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**Procurement Process for Housing and Debt Services in England and Wales from 28 June 2021 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 page of our website:

[Civil tender activity 2021 - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/civil-tender-activity-2021)

The deadline for questions about the IFA or the tender was **23:59 20 May 2021** (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 have been published in this FAQ document.

**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 you 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](mailto: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 might 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 Monday 7 June 2021.**

**1. Please can you clarify the amount of matter starts as per page 7, item 1.19. The document states the matter starts allocated on a pro rata basis to 31st August 2021. Would this mean that 120 matter starts are allocated between the June contract start date and 31st August 2021, or does it mean there will be a certain amount allocated in those 2months?**

Under the 2018 Standard Civil Contract all organisations have one or more Schedules which detail the allocation of matter starts.

The annual number of matter starts awarded under this procurement process is 100 in Housing and 10 in Debt.

Organisations who are awarded a contract through this procurement process will initially be given a matter start allocation in their Schedule covering the period from 28 June 2021 until 31 August 2021. Successful Applicants will be awarded matter starts on a pro rated basis for this period and will receive 17 matter starts in Housing and 2 in Debt.

Providers will be then given a new schedule running from 1 September 2021 until 31 August 2022 and will receive 100 in Housing and 10 in Debt.

**2. Please can you advise if the contract requires a full time caseworker and a part time litigator or can one person do both roles?**

The 2018 Standard Civil Contract does not stipulate that a separate person is required to fulfil the roles of caseworker, Supervisor and Authorised Litigator. It is therefore possible for an individual to do more than one of these roles, subject to them meeting the requirements of those roles.

**3.With reference to question B.1.i of the ITT document which refers to SRA, BSB number or CiLex registration, please can you clarify if this needs to be provided within the submission or is it acceptable to note on the response that the registration is in progress and the number will be supplied when received?**

As set out at para 2.16 of the Information for Applicants v.2 as amended (insert link), Applicants must ensure that they have all necessary licences and authorisations from a Relevant Professional Body when they submit their tender, as this information must be provided with their ITT response.

Not all organisations, however, require authorisation from a Relevant Professional Body under the Legal Services Act 2007 (LSA). For example, non-commercial organisations do not need to be authorised because of transitional arrangements under section 23 of the LSA. Where this is the case an organisation should respond to question B.1.i of the ITT by selecting the option ‘N/A’