

Procurement of Immigration Telephone Advice Services (ITA Services) in England and Wales from 1 September 2019 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/immigration-telephone-advice-tender-2019>

The deadline for questions about the IFA or the tender was **5pm on 15 March 2019** (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 will be published in this Frequently Asked Questions (FAQ) document.

This final FAQ document incorporates questions received up to **5pm on 15 March 2019** and incorporates all questions that we consider to be of interest which are received by the above deadline.

Technical Questions on how to use the e-Tendering system

There is a Helpdesk to provide technical support to Applicant Organisations 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 3 April 2019.

Q1. The tender suggests only legal aid providers can bid - as we have not as yet been approved are we able to complete the ITT? do we therefore qualify to bid or do we need to wait for our approval of PQQ?

As per paragraph 1.4 of the IFA, the procurement process for the ITA Services is open to all existing Legal Aid Providers who are able to meet the minimum contract requirements.

The LAA has taken this approach because of the time limits under the existing contract provisions for the ITA Services. To ensure consistency of existing services which the Lord Chancellor has a duty to provide, the LAA are looking for a provider to maintain those services on a short-term basis. Therefore, under this procurement the LAA require the provider to be an already-established legal aid services provider.

As you would not hold an existing Legal Aid Contract by the deadline of the 3rd April 2019 you would not be eligible to apply under this procurement process.

Q2. How does the charging rates work for this - eg hourly, fixed fee etc?

As per paragraph 4.15 – 4.17 of the IFA, the pricing structure under the Contract will be based on a charge payable by the LAA to the Provider for each Closed Case (the “Case Fee”). Applicants must input a single Case Fee into the Price Form for the ITA Service and submit it through the Commercial Envelope. The price must be expressed in pounds sterling (£) and be exclusive of VAT.

As detailed at Paragraph 4.20 of the IFA the maximum Case Fee that an Applicant is permitted to submit for the ITA Service is £35.00 (excluding VAT). Tenders which include an ITA Case Fee in excess of this will be considered non-compliant and will be removed from the competition.

Applicants will need to consider all of the likely costs related to the delivery of the ITA Services in determining the appropriate Case Fee. Case Fees submitted by Applicants in the Price Form will be applicable for the duration of the Contract.

Further information around payment can be found in Annex 2 - Payment Annex of the Contract.