

Supplemental Face to Face Procurement Process for Face to Face Contracts from September 2018 Frequently Asked Questions (FAQ)

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 on 30 April 2018** (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.

This FAQ document answers the one question received up to 23.59 on 30 April 2018.

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 21 May 2018.

Q1.1 We understand that these additional contracts have been made available to cover gaps in provision from the original tender exercise. Is the LAA willing to consider alternative arrangements to cover these areas, e.g. through relaxing the requirement to have an office in the procurement area, if a provider can demonstrate how they would service the area without a fixed office location?

A. The LAA will not accept variant bids as part of this procurement process. As part of submitting a Tender an Applicant must warrant it will meet the relevant requirements, including Office requirements and confirm it will evidence that it meets these requirements at least two weeks before the Contract Start Date.

However, in the event that access gaps exist following this procurement process, the LAA may advertise further procurement opportunities the details of which would be published on our website.