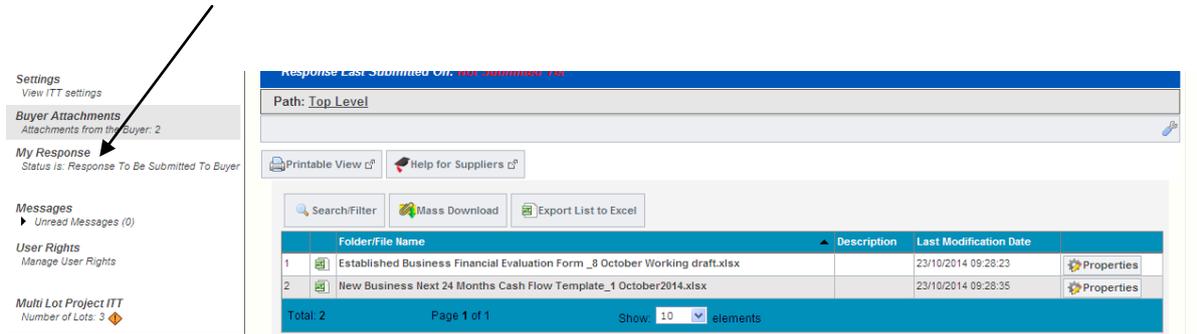


Clicking on the file(s) will present you with the following prompt. Select 'Save', which will save a copy the file to your own computer. Please note details entered into the forms will only be saved if you save these on your own computer system. You can now complete the document as required on your own system.

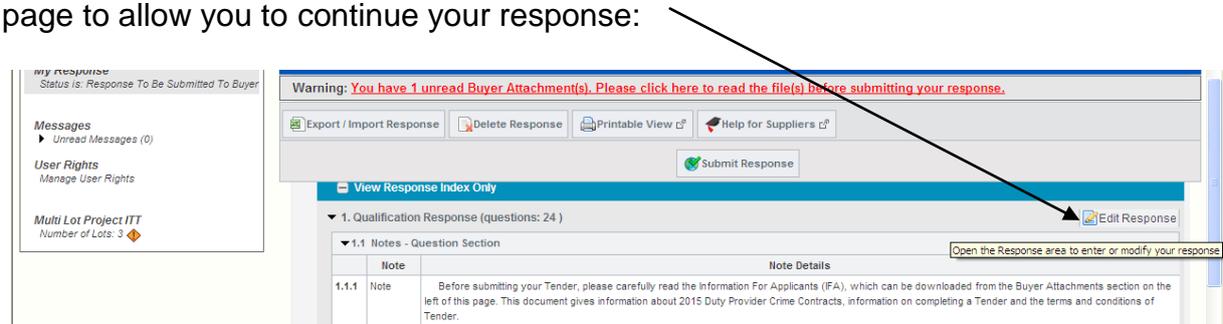
Be aware that because the Mandatory Attachments are completed outside of the eTendering system and uploaded into the ITT response, it is not possible for the eTendering system to prevent incorrect or incomplete information being submitted and it is an Applicant Organisation's responsibility to ensure fully completed and accurate information is attached.



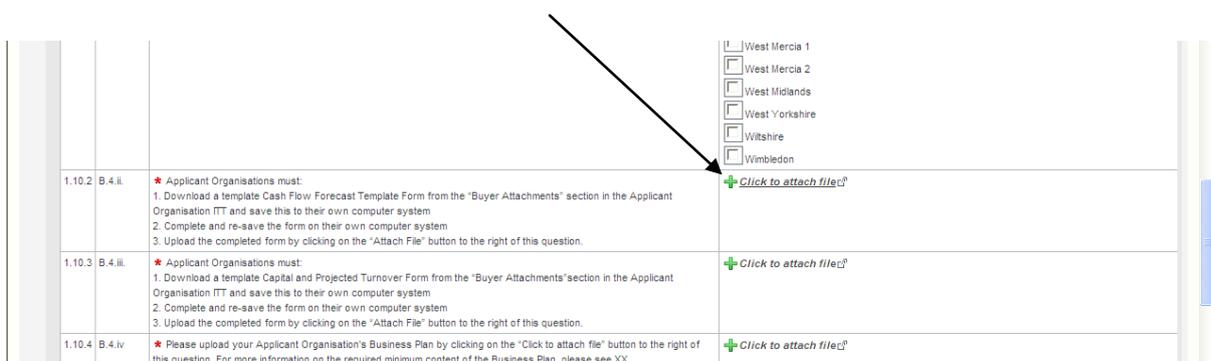
Return to the Duty Provider Organisation ITT screen by clicking 'My Response' on the left side of the page:



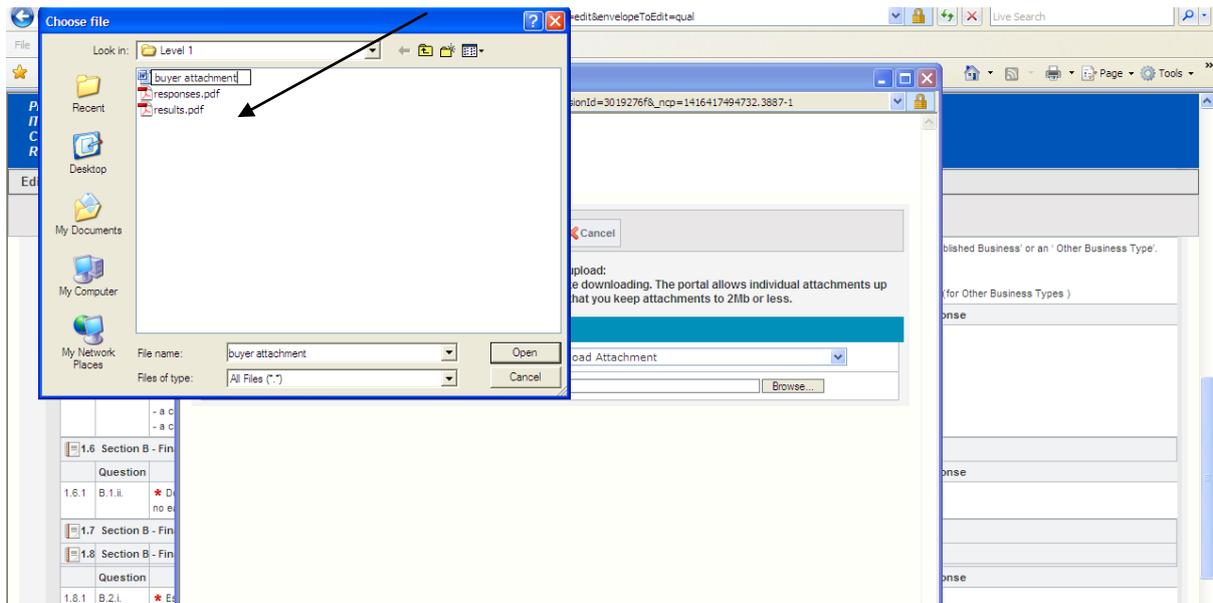
You will again be required to select 'Edit Response' in the top right corner of the page to allow you to continue your response:



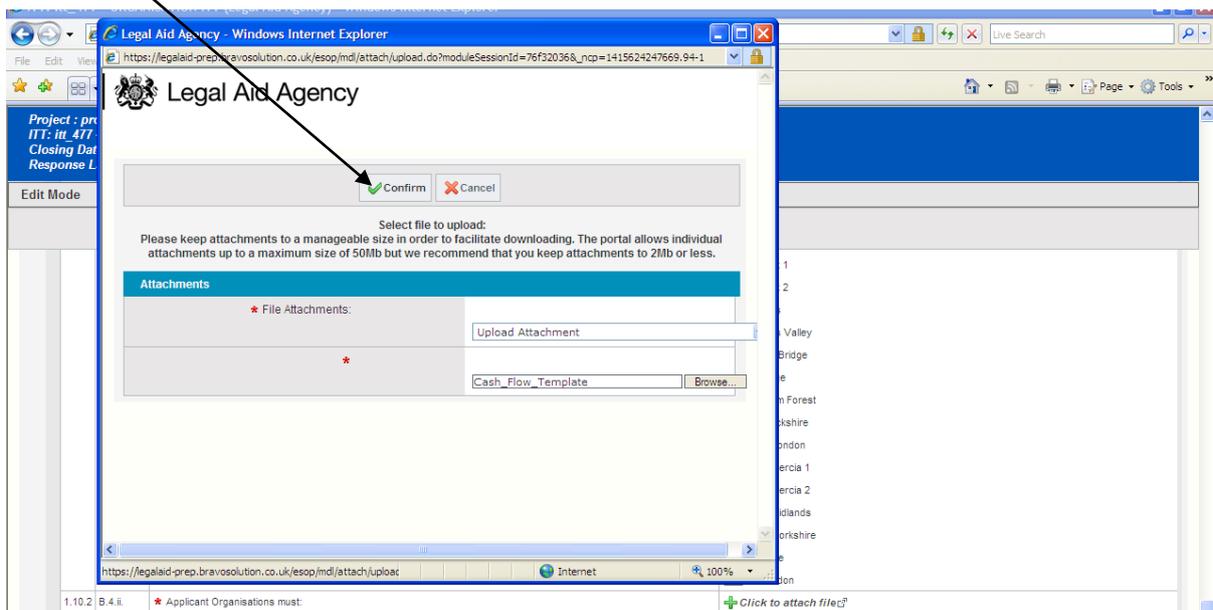
You can now select 'Click to attach file':



This will allow you to browse your computer for the appropriate file:

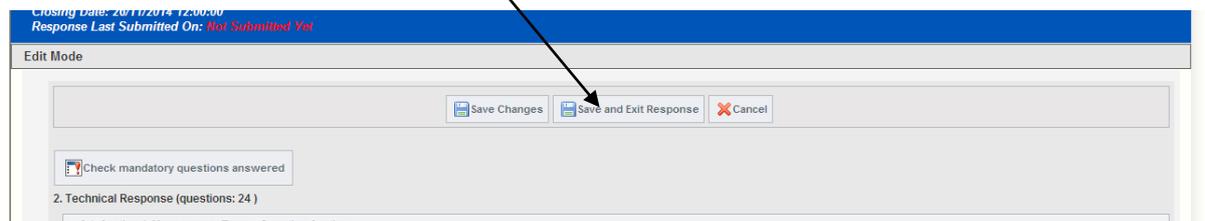


Once the appropriate file is selected, click 'Confirm' to complete the upload:

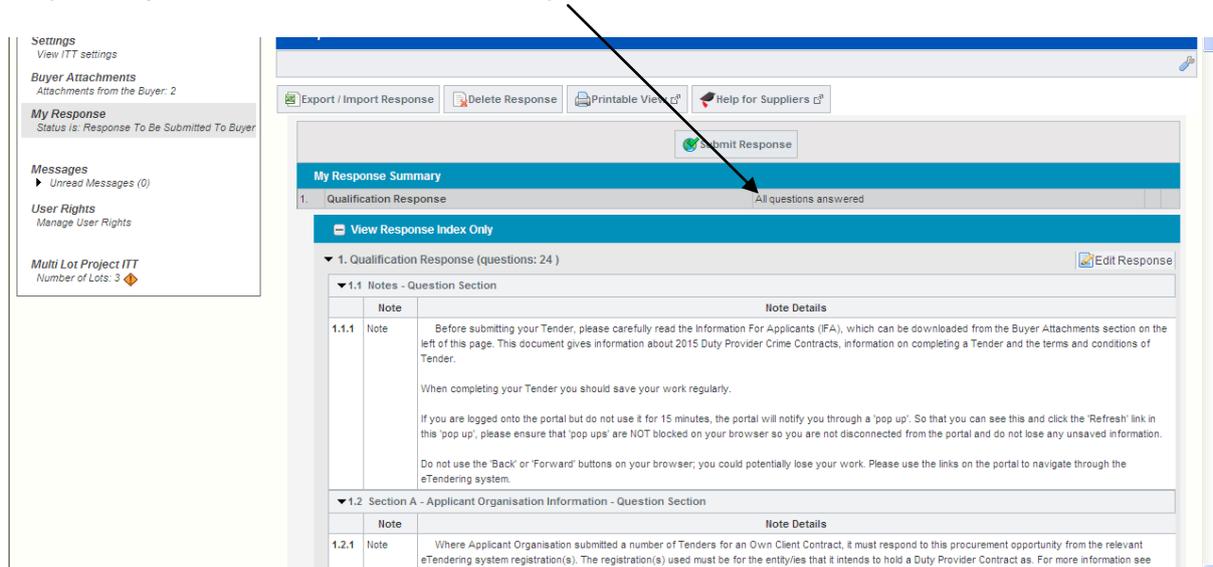


## 6. Submitting your response

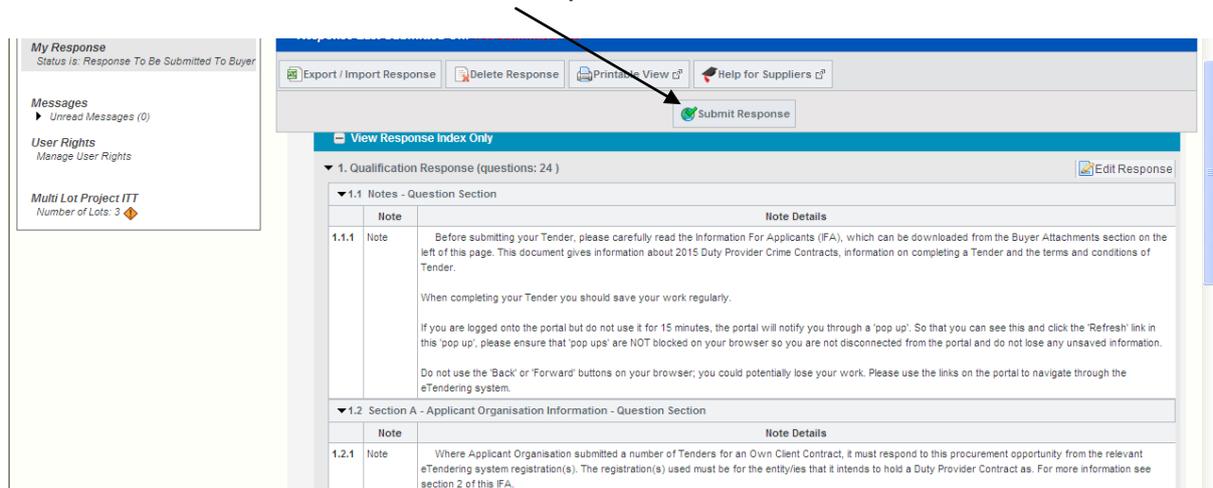
When you have completed all responses and attached the required Mandatory Forms, click 'Save and Exit Response':



You will now be presented with the summary screen of your ITT. At the top of the response you can see the number of questions that have been answered:



Once you are happy that you have fully completed your response and are ready to submit it to the LAA, select 'Submit Response':



You will receive a message on screen, confirming submission of your response to the Duty Provider Organisation ITT.

## 7. Completing the Procurement Area ITTs.

Once you have completed your response to the Duty Provider Organisation ITT, you must complete a Procurement Area ITT for each Procurement Area in which you wish to deliver Contract Work.

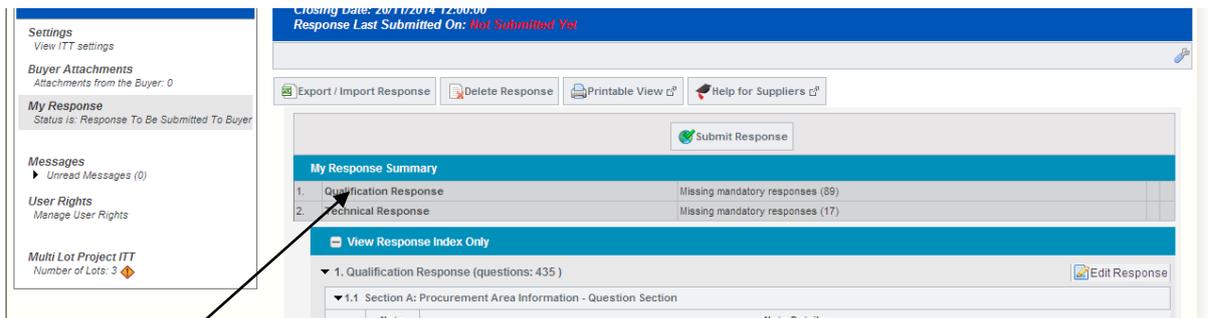
There is a separate Procurement Area ITT for each of the 85 Procurements Areas in which you can bid to deliver Contract Work. Each Procurement Area ITT is split into a Qualification Envelope and a Technical Envelope.

To access the Procurement Area ITTs, click on 'Multi Lot Project ITT':

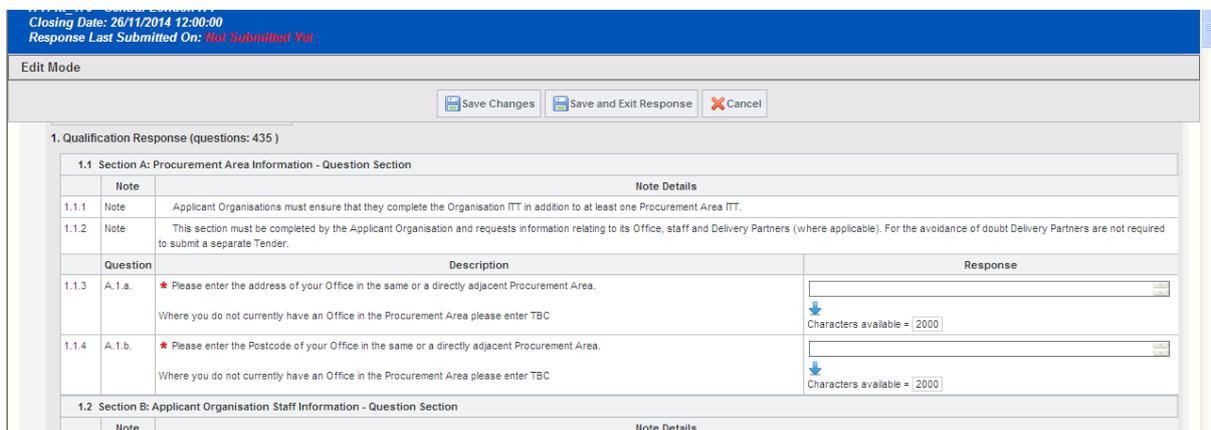
You will then be re-directed to the following page, where you must select the first Procurement Area ITT you wish to complete. If you wish to complete multiple Procurement Area ITTs you can do so by repeating the steps set out here after completing their first Procurement Area ITT.

| ITT: itt_474 - Non-London ITTs                                 |          |                                |                  |                         |                                   |                               |  |
|--|----------|--------------------------------|------------------|-------------------------|-----------------------------------|-------------------------------|--|
| Closing Date: 26/11/2014 12:00:00 (Your response will be late) |          |                                |                  |                         |                                   |                               |  |
| Response Last Submitted On: Not Submitted Yet                  |          |                                |                  |                         |                                   |                               |  |
| <b>Multi Lot Project</b>                                       |          |                                |                  |                         |                                   |                               |  |
| Multi Lot Project Title: Crime Tender 6 test                   |          |                                |                  |                         |                                   |                               |  |
| Qualification Only ITT - Common to All Lots                    |          |                                |                  |                         |                                   |                               |  |
| Type   | ITT Code | ITT Title                      | Closing Date     | ITT Status              | Response Status                   | Multi Lot Response Status     |  |
| 1  | itt_477  | DUTY PROVIDER ORGANISATION ITT | 26/11/2014 12:00 | Closed: To Be Evaluated | Response To Be Submitted To Buyer | Multi Lot Response Incomplete |  |
| Lots   |          |                                |                  |                         |                                   |                               |  |
| Type   | ITT Code | ITT Title                      | Closing Date     | ITT Status              | Response Status                   | Multi Lot Response Status     |  |
| 1  | itt_476  | Central London ITT             | 26/11/2014 12:00 | Closed: To Be Evaluated | Response To Be Submitted To Buyer | Lot Response Not Sent         |  |
| 2  | itt_475  | London ITTs                    | 26/11/2014 12:00 | Closed: To Be Evaluated | Response To Be Submitted To Buyer | Lot Response Not Sent         |  |
| 3  | itt_474  | Non-London ITTs                | 26/11/2014 12:00 | Closed: To Be Evaluated | Response To Be Submitted To Buyer | Lot Response Not Sent         |  |
| Total: 3   |          | Page 1 of 1                    |                  | Show: 10 elements       |                                   |                               |  |

Once you have selected the relevant Procurement Area ITT you will be directed to the following screen:

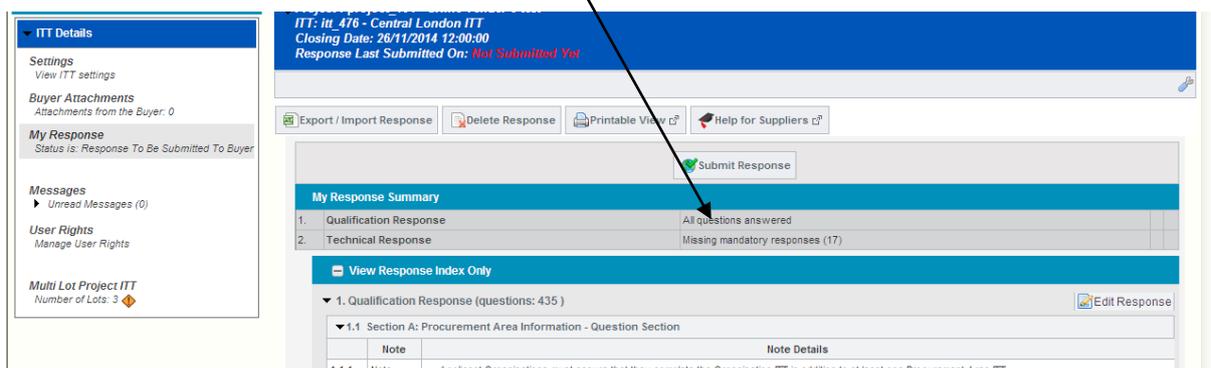


As outlined above, each Procurement Area ITT is comprised of a Qualification Envelope and a Technical Envelope, both of which must be completed. Select 'Qualification Response' as illustrated above to access all questions contained within that envelope.



As with the Duty Provider Organisation ITT, all questions marked with a red asterisk are mandatory and must be completed. The guidance set out in section 4 about questions (above) also applies in the same way here. Remember to regularly save your work, and once you have completed all of the mandatory responses, click 'Save and Exit Response'.

You will be re-directed to the summary screen for the relevant Procurement Area ITT, which will illustrate that you have answered all questions relating to the Qualification Response.

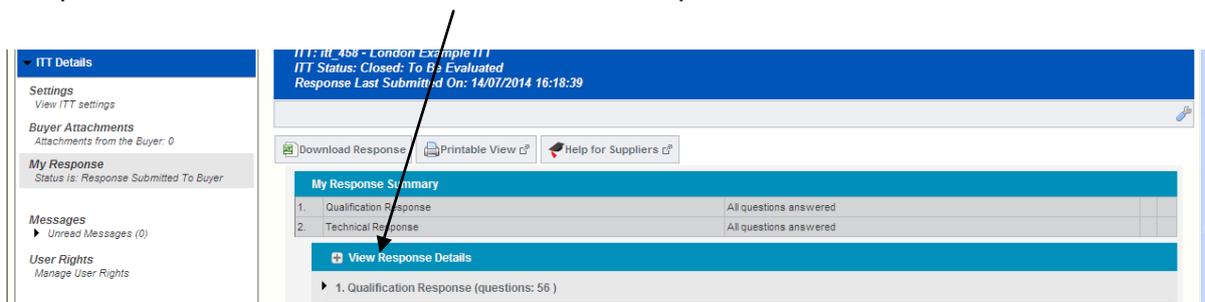


You can now select the Technical Response, and complete this aspect of the ITT in the same manner.

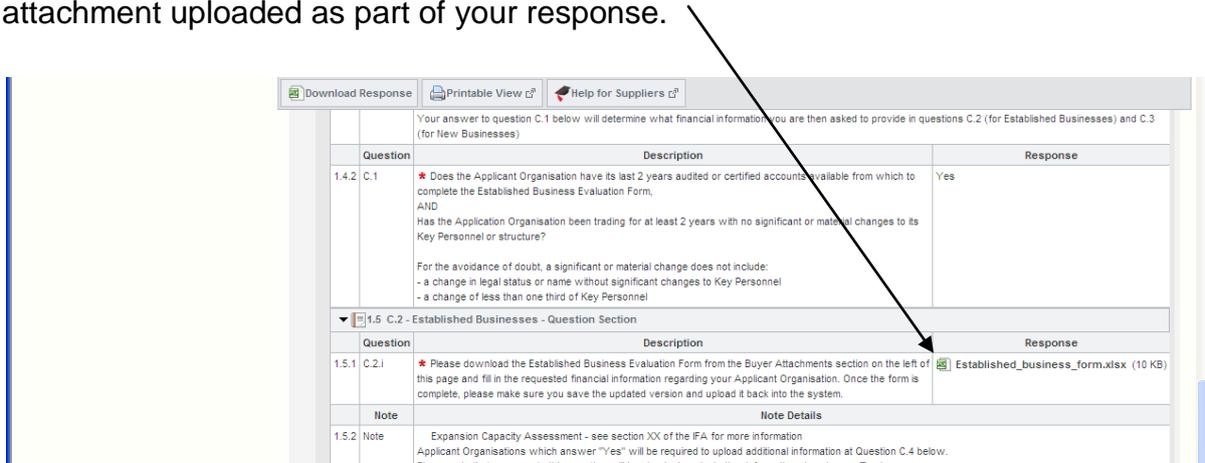
Once you have completed your response you must submit it by clicking on the “Submit Response” button within the relevant Procurement Area ITT.

Please note that the Duty Provider Organisation ITT must be submitted first as it is not possible to submit a response to a Procurement Area ITT until a response to the Duty Provider Organisation ITT has been submitted. The eTendering system, however, will not prevent you from submitting a response to the Duty Provider Organisation ITT without a Procurement Area Bid (a response to a Procurement Area ITT).

You can check the information you have provided within the ITT responses by going to ‘My Response’ in the ‘Actions’ menu on the left hand side and clicking on ‘View Response Details’ in the blue bar above the response.



Where Mandatory Attachments have been uploaded, you can check their contents by going to the question in the ITT against which the information is loaded. The uploaded documents will be visible on the right hand side of the screen and can be downloaded by clicking on the document name. This will open a version of the attachment uploaded as part of your response.



When you submit an ITT response for the first time you will receive an automated email message that your response has been successfully submitted (a message will be received for each ITT response submitted i.e. the Duty Provider Organisation ITT and each Procurement Area ITT submitted). This only provides an indication of whether the response has been transmitted to the LAA and not whether the Tender is fully completed and/or will be assessed as being successful.

## 8. Editing responses post submission

After submitting an ITT response, you can edit your response and resubmit it up to the Deadline. Where you do this you must ensure that you have still submitted a valid tender (i.e. a response to the Duty Provider Organisation ITT and at least one Procurement Area ITT), as the system will not flag up where this has not been done.

Please note that if you resubmit a Tender, you will not receive the automated email message confirming submission again. However, you can check that you have successfully submitted your response by going to the 'My ITTs' screen, which will show the new 'Response status' as 'Response submitted to Buyer'.

The screenshot displays the 'My Response' section of the eTendering system. On the left-hand side, a navigation menu includes 'Settings', 'Buyer Attachments', 'My Response', 'Messages', 'User Rights', and 'Multi Lot Project ITT'. The 'My Response' section is highlighted, showing a status of 'Response Submitted To Buyer'. An arrow points from this status to the main content area. The main content area shows a 'Response Last Submitted On: 14/07/2014 15:43:46' and a 'My Response Summary' for a 'Qualification Response' with 'All questions answered'. Below this, there is a 'View Response Index Only' button and a section for '1. Qualification Response (questions: 19)'. Underneath, there is a '1.1.1 Note - Question Section' with a table of notes. The table has columns for 'Note' and 'Note Details'. The first note (1.1.1) contains instructions about reading the Information For Applicants (IFA) and saving work regularly.

| Note       | Note Details   |
|------------|--|
| 1.1.1 Note | <p>Before submitting your Tender, please carefully read the Information For Applicants (IFA), which can be downloaded from the Buyer Attachments section on the left of this page. This document gives information about 2015 Duty Provider Crime Contracts, information on completing a Tender and the terms and conditions of Tender.</p> <p>When completing your Tender you should save your work regularly.</p> <p>If you are logged onto the portal but do not use it for 15 minutes, the portal will notify you through a 'pop up'. So that you can see this and click the 'Refresh' link in this 'pop up', please ensure that 'pop ups' are NOT blocked on your browser so you are not disconnected from the portal and do not lose any unsaved information.</p> <p>Do not use the 'Back' or 'Forward' buttons on your browser; you could potentially lose your work. Please use the links on the portal to navigate through the eTendering system.</p> |

The Deadline for submitting completed Tenders is **12 noon on 29 January 2015**. Tenders submitted after the Deadline will not be accepted. It is an Applicant Organisation's absolute responsibility to ensure that its complete Tender is submitted before the Deadline.

## 9. Further guidance on how to operate the eTendering system

Further guidance on undertaking common tasks within the eTendering system (e.g. sending a message) is available via the 'Technical Support & Guidance' link on the front page of the eTendering system.

There is also a helpdesk to provide technical support to Applicant Organisations using the eTendering system. However, the helpdesk is **unable** to assist with problems with your own computer hardware or systems - for these types of issues you should contact their usual IT support.

Questions should be emailed to the following email address:

[LAATenderHelpdesk@ventura-uk.com](mailto:LAATenderHelpdesk@ventura-uk.com).

Alternatively, the telephone number for the helpdesk is 03330 037060 (lines are open from 9am to 6pm Monday to Friday).

The LAA recommends that Applicant Organisations start to complete their Tender early so that they identify any areas where they need help as soon as possible as the helpdesk is likely to be very busy in the days leading up to the Deadline. The LAA cannot guarantee that queries received close to the Deadline will be dealt with before the Deadline.