

Procurement of Criminal Defence Direct Services in England and Wales from 1 June 2020 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/criminal-defence-direct-services-from-june-2020>

The deadline for questions about content of the IFA was **5pm on 10 February 2020** (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 FAQ document incorporates questions received up to **5pm on 10 February 2020** 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 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 8am to 6pm Monday to Friday).

The helpdesk remains open until the Deadline for receipt of Tenders. 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 2 March 2020.

Q.1. Can you please provide the following data:

- **The average time spent per case;**
- **The average number of calls made per case;**
- **The average time spent per call.**

The LAA does not hold the above data.

Q.2 What is the average associated administration time over and above the length of the call? for example, contacting the police/solicitors and updating the ECMS system with outcome codes and information.

The LAA does not hold the above data.

Q.3. Do you have any data in relation to delays in the CDD adviser speaking to the client in terms of days and time periods? For example, are there days and / or time periods where it generally takes longer / more calls by the adviser to the police station before speaking the adviser speaks to the client?

The LAA does not hold the above data.

Q.4. What was the total spend on the CDD Services contract for the periods:

- **2017/2018;**
- **2018/2019.**

The total spend (inclusive of VAT) on the CDD Services for:

- 2017/18 was £658,110.17
- 2018/19 was £640,770.38

Q.5. In which circumstances would we expect to receive calls on a dedicated phone line, given that the tender documentation refers to case allocation via the ECMS work queue system? How often, on average, would this occur?

Calls may be received on the dedicated phone line from the DSCC and/or any other exceptional event as advised by the LAA from time to time which would mean that cases would be unable to be transferred through the ECMS and the contingency process would be manual transfer of the cases to CDD Advisers through the dedicated phone line. As these are ad hoc arrangements demand is driven by circumstance.

Q.6. Have previous providers experienced a conflict of interest situation and is there a procedure to be adopted should this arise?

We have not been made aware by the incumbent provider of a conflict of interest situation arising to date during the term of their contract. However, should a CDD Provider experience a conflict of interest they must refer the case to be referred back to the DSCC and a decision will then be made by the DSCC to refer the case to the other CDD provider or a face to face provider.

Q.7. Will work undertaken as part of the CDD Contract count towards the 14 hours of Criminal Defence Work per week required under paragraph 6.23 of the 2017 Standard Crime Contract?

A.7. Yes. Paragraph 6.23 of the 2017 Standard Crime Contract requires all Duty Solicitors used by Providers to obtain Duty Slots to undertake a minimum of 14 hours' Criminal Defence Work per week from that Provider's Office for which those Duty Slots have been obtained. 'Criminal Defence Work' means defence work performed for clients in relation to a criminal investigation, criminal proceedings or a prison law matter, and work undertaken under the CDD Contract will therefore count towards compliance against 6.23 of the Standard Crime Contract 2017.

Q.8. I am currently considering a bid but can find no reference to the cost per case in the documentation available. Without this I cannot proceed. Please can you confirm where that information is available please.

Information about the Case Fee to be submitted under this tender can be found at paragraphs 4.33-4.39 of the Information for Applicants.