

Frequently Asked Questions related to the

Invitations to tender to deliver Immigration and Asylum Services from February 2012 in the Access Points of:

- **City of Bristol, South Gloucestershire and North Somerset**
- **City of Plymouth**
- **Norfolk**
- **Suffolk**

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:

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

The IFA is also available within the Invitations to Tender in the eTendering system.

The deadline for submitting questions about the content of the IFA, Pre-Qualification Questionnaire (PQQ) or the Invitation to Tender (ITT) was **5pm on 4 November 2011** (note this is referred to as the 'End date for supplier clarification messages' on the eTendering system).

Questions that we consider to be of wider 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 are published in this Frequently Asked Questions (FAQ) document.

Technical Questions on how to use the eTendering system

We have a Helpdesk to provide technical support to Applicants using the eTendering 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: lsc@bravosolution.co.uk
Alternatively, the telephone number for the Helpdesk is 020 3349 6610.

We recommend that you start to complete your Tender response early so that you identify any areas where you need 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 Friday 18 November 2011.

1. In the 'Technical response' of the PQQ and ITT it refers the Applicant to click the icon on the left of the box for various attachments including the IFA, the Supervisor Declaration Form and the Tender Information Form.

I cannot see any paperclip on the left of the box, and there are no buyer attachments. Please could you advise where we can access these attachments?

Attachments are embedded in the PQQ and ITT technical envelopes. To view and open an attachment in an ITT you have expressed an interest in, first go to “My PQQs” or “My ITTs” and select the PQQ or ITT you are responding to.

In the “My Response” section, click on the “Create Response” button at the top of the page. You should then click on the “Edit response” button that is located on the left hand side of the screen underneath the purple header entitled “View Response Index Only”.

Attachments can then be opened by clicking on the attachment icon on the left hand side of the screen (it looks like a paper clip with a mark at the top).

Please note, if you do not click “Save and Continue” or “Save and Return”, the e-tender system will not register that you have opened the attachment and you will continue to have a message regarding unopened attachments at the top of your screen.

2. I understood from earlier communications with the LSC that from October 2011 funding for asylum cases was likely to be cut by 10%, and funding for non-asylum cases would be cut altogether. Please could you indicate the situation /rates for asylum and non-asylum cases under these Contracts your inviting tenders for?

Those who are successful in this tender process will be awarded contracts which are the same as Providers already delivering Immigration and Asylum Services under the 2010 Standard Civil Contract.

Rates of work for all categories of law were reduced by 10% on 3 October, as part of the government’s Legal Aid Reforms. The new rates can be found in the new Payment Annex “2010 Standard Civil Contract Specification Payment Annex – 3 October 2011” in the documents panel on the 2010 Standard Civil Contract page of our website:

http://www.legalservices.gov.uk/civil/2010_civil_contract.asp

Further proposed changes as part of the Legal Aid reforms, including changes to the scope of the Immigration and Asylum category will not affect the current contract that successful Applicants in this tender process would be awarded. As set out at paragraph 3.2 of IFA:

“The Contract will initially be let for 1 year and 10 months (extendable at our option by up to a further 2 years). Changes to the scope of Services covered by the legal aid scheme are due to be introduced through parliamentary legislation in 2012 and if legislation proceeds as planned this Contract will be terminated before the intended end date. Planned reforms to Services are detailed on the Ministry of Justice’s website at:

www.justice.gov.uk/consultations/legal-aid-reform.htm”