

Procurement of Criminal Defence Direct Services in England and Wales from 1 June 2021 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 19 November 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 19 November 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 14 December 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.

A. The LAA does not hold this information.

Q.2. 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?

A. The LAA does not hold this information.

Q.3. What was the total spend on the CDD Services contract for the periods:

- 2017/2018
- 2018/2019 and
- 2019/2020

A. The total spend (inclusive of VAT) for the requested financial years was as follows:

2017/18	2018/19	2019/20
£658,110.17	£640,770.38	£696,132.56

Q.4. Please can you confirm the following will be part of the TUPE information received back from the incumbent providers:

- 1. Whether the current workforce/workforces are unionised and whether there are any collective bargaining agreements in place.**
- 2. The current location of the current workforce/workforces**
- 3. Whether there are any ongoing, current claims that affect the liability - for example, employment tribunal, long term absenteeism or personal injury.**

A. This information will be included as part of the information released to Applicants who provided a signed confidentiality agreement by 5pm on 19 November.