#### 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 <u>www.legalaid.bravosolution.co.uk</u>

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 (<u>www.legalaid.bravosolution.co.uk</u>). You will be presented with the following screen;

| From this page you can view and access our current tender opportunities and manage your applications. This<br>includes applications for contracts to deliver legal services, including Crime, VHCC, Civil and telephone advice<br>contracts.  | Technical Support and<br>Guidance  |
|---|--|
| PQQs and ITTs   |  |
| For each tender, applicants must complete a Pre-Qualification Questionnaire (PQQ) followed by the relevant<br>Invitation To Tender (ITT). Further detail on the requirements upon applicants is in the relevant Information<br>for Applicants document.                               | User Agreement   |
| For a list of PQQs / ITTs open to all suppliers click on the corresponding links below.   | All users accessing this<br>service are bound by the site<br>user agreement which is |
| Once you select a PQQ or ITT, click Express Interest to enter that PQQ or ITT. You can then view more<br>detailed information about the tender and submit a response. You don't need to complete your response in<br>one visit, and can save your progress to resume at a later date. | updated from time to time.<br>The latest version is<br>accessible <u>here</u> .      |
| Once you have expressed an interest, your PQQ/ITT will be moved to the My PQQs or My ITTs section of the<br>site. This will allow you to access your chosen PQQ/ITT quickly and easily, without having to search through<br>the full list of tenders each time you visit.             | The agreement was last<br>updated on 29/05/2013                                      |
| Alternatively you can click on the Projects link below to access all of the tenders (PQQs and ITTs) in which you<br>have previously expressed an interest or which you have been invited to.  |  |
| Opportunities   |  |
| Projects<br>Pre-Qualification questionnaires (PQQs)<br>• My PQQs<br>• OQS open to all suppliers<br>Invitations to tender (ITTs)   |  |
| Coloct the (Drojecto' antion  |  |
| Select the Projects option.   |  |

| Projects             |               |                               |  |                   |                            |                     |
|----------------------|---------------|-------------------------------|--|-------------------|----------------------------|---------------------|
| Locations            |               |                               | Filter By: All Projects                        | nfigure Items     |                            | dire.               |
| Projects<br>Projects | Search/Filter | Export List to Excel          | sk BEN For Help 🗗                              |                   |                            |                     |
| Project Archives     | Project Co    | de Project Title              |  | Project Reference | Owner                      | Date Created 🔷 👻    |
| Project Archives     | 1 project_59  | Mediation Services from Feb   | uary 2015                                      |                   | Responsible Officer Senior | 19/09/2014 17:32:28 |
|                      | 2 project_58  | Criminal Contracts from July  | 2015   |                   | Responsible Officer Senior | 22/04/2014 15:32:45 |
|                      | 3 project_57  | Community Care and Mental     | Health Services from August 2014               |                   | Responsible Officer Senior | 20/02/2014 10:23:32 |
|                      | 4 project_56  | Housing Possession Court D    | ity Scheme (HPCDS) Services from 2014          |                   | Responsible Officer Senior | 02/01/2014 13:10:48 |
|                      | 5 pre_ct_55   | Welfare Benefits Services fro | m 1 February 2014                              |                   | Responsible Officer Senior | 10/12/2013 12:08:01 |
|                      | 6 poject_54   | CLA Operator Service from N   | ovember 2014                                   |                   | Responsible Officer Senior | 26/11/2013 16:29:27 |
|                      | 7 project_52  | Video British Sign Language   | BSL) interpreting services from 1 October 2013 | BSL               | Responsible Officer Senior | 27/08/2013 14:20:19 |
|                      | 8 project_51  | Welfare Benefits Services fro | m October 2013                                 |                   | Responsible Officer Senior | 27/02/2013 18:45:28 |
|                      | 9 project_49  | CLA Specialist Telephone Leg  | gal Advice Services from April 2013            |                   | Responsible Officer Senior | 09/05/2012 14:51:11 |
|                      | 10 project_48 | Face to face Services from Ap | oril 2013                                      |                   | Responsible Officer Senior | 09/05/2012 14:49:28 |
|                      | Total: 44     | Page 1 of 5                   | Show: 10 💙 elements                            |                   | 112                        | 3  4  5≥≥≥          |
| /                    |               |                               | ~ COPYRIGHT 2000 - 2014 BRAVOSOL               | UTION ~           |                            | <u>^ Tor</u>        |

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

| ttinas                                   |   | uyer Organ | isauon : T | ne Legar Services Commission   |                          |                         |          |
|--|---|------------|------------|--------------------------------|--------------------------|-------------------------|----------|
| ew Project Settings                      |   |            |            |                                |                          |                         |          |
| Project Objects<br>View Objects Found: 4 |   | 🔍 Search/f | ilter 📓    | Export List to Excel           |                          |                         |          |
| <ul> <li>All Objects (4)</li> </ul>      |   | -          |            |                                |                          | <b>9</b> 1.1            |          |
| My PQQs (0)                              |   | Туре       | Code       | Name                           | End/Close date           | Status                  |          |
| My ITTs (4)                              | 1 |            | itt_474    | Non-London ITTs                | 26/11/2014 12:00         | Closed: To Be Evaluated |          |
| achmente (0)                             | 2 | 2          | itt_475    | London ITTs                    | 26/11/2014 12:00         | Closed: To Be Evaluated |          |
| achments (0)                             | 3 | 3          | itt_476    | Central London ITT             | 26/11/2014 12:00         | Closed: To Be Evaluated |          |
| tivities (0)                             | 4 | i 🗈 .      | itt_477    | DUTY PROVIDER ORGANISATION ITT | 26/11/2014 12:00         | Closed: To Be Evaluated |          |
|  |   | /          |            |                                |                          |                         |          |
|  |   | /          |            |                                |                          |                         | <u>^</u> |
|  |   |            |            | ~ COPYRIGHT 200                | 0 - 2014 BRAVOSOLUTION ~ |                         |          |
|  |   |            |            |                                |                          |                         |          |
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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, 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:

| Settings<br>View ITT settings<br>Buyer Attachments<br>Attachments from the Buyer: 2<br>My Response<br>Status is: Response Not Submitted To Buyer | Response<br>Warning: Y | Last Subr<br>ou have 2<br>/iew ⊡" + | nitted On: Was Schmitted Yes<br>Lunread Buyer Attachment(s). Please click here to read the file(s) before submitting your response,<br>Pleip for Suppliers c <sup>2</sup>  |
|--|------------------------|-------------------------------------|--|
| Messages<br>Unread Messages (0)  |                        |                                     | Decline To Respond   |
| User Rights<br>Manage User Rights  |                        | liew Respo                          | nse Index Only   |
|  | ▼ 1. 0                 | ualification                        | n Response (questions: 24 )  |
| Multi Lot Project ITT  | ▼1.                    | 1 Notes - C                         | Juestion Section   |
| Number of Lots: 3 🔶  |                        | Note                                | Note Details   |
|  | 1.1.1                  | Note                                | Before submitting your Tender, please carefully read the information For Applicants (FA), which can be downloaded from the Buyer Attachments section on the<br>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<br>Tender.    |
|  |                        |                                     | 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 base 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<br>eTendering system.   |

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:

| Settings R  | esponse L         | .ast Subr                     | itted On: Wet Submitted Ver   |   |  |  |
|---|-------------------|-------------------------------|---|---|--|--|
| View ITT settings Wa  | arning: <u>Yo</u> | u have 2                      | unread Buyer Attachment(s). Please click here to read the Ne(s) before submitting your response.  |   |  |  |
| Attachments from the Buyer: 2                               |                   |                               |   |   |  |  |
| My Response<br>Status is: Response To Be Submitted To Buyer | xport / Imp       | oort Respo                    | nse Delete Response Egymintable View 2" Theip for Suppliers 2"  |   |  |  |
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| Manage User Rights  | 🗆 Vi              | ew Respo                      | nse Index Only  |   |  |  |
| Multi Lot Project ITT                                       | 🔫 1. Qu           | alification                   | Response (questions: 24 )   | Edit Response   |  |  |
| Number of Lots: 3 🚸   | ▼1.1              | ▼1.1 Notes - Question Section |   |   |  |  |
|   |                   | Note                          | Note Details  |   |  |  |
|   | 1.1.1             | Note                          | Before submitting your Tender, please carefully read the information For Applicants (FA), which can be downloaded from the Buyer Attachmer<br>left of this page. This document gives information about 2015 Duty Provider Crime Contracts, information on completing a Tender and the terms and<br>Tender.<br>When completing your Tender you should save your work regularly.<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 | its section on the<br>conditions of<br>Refresh' link in |  |  |
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|   | ▼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<br>eTendering system registration(s). The registration(s) used must be for the entitylies that it intends to hold a Duty Provider Contract as. For more in<br>section 2 of this FA.   | the relevant<br>formation see                           |  |  |
|   |                   | 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.2.0.                        | × Joo Ine   |   |  |  |

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.

| Index         Save Changer           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 notif your browser so you are not disconnected from the portal and do not lose any una to bon ot use the Back or Forward buttons on your browser; you could potentially lob on ot use the Back or Forward buttons on your browser; you could potentially lob on tuse the Back or Forward buttons on your browser; you could potentially lob on tuse the Back or Forward buttons on your browser; you could potentially lob on tuse the Back or Forward buttons on your browser; you could potentially lob on tuse the Back or Forward buttons on your browser; you could potentially lob on tuse the Back or Forward buttons on your browser; you could potentially lob on tuse the Back or Forward buttons on your browser; you could potentially lob on tuse the Back or Forward buttons on your browser; you could potentially lob on tuse the Back or Forward buttons on your browser; you could potentially lob on tuse the Back or Forward buttons on your browser; you could potentially lob on tuse the Back or Forward buttons on your browser; you could potentially lob on tuse the Back on the ently les that it intends to hold a Duty Provider Contract as. For more informer information           1.21         Note         Please give the details of the person completing this Tender:           Oucestion         Description         124           1.23         Note         Please give the details of the person completing this Tender:           Oucestion         Description         124           1.24         A2.a         Name | 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 ved information. e your work. Please use the links on the portal to navigate through the eTendering system.  Note Details Contract, it must respond to this procurement opportunity from the relevant eTendering system registration(s). The registration(s) used m mation see section 2 of this FA.  Response       |
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| Do not use the Back or "Forward buttons on your browser; you could potentially to           1.2. Section A - Applicant Organisation Information - Question           Unite         When           1.2.1         Note         Where Applicant Organisation submitted a number of Tenders for an Own Client be for the entityles that it intends to hold a Duty Provider Contract as. For more info           Question         Description           1.2.2         A.1.         & Full name of Applicant Organisation           Note         Please give the details of the person completing this Tender:           Question         Description           1.2.3         Note         Please give the details of the person completing this Tender:           Question         Description           1.2.4         A.2.a.         Name           1.2.5         A.2.b.         # Job Title   | le your work. Please use the links on the portai to navigate through the eTendering system.  Note Details  Contract, it must respond to this procurement opportunity from the relevant eTendering system registration(s). The registration(s) used m mation see section 2 of this FA.  Response   |
| 1.2 Section A - Applicant Organisation Information - Question       Note       UNere Applicant Organisation submitted a number of Tenders for an Own Client<br>be for the entity/les that it intends to hold a Duty Provider Contract as. For more info       Question       Description       1.2.2       Note       Please give the details of the person completing this Tender:       Question       1.2.4     A.2.a.       Name       1.2.5     A.2.b.       \$ Job Title   | Note Details Contract, it must respond to this procurement opportunity from the relevant eTendering system registration(s). The registration(s) used m mation see section 2 of this FA. Response  |
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| 1.2.3     Note     Please give the details of the person completing this Tender:       Question     Description       1.2.4     A.2.a.     Name       1.2.5     A.2.b.     * Job Tile  | Note Details  |
| Question         Description           1.2.4         A.2.a.         R Name           1.2.5         A.2.b.         * Job Tile   |   |
| 124 A.2a. Name<br>125 A.2b. * Job Tile   | Response  |
| 1.2.5 A.2.b. * Job Title   |   |
| 1.2.5 A.2.b. * Job Title   | Characters available = 2000   |
|  |   |
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| 1.2.6 A.2.c. * Telephone Number  |   |
|  |   |
| 1.2.7 A.2.d. * Email Address   | 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'

| ponse Last Submitted On: Not Submitted Yet |  |  |
|--|--|--|
|  | Save Changes Save and Exit Response Cancel |  |
| Check mandatory questions answered         |  |  |
| 2. Technical Response (questions: 24)      |  |  |

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

1

| onse L         | last Subr                     | itted On: Not Submitted Yet   |   |  |  |  |
|----------------|-------------------------------|---|---|--|--|--|
| ode            |                               |   |   |  |  |  |
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|                | /                             | Save Changes  | Cancel  |  |  |  |
| Ch<br>Qualif   | eck manda                     | tory questions answered   |   |  |  |  |
| 1.1            | Notes - Qu                    | vestion Section   |   |  |  |  |
|                | Note                          | Note Details  |   |  |  |  |
| 1.1.1          | Note                          | Before submitting your Tender, please carefully read the Information For Applicants (FA), which can be downloaded fr<br>2015 Duty Provider Crime Contracts, information on completing a Tender and the terms and conditions of Tender.<br>When completing your Tender you should save your work regularly.<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 cr | be downloaded from the Buyer Attachments section on the left of this page. This document gives information abo<br>Tender.<br>up'. So that you can see this and click the 'Refresh' link in this 'pop up', please ensure that 'pop ups' are NOT bloc |  |  |  |
|                |                               | your browser so you are not disconnected from the portal and do not lose any unsaved information.<br>Do not use the 'Back' or 'Forward' buttons on your browser, you could potentially lose your work. Please use the links on t  | he portal to navigate through the eTendering system.  |  |  |  |
|                |                               |   |   |  |  |  |
| 1.2            | Section A                     | - Applicant Organisation Information - Question Section   |   |  |  |  |
| 1.2            | Section A<br>Note             | - Applicant organisation information - question Section<br>Note Details   |   |  |  |  |
| 1.2            | Note Note                     | Applicant Urganisation information - Question Section Note Details Where Applicant Organisation submitted a number of Tenders for an Own Client Contract, it must respond to this procu-<br>be for the entityles that it intends to hold a Duty Provider Contract as. For more information see section 2 of this FA.  | rement opportunity from the relevant eTendering system registration(s). The registration(s) used mut  |  |  |  |
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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.

| Node              |  |   |  |  |
|-------------------|--|---|--|--|
| 1. Quali<br>1.1.1 | heck manda<br>fication Re:<br>Notes - Qu<br>Note | Itory questions answered<br>sponse (questions: 24.)<br>restion Section<br>Before submitting your Tender, please carefully read the Information<br>2015 Duty Provider Crime Contracts, information on completing a Tender<br>When completing your Tender you should save your work regularly.<br>If you are logged onto the portal but do not use if for 15 minutes, the por<br>your browser so you are not disconnected from the portal and do not to | Windows Internet Explorer The request generated the following en - Masing Mandatory Field: A.1, A - Masing Mandatory Field: A.2, B - Masing Mandatory Field: C.6, B - | rors:<br>uver Attachments section on the left of this page. This document gives information about<br>a see this and click the Refresh' link in this 'pop up', please ensure that 'pop ups' are NOT blocked o |
| 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<br>be for the entity/ies that it intends to hold a Duty Provider Contract as. For   | Own Client Contract, it must respond to this procure<br>or more information see section 2 of this IFA.   | ement opportunity from the relivant eTendering system registration(s). The registration(s) used mus  |
|                   | Question   | Description   |  | Response   |
|                   |  |   |  |  |

## 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.

| Image: Instant of the section of t |   |  | Keep Changes Discard Ch  | anges   |  |  |  |  |
|---|---|--|--|---|--|--|--|--|
| Question         Description         Response           1.5.2         B.1.1         * Has the Application Organisation been trading for at least 2 years in its current form?<br>[Insert ref to guidance on whether AO is a new business or not] For the avoidance of doubt, a significant or material<br>- a change of least than one third of Key Personnel         Image of least than one third of Key Personnel           Image of least than one third of Key Personnel         - a change of least than one third of Key Personnel         Image of least than one third of Key Personnel           Image of least than one third of Key Personnel         - a change of least than one third of Key Personnel         Image of least than one third of Key Personnel           Image of least than one third of Key Personnel         - a change of least than one third of Key Personnel         Image of least than one third of Key Personnel           Image of least than one third of Key Personnel         - a change of least than one third of Key Personnel         Image of least than one third of Key Personnel           Image of least than one third of Key Personnel         - a change of least than one third of Key Personnel         Image of least than one third of Key Personnel           Image of least than one third of Key Personnel         - Image of least than one section         Image of least than one section           Image of least than one of the section section         - Image of least than one section         - Image of least than one section           Image of least than one of the section Section         - I   |   |  | Your answer to questions B.1.i and B.1.ii below will determine what Financial Information you are then asked to  | vide in questions B.2 (for Established Businesses) or B.4 (for Other Business Types ) |  |  |  |  |
| 1.5.2       B.1.1       * Has the Application Organisation been trading for at least 2 years in its current form?<br>[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:<br>- a change in legal status or name without significant changes to Key Personnel<br>- a change of less than one third of Key Personnel       Image: The Section B - Financial Information - Question Section         Image: I   |   | Question   | Description  | Response  |  |  |  |  |
|   | 1.5.2   | B.1.i.   | * Has the Application Organisation been trading for at least 2 years in its current form?<br>[Insert ref to guidance on whether AO is a new business or not] For the avoidance of doubt, a significant or materic<br>change does not include:<br>- a chance in least status or name without significant changes to Key Personnel |   |  |  |  |  |
| 1.6 Section B - Financial Information - Question Section         1.1.7 Section B - Financial Information - Question Section         1.1.9 Section B - Financial Information - Question Section         1.1.9 Section B - Financial Information - Question Section         1.1.9 Section B - Financial Information - Question Section         1.1.9 Section B - Financial Information - Question Section         1.1.10 Section B - Financial Information - Question Section         1.1.10 Section B - Financial Information - Question Section         Question       Description  |   |  | - a change of less than one third of Key Personnel   |   |  |  |  |  |
| Image: Information - Question Section         Question       Description         Response   | 1.0   | 1.6 Section B - Financial Information - Question Section |  |   |  |  |  |  |
| Image: Section B - Financial Information - Question Section       Image: Section B - Financial Information - Question Section       Image: Section B - Financial Information - Question Section       Image: Question B - Financial Information - Question Section       Question     Description   | <b>1</b> .  | 7 Section B  | - Financial Information - Question Section   |   |  |  |  |  |
| In 1.9     Section D - Financial Information - Question Section       In 1.0     Section B - Financial Information - Question Section       Question     Description  | 1.1   | 8 Section B  | - Financial Information - Question Section   |   |  |  |  |  |
| Question         Perinancial Information - Question Section           Question         Description  | -[]1.1  | Section D  | - Financial Information - Question Section   |   |  |  |  |  |
| Question Description Response   | 1.10 Section B - Financial Information - Question Section |  |  |   |  |  |  |  |
|   |   | Question   | Description  | Response  |  |  |  |  |

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:

| Mode   |            |   |   |
|--------|------------|---|---|
| wode   |            |   | 7   |
| 1.9.1  | A.J.U.     | rease enter your Applicatic organisation's Gree function  | 1 234 244 234   |
| line a | Continue A |   |   |
| 121.4  | Section A  | - Applicant organisation information - Question Section   |   |
| 1.5    | Section B  | - Financial Information - Question Section  |   |
|        | Note       | Note Details  |   |
| 1.5.1  | Note       | For the basic assessment the Financial Information that Applicant Organisations are required provide differs accordin<br>Please see table XX on page XX of the IFA for more information.  | ng to whether the Applicant Organisation is an 'Established Business' or an ' Other Business Ty |
|        |            | 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.     | * Has the Application Organisation been trading for at least 2 years in its current form?   | Yes 🛩   |
|        |            | [insert ref to guidance on whether AO is a new business or not] For the avoidance of doubt, a significant or material<br>change does not include:   |   |
|        |            | - a change in legal status or name without significant changes to Key Personnel<br>- a change of less than one third of Key Personnel   |   |
| 1.6    | Section B  | - Financial Information - Question Section  |   |
|        | Question   | Description   | Response  |
| 1.6.1  | B.1.ii.    | * 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  | Yes 💌   |
| 1.7    | Section B  | - Financial Information - Question Section  |   |
| 1.8    | Section B  | - Financial Information - Question Section  |   |
| -►     | Question   | Description   | Response  |
| 1.8.1  | B.2.i.     | * Established Business Evaluation Form  | ਿClick to attach file ਪੁੱ   |
|        |            | Applicant Organisations must<br>1. Download a template Established Business Evaluation Form from the "Buyer Attachments" section in the Applicant<br>Organisation TT and save this to their own computer system<br>2. Complete and re-save the form on their own computer system<br>3. Under the completed from the (roking on the Advance File" hutten to the right of this quastron |   |
| -      | Note       | Note Details  |   |
| 1.8.2  | B.2. Note  | Expansion Capacity Assessment - see section XX of the IFA for more information<br>Applicant Organisations which answer "Yes" will be required to upload additional information at Question B.4 below.   |   |

# 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.



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;

| ttings<br>iew ITT settings                               | Warning: Y  | u have 1    | unread Buver Attachment(s). Please click here to read the file(s) before submitting your response  |  |
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| essages<br>Unread Messages (0)                           |             |             | Submit Response  |  |
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| Ilti Lot Project ITT                                     |             | iew Respo   | nse Index Only   |  |
| imber of Lots: 3 🚸                                       | 🔻 1. Q      | ualificatio | Response (questions: 24)   | ZEdit Response                                       |
|  | ▼1/         | Notes - C   | uestion 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 Att<br>left of this page. This document gives information about 2015 Duty Provider Crime Contracts, information on completing a Tender and the terr<br>Tender.<br>When completing your Tender you should save your work regularly. | achments section on the<br>ms and conditions of      |
|  |             |             | If you are boged 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 cli<br>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 an   | ick the 'Refresh' link in<br>iy 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 navig<br>eTendering system.  | ate through the                                      |
|  |             | Section /   | - Applicant Organisation Information - Question  |  |
|  |             | Note        | Note Details   |  |

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).

| Settings<br>View ITT settings<br>Buyer Attachments<br>Attachments from the Buyer: 2              | Patr: Top Level   |             |                        | ß            |
|--|---|-------------|------------------------|--------------|
| My Response<br>Status is: Response To Be Submitted To Buyer<br>Messages<br>> Unread Messages (0) | Printable ww.c <sup>o</sup> Pilelp for Suppliers c <sup>o</sup> SearchiFilter Mass Download Enderdfile No.e | Description | Last Modification Date |              |
| User Rights<br>Manage User Rights  | 1 🗃 Established Business Financial Evaluation Form_8 October Working draft.xlsx                             |             | 23/10/2014 09:28:23    | * Properties |
|  | 2 🗃 New Business Next 24 Months Cash Flow Template_1 October2014.xlsx                                       |             | 23/10/2014 09:28:35    | Properties   |
| Multi Lot Project ITT<br>Number of Lots: 3 🔶   | Total: 2 Page 1 of 1 Show: 10 M elements  |             |                        |              |
|  |   |             |                        | ^ Top        |

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.

| Settings<br>View ITT settings                               | Response Last Submitted Un: Not Submitted Tet                           | File Pownload  |                    |
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| User Rights<br>Manage User Rights                           | 1         Image: Established Business Financial Evaluation Form _8      | While files from the Internet can be useful, some files can potentially  | 28:23 SProperties  |
| Multi Lot Project ITT<br>Number of Lots: 3 🚸                | 2 🗟 New Business Next 24 Months Cash Flow Template Total: 2 Page 1 of 1 | ham your computer. If you do not trust the source, do not open or save this file. What's the risk?   | 28:35 🌮 Properties |
|   |   |  | <u>^ Top</u>       |
|   | ~   | COPYRIGHT 2000 - 2014 BRAVOSOLUTION ~  |                    |

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

| Settings  | Response Last Submitted On. Not Submitted Tel                                  |                                 |                        |                |
|---|--|---------------------------------|------------------------|----------------|
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| Messages<br>• Unread Messages (0)                           | Search/Filter  |                                 |                        |                |
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| Manage User Rights  | 1 Established Business Financial Evaluation Form _8 October Working draft.xlsx | ĺ                               | 23/10/2014 09:28:23    | Properties     |
|   | 2 a New Business Next 24 Months Cash Flow Template_1 October2014.xlsx          |                                 | 23/10/2014 09:28:35    | *** Properties |
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You will again be required to select 'Edit Response' in the top right corner of the page to allow you to continue your response:

| wy response                                  |               |             |  |   |
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| User Rights<br>Manage User Rights            |               |             | 🧭 Submit Response  |   |
| manage open nighte                           | Viev          | w Respon    | se Index Only  |   |
| Multi Lot Project ITT                        | ▼ 1. Qua      | alification | Response (questions: 24)   | Edit Response   |
| Number of Lots: 3                            | ▼1.1 0        | Notes - Qu  | estion Section   | Open the Response area to enter or modify your response   |
|  |               | Note        | Note Details   |   |
|  | 1.1.1 N       | Note        | Before submitting your Tender, please carefully read the information For Applicants (FA), which can be do<br>eft of this page. This document gives information about 2015 Duty Provider Crime Contracts, information on co<br>ender. | wnloaded from the Buyer Attachments section on the<br>mpleting a Tender and the terms and conditions of |

## You can now select 'Click to attach file':

|                 |  | West Mercia 1 West Mercia 2 West Midlands West Yorkshire Witshire Witshire Witshire |
|-----------------|--|---|
| 1.10.2 B.4.ii.  | * Applicant Organisations must:<br>1. Download a template Cash Flow Forecast Template Form from the "Buyer Attachments" section in the Applicant<br>Organisation ITT and save this to their own computer system<br>2. Complete and re-ave the form on their own computer system<br>3. Upload the completed form by clicking on the "Attach File" button to the right of this question. | + Glick to attach filec*  |
| 1.10.3 B.4.iii. | Applicant Organisations must:     Download a template Capital and Projected Turnover Form from the "Buyer Attachments" section in the Applicant     Organisation IT and save the its their own computer system     Complete and re-ave the form on their own computer system     Juplace the completed form by clicking on the "Attach File" button to the right of this question.     | -∰ Click to attach filet <sup>®</sup>   |
| 1.10.4 B.4.iv   | Please upload your Applicant Organisation's Business Plan by clicking on the "Click to attach file" button to the right of<br>this question. For more information on the required minimum content of the Business Plan, please see XX.   | <del>-}</del> Click to attach file⊡ੈ  |

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

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

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| 1.10.2 B.4.ii. * Applicant Organisations must.   | t to attach file@          |

#### 6. Submitting your response

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

| Closing Date: 20/17/2014 12:00:00<br>Response Last Submitted On: Not Submitted Yer |   |
|--|---|
| Edit Mode  |   |
| Check mandatory questions answered<br>2. Technical Response (questions: 24 )       | Save Changes Save and Exit Response KCancel |
| 2.1 Section A Management Team - Question Section                                   |   |

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:

| Settings<br>View ITT settings                                       |              |              |  |
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| Attachments from the Buyer: 2                                       | Export / Imp | port Respo   | nnse Delete Response Drintable Vie 🖓 🖋 Help for Suppliers 🖓  |
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|   | 1. Qualifi   | cation Res   | ponse All questions answered   |
| ser rugnts<br>lanage User Rights                                    |              | iew Respo    | inse Index Only  |
| ulti Lot Project ITT  | ▼ 1. Q       | ualification | n Response (questions: 24 )  |
| lumber of Lots: 3 🚸   | ▼1.1         | Notes - G    | Juestion 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<br>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<br>Tender.   |
|   |              |              | 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<br>eTendering system.   |
|   | ▼1.2         | 2 Section A  | 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<br>eTendering system registration(s). The registration(s) used must be for the entitylies that it intends to hold a Duty Provider Contract as. For more information see             |

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

| My Response<br>Status is: Response To Be Submitted To Buyer | Export / Imp | oort Respo | nse Delete Response Drintative View 🗗 🛹 Help for Suppliers 🖓   |
|---|--------------|------------|--|
| Messages<br>▶ Unread Messages (0)                           |              |            | 😻 Submit Response  |
| User Rights<br>Manage User Rights                           | E Vi         | ew Respo   | nse index Only   |
| Multi Lot Project ITT                                       | ▼ 1. Qu      | Notes - Q  | Response (questions: 24 )  |
| Number of Lots: 3 1   |              | 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<br>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<br>Tender.<br>When completing your Tender you should save your work regularly.<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<br>this 'pop up', please ensure that' yop ups' are NOT blocked on your browser so you are not disconnected from the portal and do not lose any unsaved information.<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<br>effectering 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<br>effendering system registration(s). The registration(s) used must be for the ently/les that it intends to hold a Duty Provider Contract as. For more information see<br>section 2 of the FA.   |

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.



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

| Settings<br>View ITT settings                               | Response Last Submitted On: Not Submitted Yat   |               |
|---|---|---------------|
| Buyer Attachments<br>Attachments from the Buyer: 0          | Fynort / Import Pesnonse     Delete Pesnonse     Printable View r <sup>®</sup> Hein for Sumpliers r <sup>®</sup>                            |               |
| My Response<br>Status is: Response To Be Submitted To Buyer |   |               |
| Messages<br>• Unread Messages (0)                           | My Response Summary   |               |
| User Rights<br>Manage User Rights                           | 1. Qualification Response         Missing mandatory responses (39)           2. rechnical Response         Missing mandatory responses (17) |               |
| Multi Lot Project ITT                                       | Strew Response Index Only   |               |
| Number of Lots: 3 🚸   | 1. Qualification Response (questions: 435 )     1.1 Section A: Procurement Area Information - Question Section                              | Edit Response |
|   | N-42 N-42 N-42 N-42 N-42 N-42 N-42 N-42   |               |

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.

| ode                     |                                    |   |   |  |  |  |  |
|-------------------------|------------------------------------|---|---|--|--|--|--|
|                         |                                    | Save Changes Save and Exit Response XCancel   |   |  |  |  |  |
| Qualifi                 | ication Res                        | sponse (questions: 435 )  |   |  |  |  |  |
| 1.1                     | Section A:                         | Procurement Area Information - Question Section   |   |  |  |  |  |
|                         | Note                               | ote Note Details  |   |  |  |  |  |
| 4.4.4                   | Mada                               | Applicant Organisations must ensure that they complete the Organisation ITT in addition to at least one Procurement Area ITT.   |   |  |  |  |  |
| 1.1.1                   | Note                               | Applicant Organisations must ensure that they complete the Organisation ITT in addition to at least one Procurement Area ITT.   |   |  |  |  |  |
| 1.1.2                   | Note                               | Applicant Organisations must ensure that they complete the Organisation ITT in addition to at least one Procurement Area ITT.<br>This section must be completed by the Applicant Organisation and requests information relating to its Office, staff and Delivery Partners (v<br>to submit a separate Tender.   | where applicable). For the avoidance of doubt Delivery Partners are not require                                     |  |  |  |  |
| 1.1.2                   | Note<br>Note<br>Question           | Applicant Organisations must ensure that they complete the Organisation ITT in addition to at least one Procurement Area ITT.<br>This section must be completed by the Applicant Organisation and requests information relating to its Office, staff and Delivery Partners (v<br>to submit a separate Tender.<br>Description  | where applicable). For the avoidance of doubt Delivery Partners are not require<br>Response                         |  |  |  |  |
| 1.1.2                   | Note<br>Note<br>Question<br>A.1.a. | Applicant Organisations must ensure that they complete the Organisation ITT in addition to at least one Procurement Area ITT. This section must be completed by the Applicant Organisation and requests information relating to its Office, staff and Delivery Partners (v to submit a separate Tender.  Description  Please enter the address of your Office in the same or a directly adjacent Procurement Area.  | where applicable). For the avoidance of doubt Delivery Partners are not require Response                            |  |  |  |  |
| 1.1.2                   | Note Note Question A.1.a.          | Applicant Organisations must ensure that they complete the Organisation IT in addition to at least one Procurement Area IT. This section must be completed by the Applicant Organisation and requests information relating to its Office, staff and Delivery Partners (v to submit a separate Tender.   | here applicable). For the avoidance of doubt Delivery Partners are not require<br>Response                          |  |  |  |  |
| 1.1.1<br>1.1.2<br>1.1.3 | Note Note Question A.1.a. A.1.b.   | Applicant Organisations must ensure that they complete the Organisation ITT in addition to at least one Procurement Area ITT. This section must be completed by the Applicant Organisation and requests information relating to its Office, staff and Delivery Partners (v to submit a separate Tender.  Description  Please enter the address of your Office in the same or a directly adjacent Procurement Area.  Where you do not currently have an Office in the Procurement Area please enter TBC  Please enter the Postcode of your Office in the same or a directly adjacent Procurement Area. | here applicable). For the avoidance of doubt Delivery Partners are not require Response Characters available = 2000 |  |  |  |  |

As with the Duty Provider Organisation ITT, all questions marked with a red asterix 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.

|  | ITT: Itt_476 - Central London ITT<br>Closing Date: 26/11/2014 12:00:00   |                |
|--|--|----------------|
| Settings<br>View ITT settings                | Response Last Submitted On: Rot Submitted Per  |                |
| Putter Attachments                           |  |                |
| Attachments from the Buyer: 0                | Export / Import Response Delete Response Printable View r? #Help for Suppliers r?  |                |
| My Response                                  |  |                |
| Status is: Response To Be Submitted To Buyer | Cubmit Despense  |                |
|  | ammin response   |                |
| Messages<br>↓ Unread Messages (0)            | My Response Summary  |                |
| Upor Bighte                                  | 1. Qualification Response All questions answered   |                |
| Manage User Rights                           | 2. Technical Response Missing mandatory responses (17)   |                |
|  | View Response Index Only   |                |
| Multi Lot Project ITT<br>Number of Lots: 3 🚸 | <ul> <li>▼ 1. Qualification Response (questions: 435 )</li> </ul>  | ZEdit Response |
|  | ▼1.1 Section A: Procurement Area Information - Question Section  |                |
|  | Note Details   |                |
|  | 1.1.1 Note Applicant Organisations must ensure that they complete the Organisation ITT in addition to at least one Procurement | Area ITT.      |

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.

| ✓ ITT Details   | III: itt_458 - London Example III<br>ITT Status: Closed: To B≱ Evaluated                               |                        |
|---|--|------------------------|
| Settings<br>View ITT settings                         | Response Last Submitted On: 14/07/2014 16:18:39  |                        |
| Buyer Attachments<br>Attachments from the Buyer: 0    | Download Response Printable View C <sup>®</sup> Fielp for Suppliers C <sup>®</sup> My Response Summary |                        |
| My Response<br>Status is: Response Submitted To Buyer |  |                        |
|   | 1. Qualification Response  | All questions answered |
| Messages<br>Unread Messages (0)                       | 2. Technical Response  | All questions answered |
| User Rights<br>Manage User Rights                     | View Response Details  |                        |
|   | <ul> <li>1. Qualification Response (questions: 56)</li> </ul>  |                        |

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 <u>not</u> 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 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: <u>LAATenderHelpdesk@ventura-uk.com</u>.

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.