

## **Civil Contract 2010 Verification** **Frequently Asked Questions**

On 16 August we started to send out letters to applicants who had been awarded new contracts seeking confirmation of information submitted. This document gives answers to frequently asked questions about this verification process.

Contract documentation, including Standard Terms, Specification and Pay rates, is available in the documents panel on the following page of our website:

<http://www.legalservices.gov.uk/civil/8758.asp>

If you have any further questions, please submit them through the message board through which you received your verification letter.

We will update this document if many new questions are received.

This FAQ document is divided into the following sections:

1. [Introduction](#)
2. [Information / forms to be submitted](#)
3. [What happens next?](#)

## **1. Introduction**

### **1.1 Why have I received a message asking me to verify information relating to my tender?**

The LSC is seeking your confirmation that your tender remains current and that you are capable of delivering the work that you bid for when the contract comes in to effect for each category that you have been awarded matter starts in. In addition some providers were unable to provide some (non-mandatory) information at the time of the tender and we are now seeking for that to be provided. That this activity would take place 8 weeks before the contract commences was made clear in the relevant 'Information for Applicants' document.

### **1.2 Why have I received more than one letter?**

We have written to you on a category basis so that you can easily identify what you have to do with respect to each category. Please ensure that you read and respond for each category that you have matter starts in. This can be done within a single message as long as you make clear which category the information that you provide relates to.

### **1.3 What should I do next?**

Please check the relevant tender that you submitted and if the position remains the same, please reply via the eTendering system with a message confirming that you are ready to deliver the services. Please reply in the same message board through which you were sent your verification letter.

If the letter indicates that you are required to provide missing information or a form, please ensure that you provide that information as we have set out in the letter. Where the information relates to a member of staff who has been recruited after the tender process, please provide their name and, where they will be working on immigration matters, their accreditation level.

If you need to confirm an address of an office, please confirm the full address and postcode that you will operate from within the access point / procurement area. Please return the information as soon as possible and no later than the deadline set out in your letter, otherwise we may, in our absolute discretion, decide not to issue contract documentation or reject your bid, depending on your individual circumstances.

### **1.4 How can I check the version of the Tender Form / Tender Information Form which I submitted?**

To check the version of the Tender Form which you submitted to us, you need to go back into your response to the ITT in the eTendering system (within the ITT you can

find your response through the "Actions" menu on the left hand side). You should go to the question in the Technical Response where the Tender Form is uploaded, and select "Download". This will allow you to open the version of the form which you have submitted to us, and check what the information you supplied to us at the time of tendering.

For technical help on how to view documents which you have attached and submitted, please contact the Bravo Solution Technical Helpdesk by emailing [lscsupport@bravosolution.co.uk](mailto:lscsupport@bravosolution.co.uk) or by telephoning 020 3349 6610. If you have any further queries once you have viewed what you attached, please contact us again through the message board in the eTendering system.

### **1.5 What about my Office Manual?**

We are currently undertaking desk top audits for all new providers. If any issues arise under this audit, you will be contacted by the team directly. The team will also notify you of the outcome of the audit. We aim to conclude the majority of desk top assessments by 29 August 2010.

### **1.6 I have been awarded a Family Mediation contract but have not received a verification letter. Will I be receiving one soon?**

We will not be sending out verification letters for Family Mediation. We will however be verifying that organisations have the Mediation Quality Mark. If you already hold it, we will not contact you. If you have applied for it as part of this tender process we are currently carrying out desktop audits and you will be contacted shortly.

### **1.7 I have been awarded a Child Abduction contract. Will I receive a verification letter?**

The key requirement which we will be checking is that the Applicant Organisation is on the International Child Abduction and Contact Unit Referral List of Specialist Solicitors. We will verify with the International Child Abduction and Contact Unit which firms are on this referral list of specialist solicitors to ensure compliance with LSC requirements to deliver child Abduction Services.

## **2. Information / forms to be submitted**

### **2.1 How can I tell if you are missing any information?**

If we are missing any information from you, we state in the letter what is missing.

### **2.2 You have asked me to provide a document that I have already submitted; do I need to send it to you again?**

If you have submitted any document via the eTendering system there is no need to send it again. In your confirmation notice please include the date that the form was submitted within your response. If submitted the form in a manner than other through the Bravo system we recommend that you re-submit through via the eTendering system to ensure that we have it.

### **2.3 Do I need to complete an indemnity form?**

You will need to complete an indemnity form if you are a legal entity that is a Limited Liability Partnership or a Limited Company. There is an indemnity form for each circumstance.

### **2.4 Why do I need to complete an indemnity form?**

If you are a legal entity with limited liability (unless a registered charity) any contract awarded will be conditional upon you supplying the LSC by the deadline set out in your letter with the relevant indemnity form signed by the ultimate owners of the Applicant Organisation and/or such persons as the LSC might reasonably regard as being controllers and/or senior managers of the organisation and/or where the Applicant Organisation is a limited company, from any company which is a holding company.

### **2.5 Where can I find the relevant indemnity form?**

Both forms can be found in the Documents panel on the following page of our website: [www.legalservices.gov.uk/civil/8758.asp](http://www.legalservices.gov.uk/civil/8758.asp)

### **2.6 I have already completed an indemnity form as part of applying for a Crime contract. Do I need to complete another one?**

No. You just need to confirm that you have already submitted one.

### **2.7 You have not told me that I am missing anything, is this right?**

Yes, you have provided all the information that was required at the time of the tender. However you will still need to consider whether you still have the capability to deliver the contract from 14<sup>th</sup> October 2010.

If you think that you might have any information or documentation that is outstanding, please include it send it through the eTendering system by the deadline set out in your letter.

**2.8 I have filled the supervisor post that I recorded as vacant, what do I need to tell you?**

Please tell us the name of the supervisor, the category (ies) that they will be covering and, where they will be supervising under the immigration category, their accreditation level. You will also need to complete and submit the relevant supervisor declaration form for that staff member as evidence that they meet the required standard.

**2.9 I have not filled the supervisor post that I recorded as vacant, what do I need to tell you?**

Please tell us that you have been unable to fill the post and for which category. We will review the tender and come back to you if there are changes as a result.

**2.10 I have not filled the supervisor post that I recorded as vacant, but we are currently recruiting so we are confident that we will be able to fill the post before 14 October, what do I need to tell you?**

Please tell us what stage you are at in the recruitment process, and how you intend to fill the post before 14 October 2010. We will review the tender and come back to you if there are changes as a result, or if we will require further confirmation from you as soon as the Supervisor(s) is/are recruited.

**2.11 I have filled the staff post that I recorded as vacant, what do I need to tell you?**

Please tell us the name of the member of staff, the category (ies) that they will be covering and, where they will be working under the immigration category, their accreditation level.

**2.12 I have not filled the staff post that I recorded as vacant, what do I need to tell you?**

Please tell us that you have been unable to fill the post and for which category. We will review the tender and come back to you if there are changes as a result.

**2.13 I have not filled the staff post that I recorded as vacant, but we are currently recruiting so we are confident that we will be able to fill the post before 14 October, what do I need to tell you?**

Please tell us what stage you are at in the recruitment process, and how you intend to fill the post before 14 October 2010. We will review the tender and come back to you if there are changes as a result, or if we will require further confirmation from you as soon as the staff member(s) is/are recruited.

**2.14 I have now established an office in my procurement area / access point, what do I need to tell you?**

Please confirm the full address and postcode that you will operate from within the access point / procurement area in your response.

**2.15 I have not been able to establish an office in my procurement area / access point, what do I need to tell you?**

Please tell us in your reply and we will contact you.

**2.16 Where can I find the applicant information form?**

The form can be found here

[www.legalservices.gov.uk/civil/tendering/civil\\_contracts\\_for\\_2010.asp](http://www.legalservices.gov.uk/civil/tendering/civil_contracts_for_2010.asp).

**2.17 Where can I find the appropriate supervisor declaration form?**

The form can be found here

[www.legalservices.gov.uk/civil/tendering/civil\\_contracts\\_for\\_2010.asp](http://www.legalservices.gov.uk/civil/tendering/civil_contracts_for_2010.asp).

**2.18 Can I submit my confirmation after the deadline?**

Where a response is submitted after the deadline, we may, in our absolute discretion, decide not to issue contract documentation or reject your bid, depending on your individual circumstances. We therefore strongly advise you to consider your position and reply as soon as possible.

**2.19 During the life of my current contract my organisation became an LLP and we submitted an indemnity form. Do I need to submit another indemnity form as part of this verification process?**

Yes. You will need to submit a new form relating to your new contract.

### **3. What Happens Next?**

#### **3.1 What happens once I have provided my confirmation and any missing information?**

Once you we have received your confirmation and verified any additional information provided, we will issue your contract documentation including your contract for signature. For clarity, **no contract documentation will be issued until after the early September deadline for notification**. If an adjustment is required to your allocation of matter starts, we will notify you of the revised amount.

If you are a new firm, we will send you the necessary form to allocate you an account number. In the meantime, you can begin to familiarise yourself with the new billing process, the guidance on which can be found at:

<http://www.legalservices.gov.uk/lsonline.asp>

#### **3.2 I am concerned that I will not be able to deliver all the matter starts that I have been allocated, what should I do?**

You will be required to deliver both the volume and breadth of services for which you have successfully tendered and been allocated matter starts in accordance with your bid and ranking (if applicable to your tender). However, as part of the verification process the LSC is giving successful applicants who do not intend to deliver the volume allocated to them an opportunity to review their allocation and request a reduction. Where such requests are received we will consider the implications for the procurement area with a view to reallocating any surplus matter starts to other providers in accordance with the allocation process set out in the IFA (**answer updated 6 September 2010**).

#### **3.3 Can I ask for my allocation of New Matter starts to be increased?**

For the avoidance of doubt, there will be no increase to your awarded allocation of matter starts as a result of this exercise other than where receiving your full allocation was dependent on you recruiting for a post that was vacant at the time of your tender and you have done this.

#### **3.4 What will be the impact of any future policy announcements by the Ministry of Justice (MoJ)?**

Providers will be aware that the 2010 contracts contain provisions allowing for amendment and termination (3 months for providers, 6 months from the LSC) and have tendered on that basis. As part of the government's spending review the MoJ is currently undertaking a fundamental policy assessment of legal aid for Ministers to agree a consultation exercise this autumn. It would be inappropriate for us to speculate on the outcome of this consultation; however there can of course be no guarantee of the existing contractual arrangements remaining in their present form.

### **3.5 Where can I find the contract documentation?**

Contract documentation, including Standard Terms, Specification and Pay rates, is available in the documents panel on the following page of our website:

<http://www.legalservices.gov.uk/civil/8758.asp>

### **3.6 How can I get a copy of the LSC Manual?**

Please see the LSC Manual pages of our website for the latest information:

[http://www.legalservices.gov.uk/civil/lsc\\_manual.asp](http://www.legalservices.gov.uk/civil/lsc_manual.asp)