

**Frequently Asked Questions related to Procurement of Police Station Telephone Advice Services from 1 June 2016.**

Below are responses to the questions submitted by Applicant Organisations for the Procurement of Police Station Telephone Advice Services from 1 June 2016 prior to midday on 29th October 2015.

**Technical Questions on how to use the eTendering system**

We have 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 your usual IT support.

Questions should be emailed to the following email address: [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk). Alternatively, the telephone number for the helpdesk is 0800 3684850 (lines are open from 9am to 6pm Monday to Friday).

**The deadline for receipt of PQQs is 9am on the 9th November 2015.**

**1. Please can you advise if it is possible for an Applicant Organisation to submit 2 bids, one for CDD telephone advice Lot 1 and a separate bid for Lot 3 for CDD including immigration and if not why not?**

*As stated in paragraph 2.3 of the IFA "Individual Applicant Organisations are only permitted to bid for one of the available Lots at the PQQ stage of the procurement. Applicant Organisations that are shortlisted to the ITT stage for Lot 3 will have the opportunity to additionally submit Tenders for a Contract under Lot 1 and/or Lot 2 at the ITT stage."*

Therefore, if you wish to bid for Lot 3 but also wish to bid in either Lot 1 or Lot 2, you should submit one PQQ for Lot 3. If you are subsequently shortlisted to the ITT stage, you will then be offered the opportunity to submit an ITT for either Lot 1 or Lot 2 in addition to Lot 3.

**2. We would like to know the following (actual or anticipated) for the CDD Lot 1:**

- 1) A breakdown of times of calls throughout any 24 hour period**
- 2) A breakdown of number of calls each week and number of calls each day**
- 3) A breakdown of calls each month**
- 4) Average duration of call**
- 5) The above for a 12 month period**

**Please could you let us know the above if it is available at the current PQQ stage or, if not, whether this information will be included within the specification for the CDD ITT?**

Further information regarding the above will be provided as part of the ITT documentation.

**3. In relation to G4.i can you provide further details of what is meant by "set-up, maintain and cover the costs of the ECMS". What is involved in setting up and maintaining the ECMS? What is the anticipated cost of this? Why is this considered to be a cost which should be absorbed by the legal advisor?**

The Applicant Organisation will need to ensure they have internet access, as the electronic case management system (ECMS) will be accessed via a browser based web application and would need to be accessed throughout the service hours specified in the Contract.

**4. In question F7.v the Application Organisation is asked to provide details of the 'named customer contact' and 'customer organisation'.**

**In relation to G7.i you have asked for examples of three contracts that we have provided. Can we use the general civil legal aid contract advice we provide as one of these example of this? Where an Application Organisation already has a general Crime contract with the LAA, is the customer the LAA and so do you require a reference or the name of someone who can provide a reference from the LAA eg. contract manager?**

It is the responsibility of the Applicant Organisation to determine which contract experience examples they submit for questions F7 and G7. To confirm, Applicant Organisations are able to use contracts held with the LAA in response to those questions. Regardless of the contracts which Applicant Organisations choose to use in their answers to questions F7 and G7, they still need to provide details of the contact within the relevant customer organisation.