



Legal Aid
Agency

Procurement Process for Civil Legal Advice Contracts from September 2018 Frequently Asked Questions

Many questions will be answered by the information given in the Information for Applicants document (IFA), which is available on the Tenders pages of our website:

<https://www.gov.uk/government/publications/civil-2018-contracts-tender>

The deadline for questions about the IFA or the tender was **23.59 19 October 2017** (note this is referred to as the “End date for supplier clarification messages”) on the e-Tendering system. We are therefore unable to answer questions received after that deadline.

Questions that we consider to be of interest have been collated and answered centrally in writing to ensure that all interested parties have equal access to information in the answers.

These questions and answers are published in this FAQ document.

Technical Questions on how to use the e-Tendering system

There is a Helpdesk to provide technical support to Applicants using the e-Tendering 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 your usual IT support.

Questions should be emailed to the following email address: help@bravosolution.co.uk
Alternatively, the telephone number for the Helpdesk is 0800 069 8630 (lines are open from 9am to 6pm Monday to Friday).

The Helpdesk remains open until the tender closes. However, we recommend that you start to complete your tender early so that you identify any areas where you need technical help as soon as possible, as the Helpdesk is likely to be very busy in the days leading up to the tender deadline and cannot guarantee that queries received close to the tender deadline will be dealt with in time.

The deadline for receipt of Tenders is 5pm on 10 November 2017.

Q.1. In respect of questions 3(i) and 4(i) of the Selection Criteria, is it necessary for Caseworkers to have delivered cases consistently for the entirety of the 12 month period, or is it acceptable if they have delivered the specified number of cases over a shorter period (e.g. three months)?

A. It is not necessary for Caseworkers to have delivered the specified number of cases consistently for the entirety of the 12 month period.

Individuals who have delivered the specified number of cases over a shorter period of time can be counted by an Applicant for the purposes of answering questions 3(i) and 4(i), as long as the shorter period of time in which the individuals delivered the cases occurred in the 24 months immediately preceding the submission of the Applicant's tender.

Q.2. Our Data Protection protocols do not allow us to share the names of clients as supporting evidence for our answers to the Selection Criteria questions without obtaining consent from those clients. Is it acceptable to instead provide case references/URNs for the purposes evidencing our Selection Criteria responses?

A. Yes. Where data protection policies do not allow you to provide Client names, the use of case references/URNs would be acceptable.

Q.3. Is there is a word limit for the Implementation Plan and the Resourcing Plan attachments?

A. No. There is no word limit on the Implementation or Resourcing Plans.

Q.4. As part of the Selection Criteria evidence requirements, Applicants are asked to supply copies of contracts of employment as supporting evidence. Our contracts of employment are long. Will it be sufficient to send just the pages which include the name of employee, job title, employment dates, and the signature of the employee?

It is not necessary to attach the entire document. However, Applicants should provide enough of the contract documents so that the LAA is able to do the following:

- confirm that a contract of employment exists between the individual and the Applicant, including signatures on the agreement;
- identify the individual; and
- confirm the dates of their employment;

Q.5. As part of the Selection Criteria evidence requirements, Applicants are asked to supply copies of contracts of employment as supporting evidence. Are we allowed to blank out the employee's address and salary?

A. Yes. Please refer to the answer question 4. It is not necessary to provide employees' addresses and salaries as detailed in their contracts of employment.

Q.6. Please clarify and expand upon what is meant by ‘the call quality activity undertaken’ in question 1b of the Selection Criteria.

A. Question 1b of the Selection Criteria requires Applicants to provide details of the “call quality activity undertaken” in relation to the Dedicated Telephone Advice Service managed by the Named Individual. This requires the Applicant to provide an explanation of the activities undertaken to manage the quality of calls. This may include details of the activities undertaken to ensure that a high quality of telephone advice was provided via that service.

Q.7. Do the call volume requirements in Selection Criteria questions 1 and 2 relate to the number of new enquiries or the number of individual calls received?

A. The volume requirements relate to the number of individual calls received by the Dedicated Telephone Advice Service.

Q.8. Can housing cases where an individual has prosecuted for a mortgage company be included in meeting the case thresholds for Selection Criteria questions 3, 4 and 6 in the CLA Housing and Debt ITT?

A. Prosecution cases falling within scope of the Housing and Debt Categories of Law conducted by individuals may be referred to by an Applicant in meeting the case thresholds where the other requirements of the Selection Criteria questions are met.

Q.9. Would the LAA consider an individual who has advised in the prosecution of housing cases for a mortgage company as suitable to be employed as a Supervisor or Caseworker?

A. Please see the answer to question 8.

The requirements to be met by an individual to be a Caseworker and / or a Supervisor are set out in the CLA Contract. These requirements must be met for an individual to be considered suitable to deliver Contract Work as a Caseworker or Supervisor.