

Procurement Process for HPCDS Contracts from December 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 on 7 November** (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 questions received up to 23.59 on 7 November 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 9am on 26 November 2018.

Q. When assessing an Applicant's relevant and recent experience of delivering HPCDS, does this include the delivery of the HPCDS as an agent to a Provider?

A. When assessing an Applicant's relevant and recent experience of delivering HPCDS in the past, this does not include an Applicant's experience of delivering HPCDS work as an agent to a Provider.

The question asking for details of an Applicant's relevant and recent experience of delivering HPCDS is designed to obtain information on an Applicant's own experience of delivering all elements of a HPCDS, including managing the scheme, providing Supervision, and delivering the work.

Whilst an Agent to a HPCDS provider will deliver an element of HPCDS work, they do not have responsibility for the management and delivery of the overall scheme. Paragraph 1.23 (a) of the Information for Applicants document confirms that the Provider retains responsibility for each Act of Assistance or case undertaken by the Agent.