

LAA eTendering supporting guidance

Please note, the information provided in this supporting guidance is only intended to be general summary information for any prospective supplier for any LAA contract.

It is not intended to take the place of the tender rules, including specific terms and conditions of tendering for a particular contract.

You will find the tender rules, including specific terms and conditions of Tender in the relevant Information for Applicants (IFA) document.

You should always ensure that, before using the eTendering system, you are familiar with the specific terms, conditions and any other rules regarding tendering for the contract you are interested in delivering.

Contents

- What is eTendering and why use it
- How to access the LAA eTendering portal
- How to view contract opportunities
- How to register on the LAA eTendering portal
- How to create additional users
- Home page and help centre
- How to access PQQs/ITTs
- Responding to PQQs/ITTs
- How to download & upload Attachments in the ITT
- How to submit PQQs/ITTs
- How to communicate with the LAA eTendering team
- Key messages
- Further information and guidance

What is LAA eTendering and why use it?

LAA eTendering is a secure, web-based, collaborative tool which allows the Legal Aid Agency and potential Providers of legal aid to conduct the tender process online.

The portal is provided by Bravo Solution, an official UK public sector eTendering service provider.

The benefits for tender applicants are:

- A secure environment that is available 24 hours a day, 7 days a week via the Internet
- The platform is independently assessed and accredited by the UK government to the highest levels. It is also fully compliant with the EU Procurement Legislation and processes.
- The ability to instantly submit tender responses helping to reduce suppliers' printing and courier costs when responding to an electronic tender via the eTendering portal.
- Providing a full audit trail and application history for future reference for both the LAA and providers of legal aid.

How to access the LAA eTendering portal

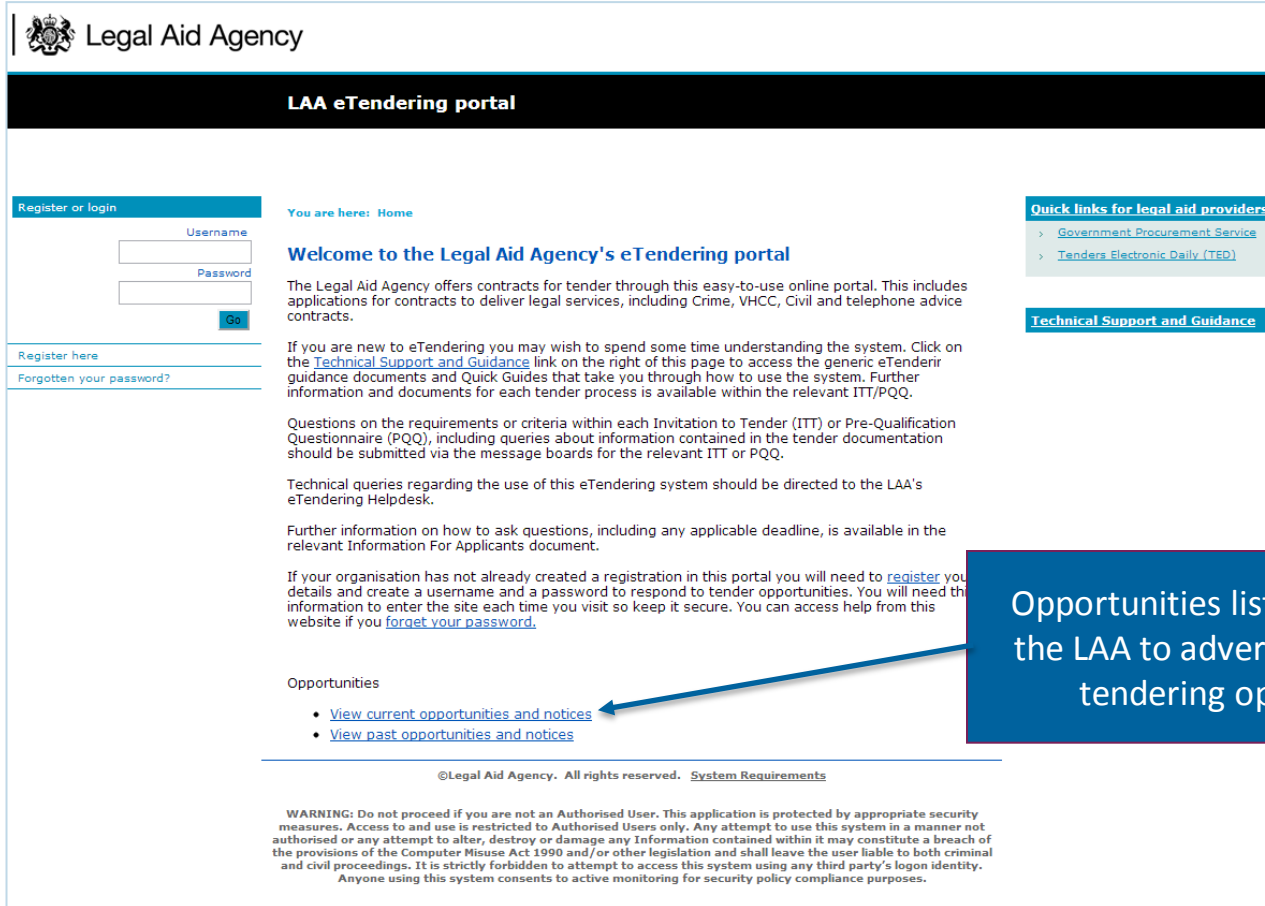
You can access the eTendering portal at:

<https://legalaid.bravosolution.co.uk/>

To access the eTendering portal you will need the following minimum system requirements:

- If using a PC you will need to use a minimum of Internet Explorer 7 or 8
- If using a MAC we recommend that you use Firefox rather than Safari
- We recommend that the latest version of Java is installed
- We advise you to enable pop-ups in your browser.
- The use of the back and forward buttons may result in your session being timed out and any unsaved data being lost. Always use the navigation buttons within the software to prevent this from happening.

Viewing contract opportunities



The screenshot shows the LAA eTendering portal home page. At the top left is the Legal Aid Agency logo. Below it is a black header with the text "LAA eTendering portal". The main content area is divided into several sections. On the left, there is a "Register or login" form with fields for "Username" and "Password", and a "Go" button. Below the form are links for "Register here" and "Forgotten your password?". In the center, there is a "Welcome to the Legal Aid Agency's eTendering portal" section with a heading and several paragraphs of text. On the right, there are two blue boxes: "Quick links for legal aid providers" with links to "Government Procurement Service" and "Tenders Electronic Daily (TED)", and "Technical Support and Guidance". At the bottom, there is a "Warnings" section with a warning message. A blue callout box on the right side of the page points to the "View current opportunities and notices" link in the "Opportunities" section.

Register or login

You are here: [Home](#)

Welcome to the Legal Aid Agency's eTendering portal

The Legal Aid Agency offers contracts for tender through this easy-to-use online portal. This includes applications for contracts to deliver legal services, including Crime, VHCC, Civil and telephone advice contracts.

If you are new to eTendering you may wish to spend some time understanding the system. Click on the [Technical Support and Guidance](#) link on the right of this page to access the generic eTendering guidance documents and Quick Guides that take you through how to use the system. Further information and documents for each tender process is available within the relevant ITT/PQQ.

Questions on the requirements or criteria within each Invitation to Tender (ITT) or Pre-Qualification Questionnaire (PQQ), including queries about information contained in the tender documentation should be submitted via the message boards for the relevant ITT or PQQ.

Technical queries regarding the use of this eTendering system should be directed to the LAA's eTendering Helpdesk.

Further information on how to ask questions, including any applicable deadline, is available in the relevant Information For Applicants document.

If your organisation has not already created a registration in this portal you will need to [register](#) your details and create a username and a password to respond to tender opportunities. You will need this information to enter the site each time you visit so keep it secure. You can access help from this website if you [forget your password](#).

Opportunities

- [View current opportunities and notices](#)
- [View past opportunities and notices](#)

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WARNING: Do not proceed if you are not an Authorised User. This application is protected by appropriate security measures. Access to and use is restricted to Authorised Users only. Any attempt to use this system in a manner not authorised or any attempt to alter, destroy or damage any Information contained within it may constitute a breach of the provisions of the Computer Misuse Act 1990 and/or other legislation and shall leave the user liable to both criminal and civil proceedings. It is strictly forbidden to attempt to access this system using any third party's logon identity. Anyone using this system consents to active monitoring for security policy compliance purposes.

Opportunities listings are used by the LAA to advertise forthcoming tendering opportunities.



Registration

Legal Aid Agency

LAA eTendering portal

Register or login

Username

Password

[Register here](#)

[Forgotten your password?](#)

You are here: [Home](#)

Welcome to the Legal Aid Agency's eTendering portal

The Legal Aid Agency offers contracts for tender through this easy-to-use online portal. This includes applications for contracts to deliver legal services, including Crime, VHCC, Civil and telephone advice contracts.

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If your organisation has not already created a registration in this portal you will need to [register](#) your details and create a username and a password to respond to tender opportunities. You will need to enter the site each time you visit and keep it secure. You can access help for forgotten passwords on the [forgot your password](#) page.

Opportunities

- [View current opportunities and notices](#)
- [View past opportunities and notices](#)

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Quick links for legal aid providers

- [Government Procurement Service](#)
- [Tenders Electronic Daily \(TED\)](#)

Technical Support and Guidance

To register your organisation for LAA eTendering, click 'Register here'.

Registration

Accessibility and Legend

Time Zone: GMT + 0:00

English

User Agreement

High contrast stylesheet

Adobe PDF file

LEGAL AID eSOURCING PORTAL USER AGREEMENT

USER AGREEMENT

1. Introduction

1.1. The terms and expressions set out in Clause 17 shall have the meanings ascribed therein.

1.2. This User Agreement between the Lord Chancellor, whose address is the Ministry of Justice, 102 Petty France, London, SW1H 9AJ and the Applicant governs the access and use of the System by the Applicant to respond to an invitation from the Lord Chancellor, to participate in a procurement exercise. References below in this User Agreement to the Legal Aid Agency (the "LAA"), shall be interpreted to mean the Lord Chancellor acting through the LAA with regard to a procurement exercise and any award of contract.

1.3. The System is provided by BravoSolution UK Ltd and operated by the LAA. This User Agreement applies to the Applicant's and its Applicant Users' access to and use of the System. The Applicant acknowledges that by an Applicant User accessing the System using the user ID and password provided by, or on behalf of the LAA, the Applicant agrees to be bound by this User Agreement.

1.4. The Applicant shall only use the System to respond to an invitation to participate in a procurement exercise in accordance with this User Agreement and any further rules expressed and presented in the System. The parties hereto expressly agree that this User Agreement is expressly subject to such further rules (including the Tender Documents), and in the event of any conflict or inconsistency with the terms of this User Agreement and the terms of any of such further rules (including the Tender Documents), the latter shall prevail to the extent necessary to resolve such conflict or inconsistency. The parties understand and acknowledge that should the Applicant be granted a contract by the LAA then the Applicant will be bound by the terms of that contract.

2. Access

2.1. The LAA grants to the Applicant, free of charge, access to the System by Applicant Users for the purpose of responding to any invitation to participate in a procurement exercise, subject to the terms of this User Agreement.

2.2. The LAA may immediately deny access to the System by the Applicant and/or one or more Applicant Users and/or terminate this User Agreement by giving notice to the Applicant if any of the following events occur:

2.2.1. the Applicant commits a material breach of any of its obligations under this User Agreement (and "material breach" shall include without limitation, any breach of Clause 3.3); and/or

2.2.2. the Applicant fails to remedy, or persists in, any breach of any of its obligations under this User Agreement after having been notified in writing to remedy or desist such breach.

2.3. Upon termination for any reason:

2.3.1. all rights granted to the Applicant under this User Agreement shall cease; and

2.3.2. the Applicant shall cease all activities authorised by this User Agreement.

2.4. The Applicant shall be responsible for the actions of its Applicant Users and shall be deemed to have authorised its Applicant Users to accept the terms of this User Agreement on its behalf.

I have read and agree to the eSourcing Service User Agreement

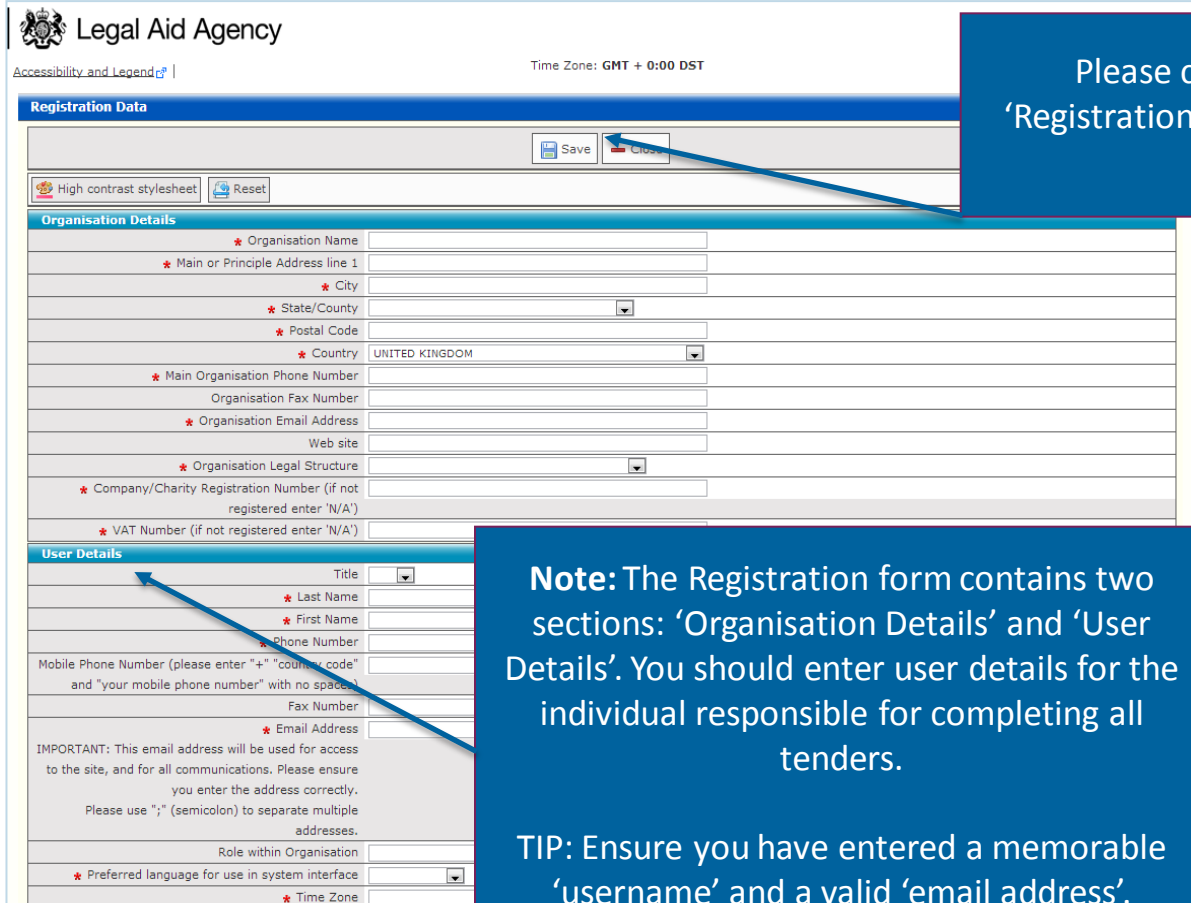
I agree

I do not agree

 I agree

All organisations should read through the 'User Agreement'. You must then tick the box that states 'I agree' and click 'Continue' to progress.

Registration



Legal Aid Agency

Accessibility and Legend | Time Zone: GMT + 0:00 DST

Registration Data

Save Close

High contrast stylesheet Reset

Organisation Details

* Organisation Name

* Main or Principle Address line 1

* City

* State/Country

* Postal Code

* Country UNITED KINGDOM

* Main Organisation Phone Number

Organisation Fax Number

* Organisation Email Address

Web site

* Organisation Legal Structure

* Company/Charity Registration Number (if not registered enter 'N/A')

* VAT Number (if not registered enter 'N/A')

User Details

Title

* Last Name

* First Name

* Phone Number

Mobile Phone Number (please enter "+" "country code" and "your mobile phone number" with no spaces)

Fax Number

* Email Address

IMPORTANT: This email address will be used for access to the site, and for all communications. Please ensure you enter the address correctly. Please use ";" (semicolon) to separate multiple addresses.

Role within Organisation

* Preferred language for use in system interface

* Time Zone

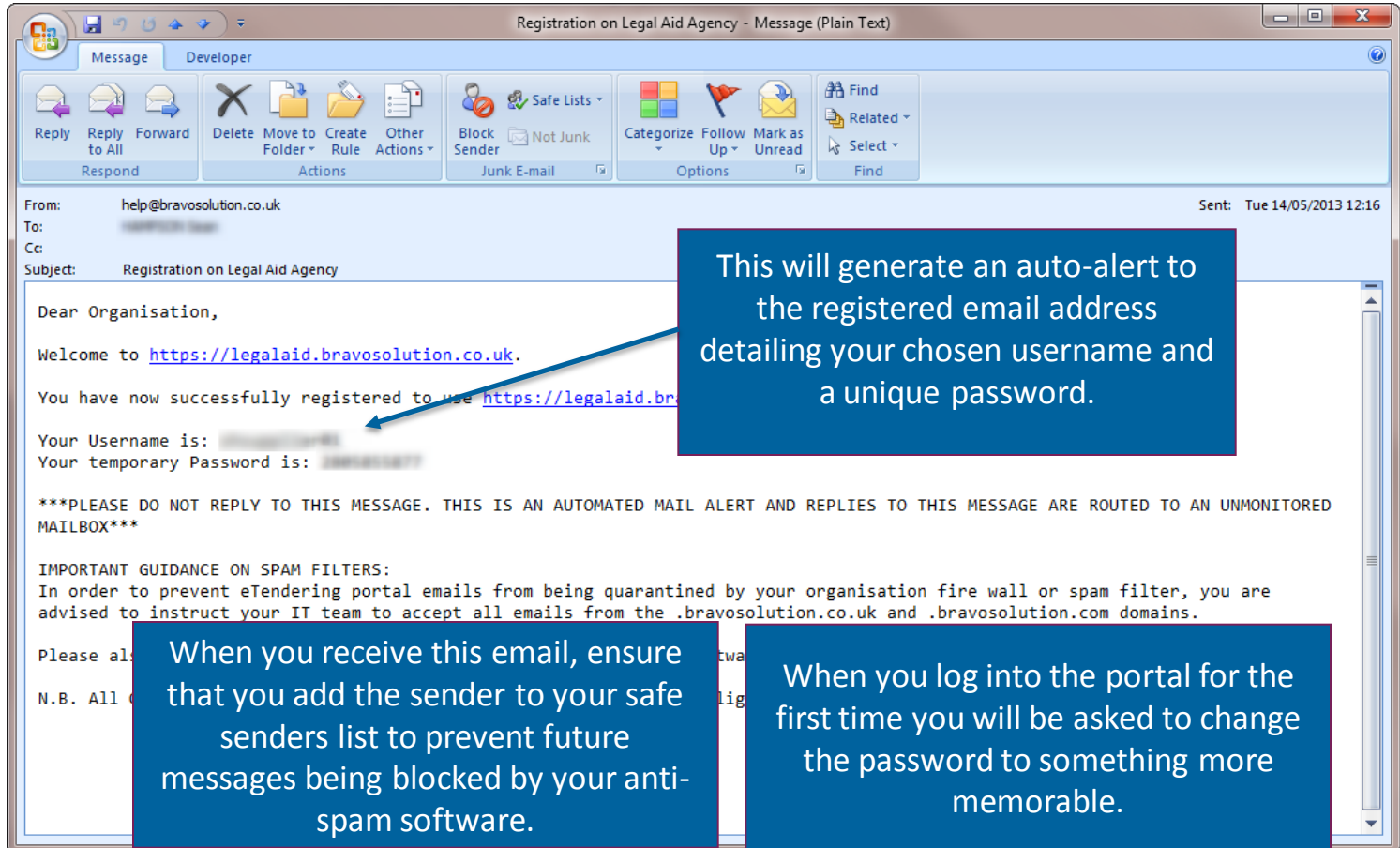
Please complete ALL the 'Registration Data' fields and click 'save'.

Note: The Registration form contains two sections: 'Organisation Details' and 'User Details'. You should enter user details for the individual responsible for completing all tenders.

TIP: Ensure you have entered a memorable 'username' and a valid 'email address'.
Correspondence regarding tender activities will be sent to this registered email address.

Note: You can enter multiple email addresses under one account by separating them using a semi colon (;).

Registration



Registration on Legal Aid Agency - Message (Plain Text)

Message Developer

Reply Reply to All Forward Delete Move to Folder Create Rule Other Actions Block Sender Not Junk Safe Lists Categorize Follow Up Mark as Unread Find Related Select

From: help@bravosolution.co.uk Sent: Tue 14/05/2013 12:16
To: [Redacted]
Cc: [Redacted]
Subject: Registration on Legal Aid Agency

Dear Organisation,

Welcome to <https://legalaid.bravosolution.co.uk>.

You have now successfully registered to use <https://legalaid.bravosolution.co.uk>

Your Username is: [Redacted]
Your temporary Password is: [Redacted]

PLEASE DO NOT REPLY TO THIS MESSAGE. THIS IS AN AUTOMATED MAIL ALERT AND REPLIES TO THIS MESSAGE ARE ROUTED TO AN UNMONITORED MAILBOX

IMPORTANT GUIDANCE ON SPAM FILTERS:
In order to prevent eTendering portal emails from being quarantined by your organisation fire wall or spam filter, you are advised to instruct your IT team to accept all emails from the .bravosolution.co.uk and .bravosolution.com domains.

Please also [Redacted]

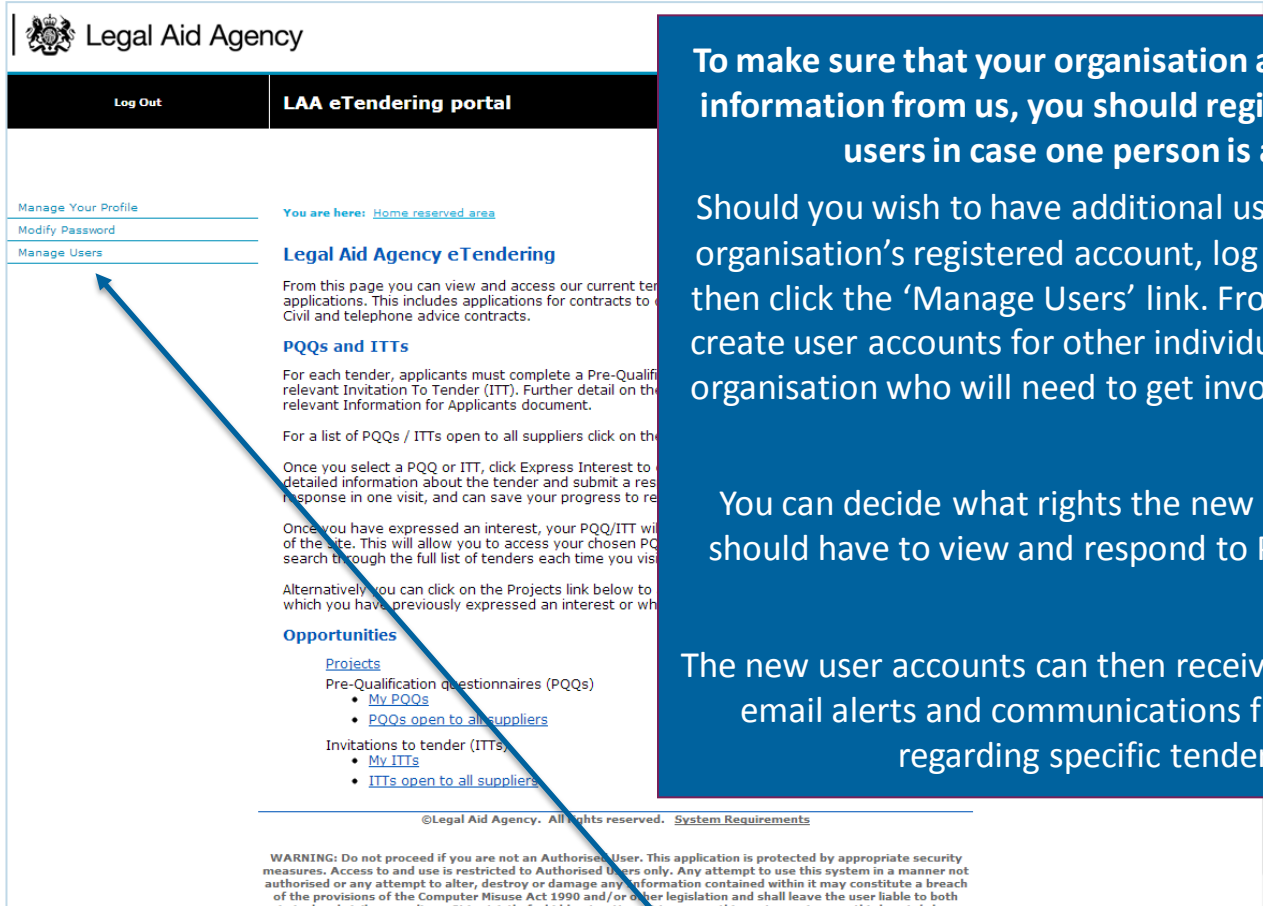
N.B. All [Redacted]

This will generate an auto-alert to the registered email address detailing your chosen username and a unique password.

When you receive this email, ensure that you add the sender to your safe senders list to prevent future messages being blocked by your anti-spam software.

When you log into the portal for the first time you will be asked to change the password to something more memorable.

Creating additional users



Legal Aid Agency

Log Out LAA eTendering portal

Manage Your Profile
Modify Password
Manage Users

You are here: [Home reserved area](#)

Legal Aid Agency eTendering

From this page you can view and access our current tender applications. This includes applications for contracts to Civil and telephone advice contracts.

PQQs and ITTs

For each tender, applicants must complete a Pre-Qualification relevant invitation To Tender (ITT). Further detail on the relevant information for Applicants document.

For a list of PQQs / ITTs open to all suppliers click on the [PQQs and ITTs](#) link.

Once you select a PQQ or ITT, click Express Interest to view detailed information about the tender and submit a response in one visit, and can save your progress to return later.

Once you have expressed an interest, your PQQ/ITT will be added to the list of tenders. This will allow you to access your chosen PQQ/ITT search through the full list of tenders each time you visit the site.

Alternatively you can click on the Projects link below to view a list of tenders to which you have previously expressed an interest or wish to express an interest.

Opportunities

[Projects](#)

Pre-Qualification questionnaires (PQQs)

- [My PQQs](#)
- [PQQs open to all suppliers](#)

Invitations to tender (ITTs)

- [My ITTs](#)
- [ITTs open to all suppliers](#)

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To make sure that your organisation always receives information from us, you should register additional users in case one person is away.

Should you wish to have additional users within your organisation's registered account, log in to the portal then click the 'Manage Users' link. From here you can create user accounts for other individuals within your organisation who will need to get involved in tenders.

You can decide what rights the new user accounts should have to view and respond to PQQs and ITTs.

The new user accounts can then receive any automatic email alerts and communications from the LAA regarding specific tenders.

To begin creating an additional user, click the 'Manage user' link.

Creating additional users



Main Page | Logout | Accessibility and Legend

Welcome: [blurred]
Time Zone: GMT + 0:00

Select Module

Profile | User Management | Categories

- Locations
Users
Roles
Divisions
Default User

Filter By: All Users
Search/Filter Create Export List to Excel Help for Suppliers
Table with columns: Last Name, First Name, Division Name, Email, Phone, Role
Total: 1 Page 1 of 1 Show: 10 elements

Click 'Create' to enter the details of the additional user.

Creating additional users

New User

Save Cancel

User Details

* Last Name

* First Name

User Tag for Codes

* E-mail

* Telephone Number

Mobile Phone Number (please enter "+" "country code" and "your mobile phone number" with no spaces)

* Division Name

Department

Role

* Choose your Username and check it is not already in use.

* Preferred Language

* Time Zone

Use High Contrast Stylesheet

Use Accessible Controls by default

Enter the 'user details' on this new user form and click 'save'.

Note: This form will ask you to specify a username. Please ensure it is memorable to the new user.

We suggest first initial and surname e.g. Jsmith.

Creating additional users

New User

Test User was registered as new user. The Users access codes have been sent via email to the following email address: [redacted].
The new User account does not have any Role associated to it. Please review the User Rights of the account in order to grant access to Negotiations. The account currently has no access to Negotiations by default.

 View User Rights

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Once you have completed the 'new user' form you will need to assign user rights for the additional user.

Click 'view user rights' to define these rights.

Creating additional users

← Back To List | 🏠 Main Page | 🚪 Logout | ⚙️ Accessibility and Legend

Welcome: [Redacted]
Time Zone: GMT + 0:00

Details

User Details
View User Details

User Rights
View User Rights

User: Test User
Division: Division

[Edit](#) [Delete](#) [Help for Suppliers](#)

[Edit PQQ/ITT Rights](#)

PQQs/ITTs	
See PQQ/ITT (Supplier)	No
View PQQ/ITT Details (Supplier)	No
Create Response	No
Modify Before Publishing	No
Publish and Modify	No
Contact Visible to Buyer	No
Messages Management	No
View Sensitive Data (including; attachments, response, pricing etc)	No

[Edit User Management Rights](#)

User Management	
Manage Users and Roles	No

Note: As a default the portal will not assign any user rights for additional users. To ensure the additional user has adequate levels of access to PQQs/ITTs you must edit their user rights.

Click 'Edit' to assign user rights.

Creating additional users

Logout | Accessibility and Legend

Welcome: [redacted]
Time Zone: GMT + 0:00

User: Test User
Division: Division

Save Cancel

PQs/ITTs	
See PQQ/ITT (Supplier)	Yes
View PQQ/ITT Details (Supplier)	Yes
Create Response	Yes
Modify Before Publishing	Yes
Publish and Modify	Yes
Contact Visible to Buyer	Yes
Messages Management	Yes
View Sensitive Data (including; attachments, response, pricing etc)	Yes

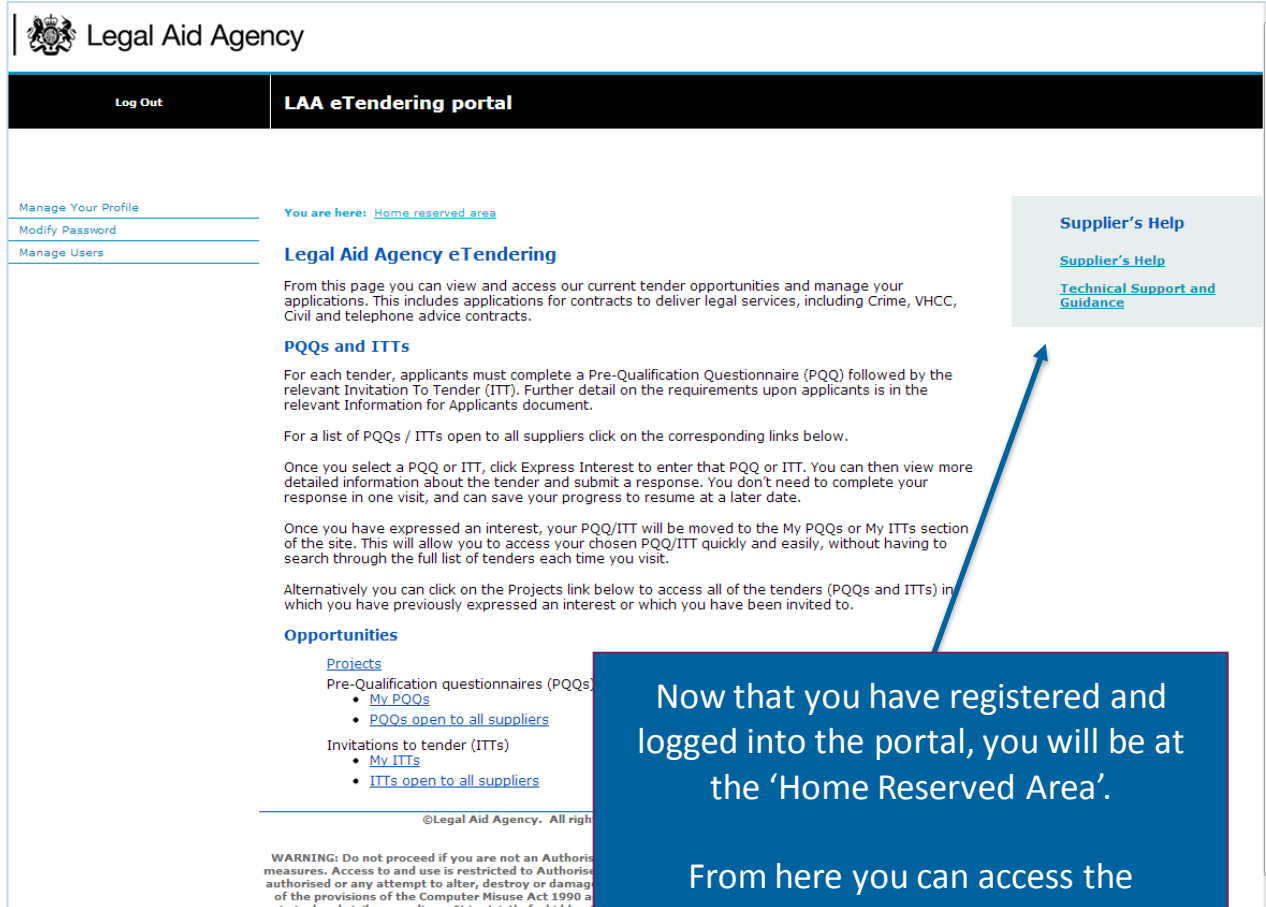
User Management	
Manage Users and Roles	No
Manage Users, Roles, Users Lists and Divisions	No


Amend the user rights by selecting the relevant options from the drop down lists provided.

Once complete click 'Save'.

This has now successfully created an additional user with adequate levels of access.

Home Page



 Legal Aid Agency

[Log Out](#) | **LAA eTendering portal**

[Manage Your Profile](#)
[Modify Password](#)
[Manage Users](#)

You are here: [Home reserved area](#)

Legal Aid Agency eTendering

From this page you can view and access our current tender opportunities and manage your applications. This includes applications for contracts to deliver legal services, including Crime, VHCC, Civil and telephone advice contracts.

PQQs and ITTs

For each tender, applicants must complete a Pre-Qualification Questionnaire (PQQ) followed by the relevant invitation to tender (ITT). Further detail on the requirements upon applicants is in the relevant information for Applicants document.

For a list of PQQs / ITTs open to all suppliers click on the corresponding links below.

Once you select a PQQ or ITT, click Express Interest to enter that PQQ or ITT. You can then view more detailed information about the tender and submit a response. You don't need to complete your response in one visit, and can save your progress to resume at a later date.

Once you have expressed an interest, your PQQ/ITT will be moved to the My PQQs or My ITTs section of the site. This will allow you to access your chosen PQQ/ITT quickly and easily, without having to search through the full list of tenders each time you visit.

Alternatively you can click on the Projects link below to access all of the tenders (PQQs and ITTs) in which you have previously expressed an interest or which you have been invited to.

Opportunities

[Projects](#)

Pre-Qualification questionnaires (PQQs)

- [My PQQs](#)
- [PQQs open to all suppliers](#)

Invitations to tender (ITTs)

- [My ITTs](#)
- [ITTs open to all suppliers](#)

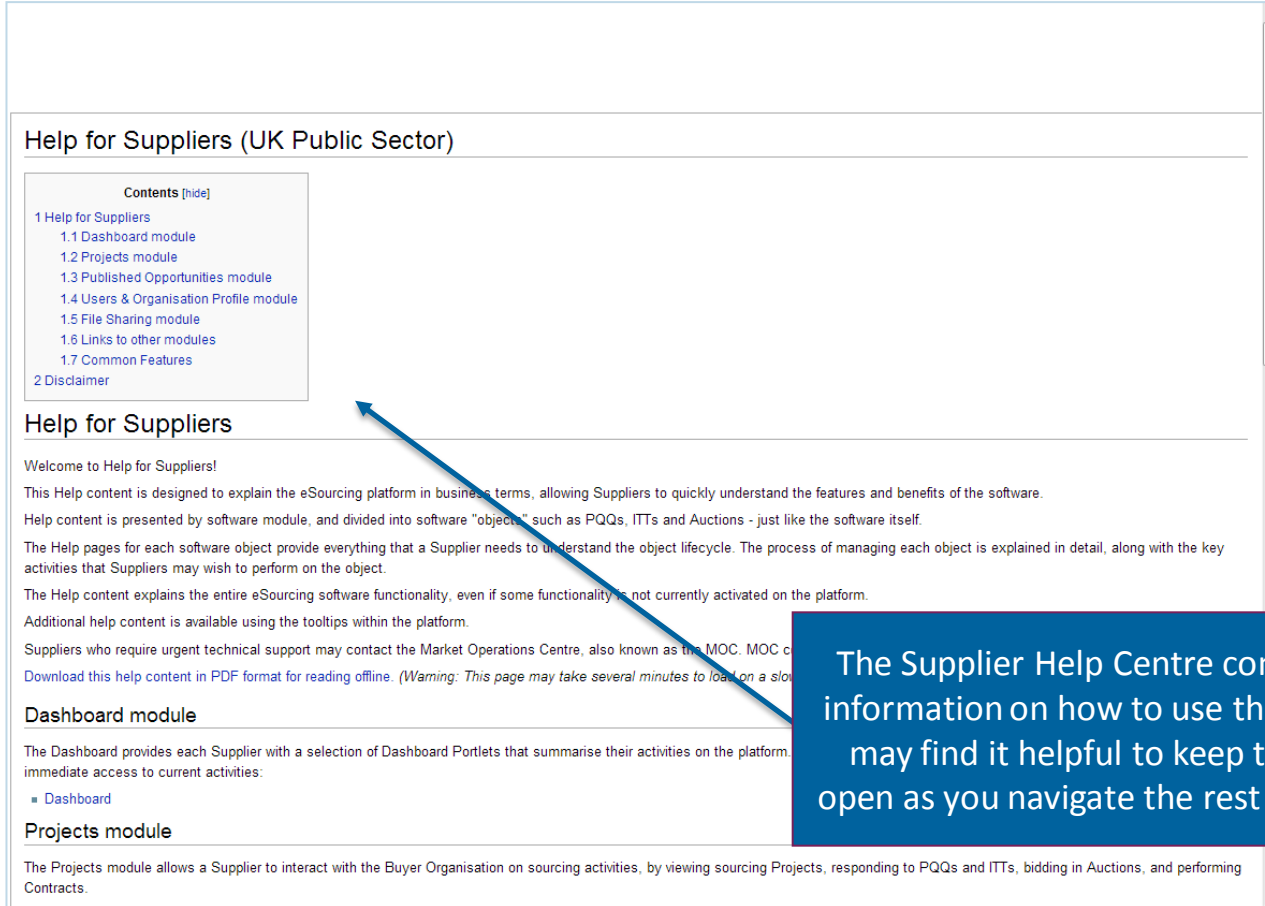
[Supplier's Help](#)
[Supplier's Help](#)
[Technical Support and Guidance](#)

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Now that you have registered and logged into the portal, you will be at the 'Home Reserved Area'. From here you can access the Supplier's Help centre.

Supplier help centre



Help for Suppliers (UK Public Sector)

Contents [hide]

- 1 Help for Suppliers
 - 1.1 Dashboard module
 - 1.2 Projects module
 - 1.3 Published Opportunities module
 - 1.4 Users & Organisation Profile module
 - 1.5 File Sharing module
 - 1.6 Links to other modules
 - 1.7 Common Features
- 2 Disclaimer

Help for Suppliers

Welcome to Help for Suppliers!

This Help content is designed to explain the eSourcing platform in business terms, allowing Suppliers to quickly understand the features and benefits of the software.

Help content is presented by software module, and divided into software "objects" such as PQQs, ITTs and Auctions - just like the software itself.

The Help pages for each software object provide everything that a Supplier needs to understand the object lifecycle. The process of managing each object is explained in detail, along with the key activities that Suppliers may wish to perform on the object.

The Help content explains the entire eSourcing software functionality, even if some functionality is not currently activated on the platform.

Additional help content is available using the tooltips within the platform.

Suppliers who require urgent technical support may contact the Market Operations Centre, also known as the MOC. MOC contact details are available on the MOC page.

[Download this help content in PDF format for reading offline.](#) (Warning: This page may take several minutes to load on a slow connection.)

Dashboard module

The Dashboard provides each Supplier with a selection of Dashboard Portlets that summarise their activities on the platform, and provide immediate access to current activities.

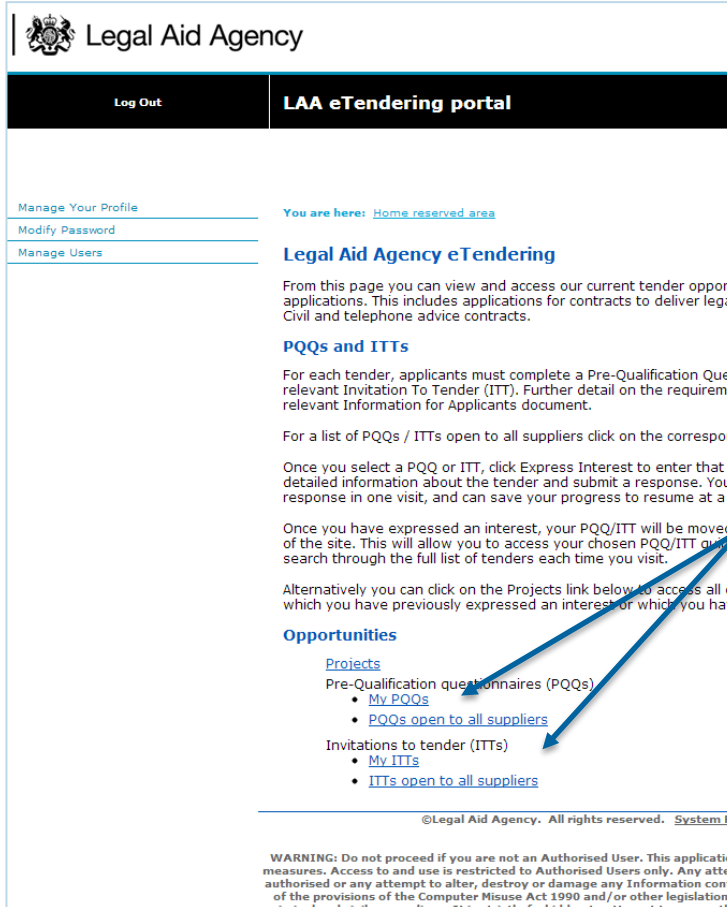
- [Dashboard](#)

Projects module

The Projects module allows a Supplier to interact with the Buyer Organisation on sourcing activities, by viewing sourcing Projects, responding to PQQs and ITTs, bidding in Auctions, and performing Contracts.

The Supplier Help Centre contains useful information on how to use the portal. You may find it helpful to keep this window open as you navigate the rest of the portal.

Accessing PQQs/ITTs



The screenshot shows the 'LAA eTendering portal' with a navigation menu on the left containing 'Log Out', 'Manage Your Profile', 'Modify Password', and 'Manage Users'. The main content area is titled 'Legal Aid Agency eTendering' and includes a breadcrumb trail 'You are here: Home reserved area'. The text explains that users can view and access current tender opportunities for legal aid contracts. It details the process of completing a Pre-Qualification Questionnaire (PQQ) and an Invitation To Tender (ITT) for each tender. A list of PQQs/ITTs open to all suppliers is mentioned, with instructions to click on the corresponding link. The text also states that once a PQQ or ITT is selected, users can express interest, receive detailed information, and submit a response. It notes that once interest is expressed, the PQQ/ITT will be moved to the user's 'My PQQs' or 'My ITTs' area. A 'Projects' section is visible, listing 'Pre-Qualification questionnaires (PQQs)' with links for 'My PQQs', 'PQQs open to all suppliers', and 'Invitations to tender (ITTs)' with links for 'My ITTs' and 'ITTs open to all suppliers'. A copyright notice and a security warning are at the bottom.

Legal Aid Agency eTendering

From this page you can view and access our current tender opportunities for contracts to deliver legal aid services. This includes applications for contracts to deliver legal aid Civil and telephone advice contracts.

PQQs and ITTs

For each tender, applicants must complete a Pre-Qualification Questionnaire (PQQ) and an Invitation To Tender (ITT). Further detail on the requirements and relevant information for Applicants document.

For a list of PQQs / ITTs open to all suppliers click on the corresponding link below.

Once you select a PQQ or ITT, click Express Interest to enter that PQQ/ITT. This will provide you with detailed information about the tender and submit a response. You can submit your response in one visit, and can save your progress to resume at a later date.

Once you have expressed an interest, your PQQ/ITT will be moved to your 'My PQQs' or 'My ITTs' area of the site. This will allow you to access your chosen PQQ/ITT and submit your response through the full list of tenders each time you visit.

Alternatively you can click on the Projects link below to access all of the tenders which you have previously expressed an interest in or which you have been invited to respond to.

Opportunities

Projects

Pre-Qualification questionnaires (PQQs)

- [My PQQs](#)
- [PQQs open to all suppliers](#)

Invitations to tender (ITTs)

- [My ITTs](#)
- [ITTs open to all suppliers](#)

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For each tender process, subject to the instructions in the relevant Information for Applicants (IFA) document, Applicants are generally required to complete a response to a Pre-Qualification Questionnaire (PQQ) followed by the relevant Invitation To Tender (ITT) associated with the contract for which you are applying.

For a list of PQQs and ITTs open to all suppliers click on 'PQQs open to all suppliers' or 'ITTs open to all suppliers' links.

If you have been directly invited to respond to a PQQ/ITT it will appear in the 'My PQQs' or 'My ITTs' area.

Accessing PQQs/ITTs

Here you can see the list of PQQs/ITTs.

Select Module

Projects | PQQs | ITTs

Locations

My ITTs
My ITTs

ITTs Open to All Suppliers
ITTs Open to All Suppliers

Search/Filter | Export List to Excel | Help for Suppliers

	ITT Code	ITT Title	Project Code:	Buyer Organisation	ITT Status	Time limit for Expressing Interest
1	itt_249	Demo ITT	project_81	Legal Aid Agency	Running	26/02/2014 12:00
Total: 1		Page 1 of 1		Show: 10 elements		

Top

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Please select the relevant PQQ/ITT that you would like to complete. Then click on the PQQ/ITT title to open it or express an interest.

Expressing interest in PQQs/ITTs



Logout | Accessibility and Legend

If you were directly invited to the PQQ/ITT this step is not required.

This will take you to a summary page showing a description, closing date and the current status of the PQQ/ITT'

▼ Project : project_81 - Demo Project
ITT: itt_249 - Demo ITT
Closing Date: 27/02/2014 12:00:00

Printable View

Click on 'Express Interest' to register your interest with the LAA and to view the details of the PQQ/ITT. A notification message will be displayed, click 'OK'.

Response status	
Response status	Response Not Submitted To Buyer
Overview	
ITT Code	itt_249
ITT Title	Demo ITT
ITT Description	
Type of Supplier Access	ITT Open to All Suppliers
Response Currency	GBP
Test ITT	Yes
Buyer Organisation	Legal Aid Agency
Buyer Name	Mihailovici Livia
Allow Suppliers to Respond by Consortium	Yes

The page at <https://legalaid-prep.bravosolution.co.uk> says:

Please click OK to Express Interest in this ITT.

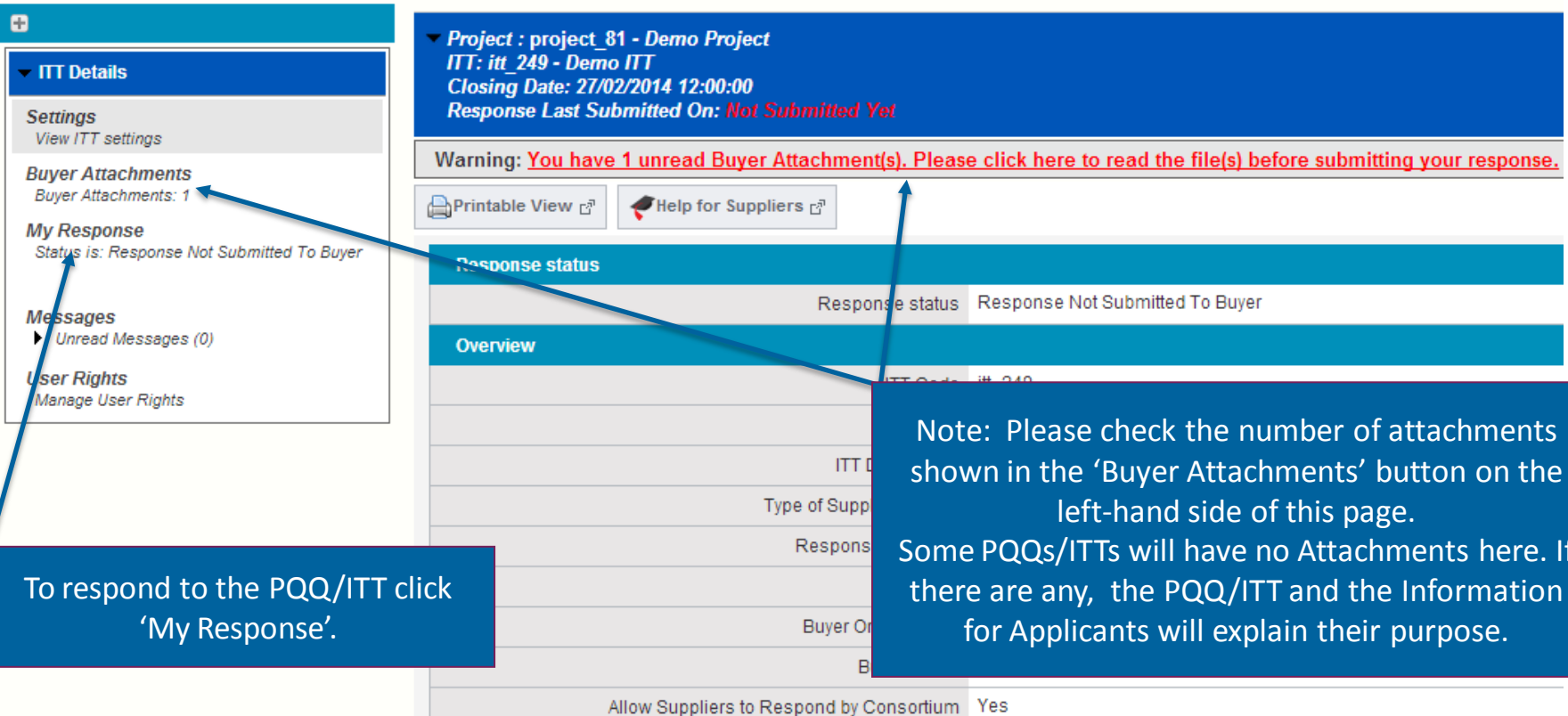
The ITT will move to your "My ITTs" area, and you will have the option to view all ITT Details, download Buyer Attachments, send and receive Messages with the Buyer, and submit your Response.

Expressing interest in PQQs/ITTs



If you expressed an interest the PQQ/ITT will automatically move into 'My PQQs/ITT' area - this is often referred to as your reserved area on the portal where PQQs/ITTs will be listed that you have expressed interest in or been invited to.

← Back To List | 🏠 Main Page | 🚪 Logout | ⚙️ Accessibility and Legend



The screenshot shows the 'ITT Details' page for 'project_81 - Demo Project' and 'itt_249 - Demo ITT'. The closing date is 27/02/2014 12:00:00, and the response status is 'Response Not Submitted To Buyer'. A warning message indicates there is 1 unread buyer attachment. The left-hand navigation menu includes 'Settings', 'Buyer Attachments', 'My Response', 'Messages', and 'User Rights'. A table below shows the response status and overview for the ITT.

Response status	
Response status	Response Not Submitted To Buyer

Overview	
ITT Code	# 249
ITT D	
Type of Supp	
Respons	
Buyer Or	
B	

To respond to the PQQ/ITT click 'My Response'.

Note: Please check the number of attachments shown in the 'Buyer Attachments' button on the left-hand side of this page. Some PQQs/ITTs will have no Attachments here. If there are any, the PQQ/ITT and the Information for Applicants will explain their purpose.

Expressing interest in PQQs/ITTs



[← Back To List](#) | [Main Page](#) | [Logout](#) | [Accessibility and Legend](#)

Welcome:
Time Zone: GMT + 0:00

+

ITT Details

Settings
[View ITT settings](#)

Buyer Attachments
Buyer Attachments: 1

My Response
Status is: Response Not Submitted To Buyer

Messages
▶ Unread Messages (0)

User Rights
[Manage User Rights](#)

▼ **Project : project_81 - Demo Project**
ITT: itt_249 - Demo ITT
Closing Date: 27/02/2014 12:00:00
Response Last Submitted On: **Not Submitted Yet**

Warning: [You have 1 unread Buyer Attachment\(s\). Please click here to read the file\(s\) before submitting your response.](#)

[Printable View](#) [Help for Suppliers](#)

[Create Response](#) [Decline To Respond](#)

Supplier Organisation Structure

* This bid is submitted on behalf of: My Organisation Only (No consortium)

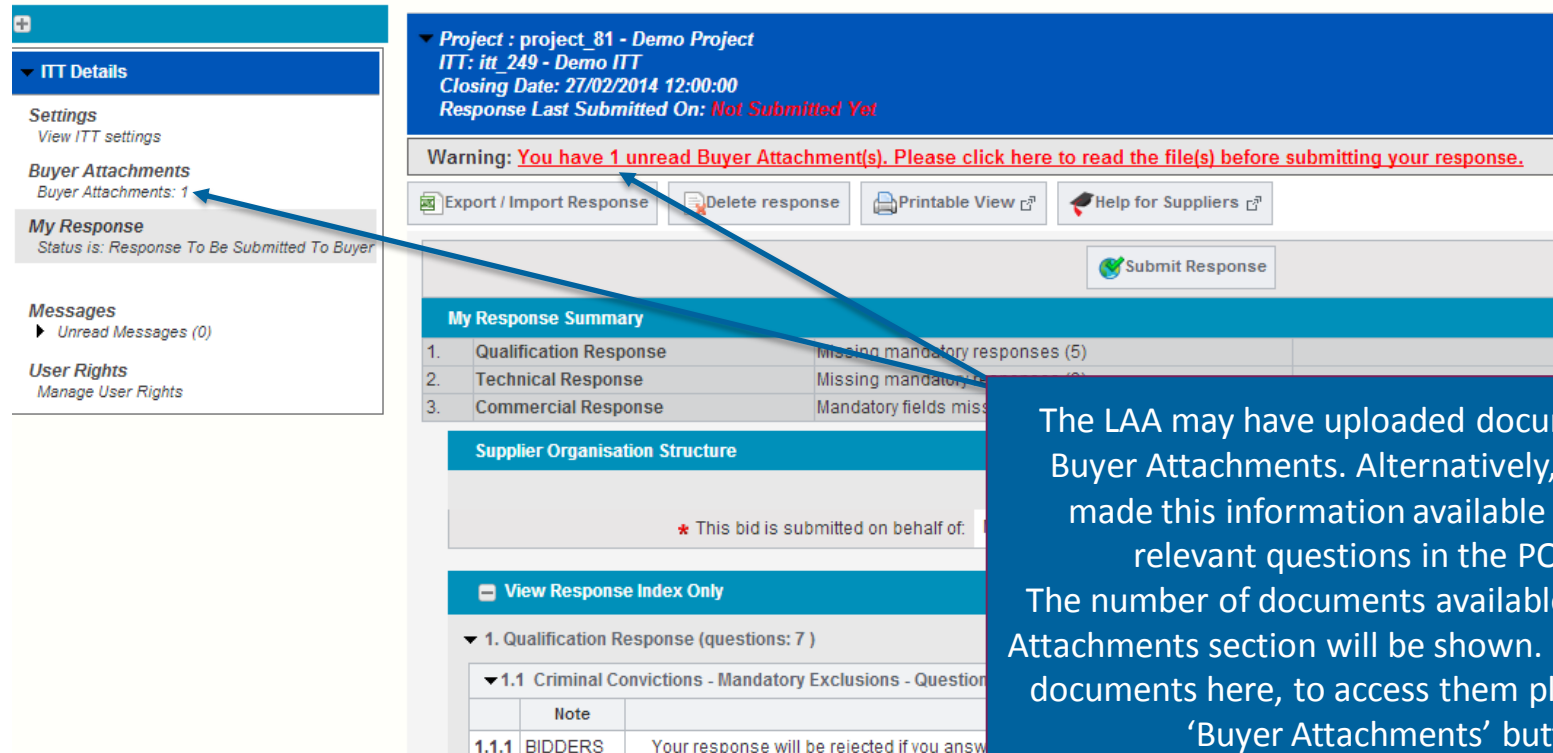
View Response Index Only

▼ **1. Qualification Response (questions: 7)**

▼ **1.1 Criminal Convictions - Mandatory Exclusions - Question Section**

To create your response to the PQQ/ITT click 'Create Response'.

Downloading Buyer Attachments



Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.

Export / Import Response | Delete response | Printable View | Help for Suppliers

Submit Response

My Response Summary	
1. Qualification Response	Missing mandatory responses (5)
2. Technical Response	Missing mandatory responses (6)
3. Commercial Response	Mandatory fields missing (1)

Supplier Organisation Structure

* This bid is submitted on behalf of: [Name]

View Response Index Only

- 1. Qualification Response (questions: 7)
 - 1.1 Criminal Convictions - Mandatory Exclusions - Questionnaire
 - 1.1.1 BIDDERS | Your response will be rejected if you answer...

The LAA may have uploaded documentation as Buyer Attachments. Alternatively, it may have made this information available next to the relevant questions in the PQQ/ITT. The number of documents available in the Buyer Attachments section will be shown. If there are any documents here, to access them please click the 'Buyer Attachments' button

Downloading Buyer Attachments



[← Back To List](#) | [Main Page](#) | [Logout](#) | [Accessibility and Legend](#)

ITT Details

Settings
[View ITT settings](#)

Buyer Attachments
Buyer Attachments: 1

My Response
Status is: Response To Be Submitted To Buyer

Messages
▶ [Unread Messages \(0\)](#)



User Rights
[Manage User Rights](#)

▼ **Project : project_81 - Demo Project**
ITT: itt_249 - Demo ITT
Closing Date: 27/02/2014 12:00:00
Response Last Submitted On: **Not Submitted Yet**

Path: [Top Level](#)

[Printable View](#) | [Help for Suppliers](#)

[Search/Filter](#) | [Mass Download](#) | [Export List to Excel](#)

	Folder/File Name	Description	Last Modification Date	
1	 ITT_Tenderer_Acceptance.docx		28/01/2014 16:25:19	 Properties

Total: 1 Page 1 of 1 Show: 10 elements

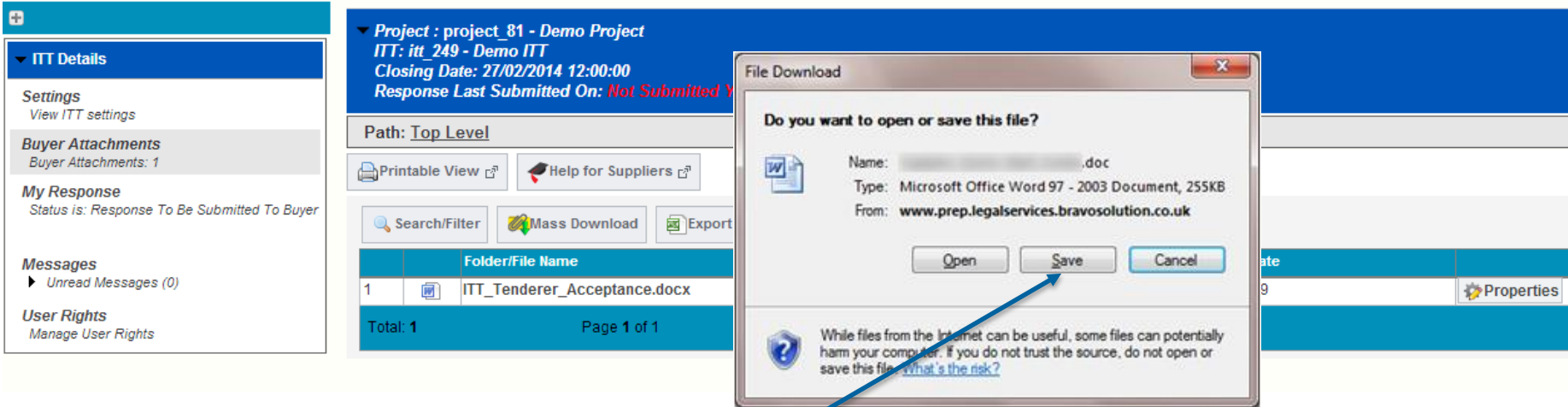
You can download all the attachments in one go by clicking 'Mass Download'.

Note: You will need to have Java (latest version recommended) installed to do this.

To access each document click the file name and click the 'Save' button to save a copy to your local computer or network drive.

Tip: If you are using a slow internet connection note the file size and try to download larger files either via a broadband connection or at off-peak times.

Downloading Buyer Attachments



ITT Details

Settings
View ITT settings

Buyer Attachments
Buyer Attachments: 1

My Response
Status is: Response To Be Submitted To Buyer

Messages
▶ Unread Messages (0)

User Rights
Manage User Rights

Project : project_81 - Demo Project
ITT: itt_249 - Demo ITT
Closing Date: 27/02/2014 12:00:00
Response Last Submitted On: **Not Submitted Yet**

Path: [Top Level](#)

Printable View | Help for Suppliers

Search/Filter | Mass Download | Export

	Folder/File Name
1	ITT_Tenderer_Acceptance.docx

Total: 1 Page 1 of 1

File Download

Do you want to open or save this file?

Name: [redacted].doc
Type: Microsoft Office Word 97 - 2003 Document, 255KB
From: www.prep.legalservices.bravosolution.co.uk

Open Save Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

Click 'Save' and select an appropriate location on your own computer to store the attachment.

Responding to PQQs/ITTs

Navigate back to the 'My Response' area and click 'Edit response' for each of the applicable sections.

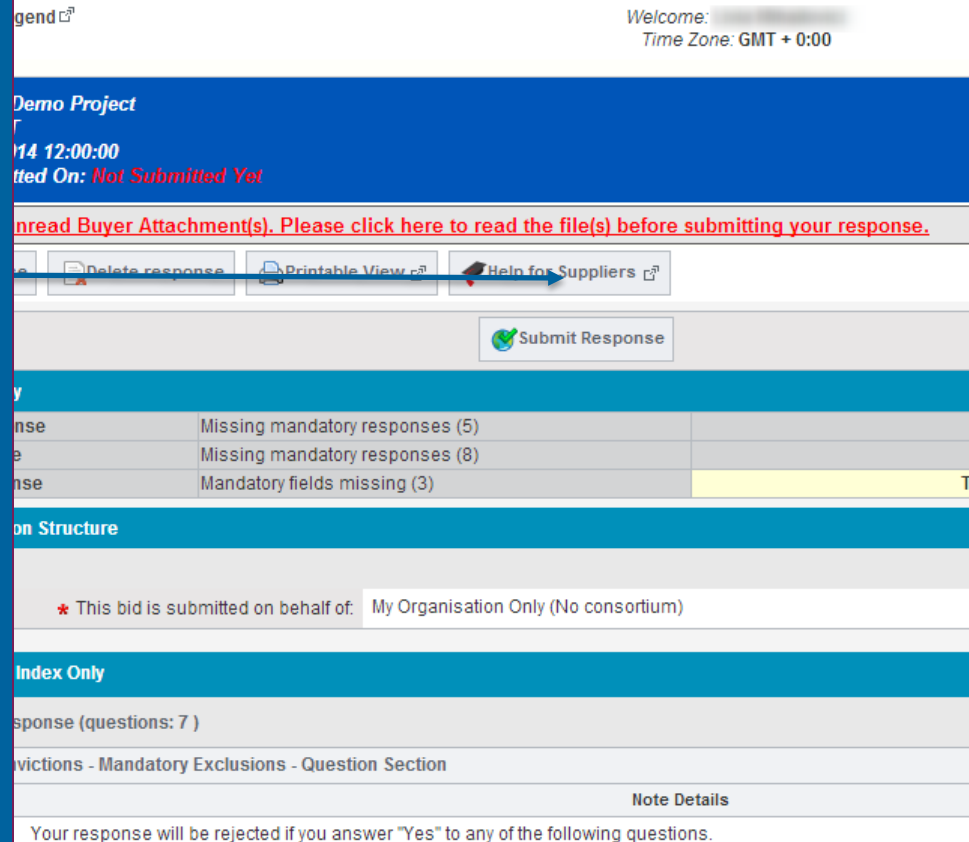
This will then take you to the next screen, it is here that you will complete the PQQ/ITT response.

Note the following:

- Regularly click the 'Save Changes' or 'Save and Exit Response' buttons to ensure that your information is saved in case your connection is lost.
- For security purposes the portal will log you out after 15 minutes of inactivity.
- Text fields are limited to 2000 characters for brief responses only
- The system will not allow you to submit your response if any mandatory questions (marked with a red asterisk) have been left blank.

Responding to PQQs/ITTs

Note: If a question refers you to an attachment that needs to be completed, ensure it is downloaded and saved on your own computer, ready to complete and upload back into the relevant section.



The screenshot shows a user interface for responding to PQQs/ITTs. At the top right, it says "Welcome: [redacted]" and "Time Zone: GMT + 0:00". Below this is a blue header bar with "Demo Project" and "14 12:00:00". A red warning message states "Submitted On: Not Submitted Yet". A red link says "Read Buyer Attachment(s). Please click here to read the file(s) before submitting your response." Below this are buttons for "Delete response", "Printable View", and "Help for Suppliers". A "Submit Response" button is also visible. A table shows the status of responses:

Response	Status
Response 1	Missing mandatory responses (5)
Response 2	Missing mandatory responses (8)
Response 3	Mandatory fields missing (3)

Below the table, it says "on Structure" and "This bid is submitted on behalf of: My Organisation Only (No consortium)". There is an "Index Only" section and a "response (questions: 7)" section. A "Mandatory Exclusions - Question Section" is also visible. At the bottom, it says "Note Details" and "Your response will be rejected if you answer 'Yes' to any of the following questions."

Uploading Attachments

Project : project_81 - Demo Project
 ITT: itt_249 - Demo ITT
 Closing Date: 27/02/2014 12:00:00
 Response Last Submitted On: *Not Submitted Yet*

Edit Mode

- the common law of attempting to pervert the course of justice		
1.2 ITT Tenderer Acceptance - Question Section		
	Note	Note Details
1.2.1	ITT Tenderer Acceptance	Please navigate to the Attachments area in order to download and view the "ITT Tenderer Acceptance" document before responding to this Section.
	Question	Description
1.2.2	ITT Tenderer Acceptance	* Please confirm that you have read, understood and agree to the "ITT Tenderer Acceptance" document?
		<input type="text" value=""/>
1.3 Quality Management - Question Section		
	Question	Description
1.3.1	ISO 9001	* Does your Organisation hold a current ISO 9001 accreditation?
		<input type="text" value="Yes"/>
1.4 Quality Management with ISO 9001 - Question Section		
	Question	Description
1.4.1	ISO 9001 Certificate	* Please attach a copy of your Organisation's current ISO 9001 accreditation.
		+ Click to attach file

Some questions and notes may have additional attachments for you to review or use as part of your response. To upload documents and/or templates as file attachments click the 'Click to attach file' link

Uploading Attachments

Click the 'Choose File' button to navigate your local drive, locate the file and select it to place it here.

Project : project_81 - Demo Project
 ITT: itt_249 - Demo ITT
 Closing Date: 27/02/2014 12:00:00
 Response Last Submitted On: *Not Submitted Yet*

Edit Mode

Save Changes Save and Exit Response Cancel

Question	Description	Response
1.2 ITT Tenderer Acceptance - Question Section		
1.2.1 ITT Tenderer Acceptance	Please navigate to the Attachmen	
1.2.2 ITT Tenderer Acceptance	* Please confirm that you have read	
1.3 Quality Management - Question Section		
1.3.1 ISO 9001	* Does your Organisation hold a current ISO 9001 accreditation?	Yes
1.4 Quality Management with ISO 9001 - Question Section		
1.4.1 ISO 9001 Certificate	* Please attach a copy of your Organisation's current ISO 9001 accreditation.	+ Click to attach file

Legal Aid Agency

Select file to upload:
 Please keep attachments to a manageable size in order to facilitate downloading. The portal allows individual attachments up to a maximum size of 50Mb but we recommend that you keep attachments to 2Mb or less.

File Attachments: Upload Attachment

* Choose File No file chosen

Uploading Attachments

Project : project_81 - Demo Project
 ITT: itt_249 - Demo ITT
 Closing Date: 27/02/2014 12:00:00
 Response Last Submitted On: *Not Submitted Yet*

Edit Mode



		- the common law of attempting to pervert the course of justice		
1.2 ITT Tenderer Acceptance - Question Section				
	Note	Note Details		
1.2.1	ITT Tenderer Acceptance	Please navigate to the Att		
	Question			
1.2.2	ITT Tenderer Acceptance	* Please confirm that you h	Response	
<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Select file to upload: Please keep attachments to a manageable size in order to facilitate downloading. The portal allows individual attachments up to a maximum size of 50Mb but we recommend that you keep attachments to 2Mb or less.</p> <p>Attachments</p> <p>* File Attachments: <input type="text" value="Upload Attachment"/></p> <p>* <input type="button" value="Choose File"/> Copy of ISO C...tificate.docx</p> <p style="text-align: right;"><input type="button" value="Confirm"/> <input type="button" value="Cancel"/></p> </div>				
1.3 Quality Management - Question Section				
	Question			
1.3.1	ISO 9001	* Does your Organisation h	Response	
<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: right;"><input type="button" value="Yes"/></p> </div>				
1.4 Quality Management with ISO 9001 - Question Section				
	Question	Description		
1.4.1	ISO 9001 Certificate	* Please attach a copy of your Organisation's current ISO 9001 accreditation.		

Click 'Confirm' to return to your response screen.

Uploading Attachments

Once you have uploaded an attachment you may wish to download it again so that you can make changes. To do this click on the 'Refresh' icon within the relevant question, save the document to your computer and upload again once amended. Please note that you are not able to download documents that the LAA has uploaded using this button. To do this you need to click on 'Buyer Attachments' on the left-hand side of the page or on the attachment next to the specific question or note.

Once you have made all your changes, click 'Save and Exit Response'.

		Cancel	
1.2.2	ITT Tenderer Acceptance	* Please confirm that you have read, understood and agree to the "ITT Tenderer Acceptance" document?	Response Yes, I agree
1.3 Quality Management - Question Section			
Question	Description		Response
1.3.1	ISO 9001	* Does your Organisation hold a current ISO 9001 accreditation?	Yes
1.4 Quality Management with ISO 9001 - Question Section			
Question	Description		Response
1.4.1	ISO 9001 Certificate	* Please attach a copy of your Organisation's current ISO 9001 accreditation.	Copy of ISO Certificate.docx (0 KB)  

Alternatively you may wish to remove the attachment and upload a new version straight from your computer. To do this, click on the 'Remove Attachment' icon, then upload a new attachment as per the previous instructions.

Conditional Sections

Note that occasionally you may encounter conditional sections which are triggered depending on the answers you provide. In the example below, sections 1.4 and 1.5 are locked until a response is chosen in section 1.3.

1.3 Quality Management - Question Section		
Question	Description	Response
1.3.1 ISO 9001	★ Does your Organisation hold a current ISO 9001 accreditation?	<input type="text"/>
1.4 Quality Management with ISO 9001 - Question Section		
1.5 Quality Management without ISO 9001 - Question Section		


Once a response is selected, the relevant conditional section will be displayed and you will be able to answer all the questions included in that section. Note that depending on the number of conditional sections included you may need to scroll down the page to find it, as it may not be displayed directly under the triggering question.

1.3 Quality Management - Question Section		
Question	Description	Response
1.3.1 ISO 9001	★ Does your Organisation hold a current ISO 9001 accreditation?	Yes <input type="text"/>
1.4 Quality Management with ISO 9001 - Question Section		
Question	Description	Response
1.4.1 ISO 9001 Certificate	★ Please attach a copy of your Organisation's current ISO 9001 accreditation.	Click to attach file
1.5 Quality Management without ISO 9001 - Question Section		

Conditional sections can also contain mandatory questions, i.e. you will not be able to submit your response to the LAA eTendering team until the questions are answered.

Submitting PQQs/ITTs responses

Note the 'Check mandatory questions answered' button located at the top of each envelope page. You can click this button to check that you have not missed any mandatory questions when completing your form.

 Check mandatory questions answered

1. Qualification Response (questions: 7)

1.1 Criminal Convictions - Mandatory Exclusions - Question Section		
	Note	Note Details
1.1.1	BIDDERS GUIDANCE	Your response will be rejected if you answer "Yes" to any of the following questions. Regulation 23 (1) and (4) of Public Contracts (Scotland) Regulations 2012 sets out mandatory and discretionary grounds relevant to this section or serious misrepresentation in relation to the information disclosed will result in your exclusion from being awarded to you.
1.1.2	Criminal Convictions	Please indicate if the organisation or its directors or any other person(s) having powers of representation, decision or

Clicking this button does not confirm whether you have answered the questions correctly, just that you have responded to all mandatory questions (marked with a red asterisk).

Submitting PQQs/ITTs responses

Click 'Submit Response' to submit your response.

- ITT Details**
- Settings
View ITT settings
- Buyer Attachments
Buyer Attachments: 1
- My Response**
Status is: Response To Be Submitted To Buyer
- Messages
Unread Messages (0)
- User Rights
Manage User Rights

Project : project_81 - Demo Project
ITT: itt_249 - Demo ITT
Closing Date: 27/02/2014 12:00:00
Response Last Submitted On: **Not Submitted Yet**

[Export / Import Response](#) | [Delete response](#) | [Printable View](#) | [Help for Suppliers](#)

[Submit Response](#)

My Response Summary			
1.	Qualification Response	All questions answered No additional attachments	
2.	Technical Response	Missing optional responses (2) No additional attachments	
3.	Commercial Response	All quoted items completed No additional attachments	
Total Price (excluding optional sections)			29,039

Supplier Organisation Structure

[Manage Consortium](#)

This bid is submitted on behalf of: My Organisation Only (No consortium)

Once you are satisfied with your response you can then submit it.

Please note: You will not be able to submit your response after the deadline has passed.

[Edit response](#)

Questions - Question Section

Submitting PQQs/ITTs

- ITT Details**
- Settings
[View ITT settings](#)
- Buyer Attachments
Buyer Attachments: 1
- My Response**
Status is: Response To Be Submitted To Buyer
- Messages
[Unread Messages \(0\)](#)
- User Rights
[Manage User Rights](#)

Project : project_81 - Demo Project
ITT: itt_249 - Demo ITT
Closing Date: 27
Response Last S

[Export / Import Re](#)

My Response Su	
1.	Qualification I
2.	Technical Res
3.	Commercial F

Supplier Orga

[Manage Consortium](#)

* This bid is submitted on behalf of: My Organisation Only (No consortium)

View Response Index Only

[Edit response](#)

▼ 1. Qualification Response (questions: 7)

▼ 1.1 Criminal Convictions - Mandatory Exclusions - Question Section

The system will then confirm if you have successfully submitted your response. Please click 'OK'.

The page at <https://legalaid-prep.bravosolution.co.uk> says:

You have successfully submitted your response to the buyer, if you wish you can update the response and submit your changes anytime before the deadline.

OK

Submitting PQQs/ITTs

[← Back To List](#) |
 [Main Page](#) |
 [Logout](#) |
 [Accessibility and Legend](#)

Welcome:
 Time Zone: GMT + 0:00

+ [Project : project_81 - Demo Project](#)
[ITT: itt_249 - Demo ITT](#)
 Closing Date: 27/02/2014 12:00:00
 Response Last Submitted On: 29/01/2014 12:52:05

[Export / Import Response](#) |
 [Delete response](#) |
 [Printable View](#) |
 [Help for Suppliers](#)

My Response Summary

1. Qualification Response	All questions answered No additional attachments		
2. Technical Response	Missing optional responses (2) No additional attachments		
3. Commercial Response	All quoted items completed No additional attachments	Total Price (excluding optional sections)	29,039

Supplier Organisation Structure

[Manage Consortium](#)

* This bid is submitted on behalf of: My Organisation Only (No consortium)

[Edit response](#)

ITT Details

Settings
[View ITT settings](#)

Buyer Attachments
 Buyer Attachments: 1

My Response
 Status is: Response Submitted To Buyer

Messages
 Unread Messages (0)

User Rights
[Manage User Rights](#)

Once submitted, the response window will then update to show you when your response was last submitted.

NOTE: The registered email address will also receive confirmation that your response has been submitted. You will not receive a further email if you resubmit your response.

If you wish to amend your submitted response prior to the deadline you can do so by clicking on 'Edit Response', make the changes then click 'Keep changes' and 'Submit changes' to re-submit your response.

Communicating with the team



[← Back To List](#) | [Main Page](#) | [Logout](#) | [Accessibility and Legend](#)

Welcome:
Time Zone: GMT + 0:00

ITT Details

Settings
[View ITT settings](#)

Buyer Attachments
Buyer Attachments: 1

My Response
Status is: Response Submitted To Buyer

Messages
▶ [Unread Messages \(1\)](#)

User Rights
[Manage User Rights](#)

▼ **Project : project_81 - Demo Project**
ITT: itt_249 - Demo ITT
Closing Date: 27/02/2014 12:00:00
Response Last Submitted On: 29/01/2014 12:52:05

[Export / Import Response](#) | [Delete response](#) | [Printable View](#) | [Help for Suppliers](#)

My Response Summary		
1.	Qualification Response	All questions answered No additional attachments
2.	Technical Response	Missing optional responses (2) No additional attachments
3.	Commercial Response	

[Supplier Organisation Structure](#)

If you wish to communicate with the LAA eTendering team regarding the content of the PQQ or ITT please ensure that you use the online secure messaging tool. To view received messages, click the 'Unread Messages' button within the PQQ/ITT.

Communicating with the team



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ITT Details

Settings
View ITT settings

Buyer Attachments
Buyer Attachments: 1

My Response
Status is: Response Submitted To Buyer

Messages

- ▼ Unread Messages (1)
 - Create Message
 - Received Messages
 - Sent Messages
 - Draft Messages
 - Forwarded Messages

▼ **Project : project_81 - Demo Project**
 ITT: itt_249 - Demo ITT
 Closing Date: 27/02/2014 12:00:00
 Response Last Submitted On: 29/01/2014 12:52:05

[📄 Export / Import Response](#) |
 [🗑️ Delete response](#) |
 [🖨️ Printable View](#) |
 [🎓 Help for Suppliers](#)

My Response Summary		
1.	Qualification Response	All questions answered No additional attachments
2.	Technical Response	Missing optional responses (2) No additional attachments
3.	Commercial Response	All quoted items completed No additional attachments

Supplier Organisation Structure

✖ This bid is submitted on behalf of: My Organisation Only (No consortium)

This will then expand the message options, click 'Received Messages' to view any messages you have been sent.

Communicating with the team



The messaging screen will show you all the messages that you have received including the date/time they were issued and read.

To read a message, move your mouse over the received message (it will be highlighted) and then click.

← Back To List | 🏠 Main Page | ⌚ Logout | ⚙️ Accessibility and Legend

Welcome: [redacted]
Time Zone: GMT + 0:00

ITT Details

Messages

- ▼ Unread Messages (1)
- ▶ Create Message
- **Received Messages**
- ▶ Sent Messages
- ▶ Draft Messages
- ▶ Forwarded Messages

User Rights

Manage User Rights

▼ **Project : project_81 - Demo Project**
 ITT: itt_249 - Demo ITT
 Closing Date: 27/02/2014 12:00:00
 Response Last Submitted On: 29/01/2014 12:52:05

🖨️ Printable View

🔍 Search/Filter | 📄 Create | 📊 Export List to Excel | 📄 Messages Report | 🖨️ Print

	Sender	Date	Subject	Opened by Me
1	Legal Aid Agency	29/01/2014 13:09	Demo Message	
Total: 1		Page 1 of 1		

Communicating with the team



← Back To List | 🏠 Main Page | ⏻ Logout | ⚙️ Accessibility and Legend

Welcome: [redacted]
Time Zone: GMT + 0:00

ITT Details

Messages

- Unread Messages (0)
- Create Message
- Received Messages**
- Sent Messages
- Draft Messages
- Forwarded Messages

User Rights

Manage User Rights

Project : project_81 - Demo Project
ITT: itt_249 - Demo ITT
 Closing Date: 27/02/2014 12:00:00
 Response Last Submitted On: 29/01/2014 12:52:05

Printable View | Help for Suppliers

Back | Reply | Forward | Print

Message	
Date	29/01/2014 13:09
Sent by	Legal Aid Agency
Subject	Demo Message
Message	This is a demo message.

This will display the message, to reply click the 'Reply' button

Communicating with the team



Edit your message content then click the 'Send Message' button
Note you can also attach files to this message if required.

Logout | Accessibility and Legend

Project : project_81 - Demo Project
ITT: itt_249 - Demo ITT
Closing Date: 27/02/2014 12:00:00
Response Last Submitted On: 29/01/2014 12:52:05

Save As Draft | Send message | Cancel

Message	
Date	29/01/2014 13:09
Sent by	Legal Aid Agency
Subject	Re: Demo Message
Message received	This is a demo message.
My Message	This is my reply.]

Communicating with the team



[Back To List](#) | [Main Page](#) | [Logout](#) | [Accessibility and Legend](#)

Welcome: [redacted]
Time Zone: GMT + 0:00

ITT Details

Messages

- Unread Messages (0)
- Create Message
- Received Messages
- Sent Messages**
- Draft Messages
- Forwarded Messages

User Rights
Manage User Rights

Project : project_81 - Demo Project
ITT: itt_249 - Demo ITT
Closing Date: 27/02/2014 12:00:00
Response Last Submitted On: 29/01/2014 12:52:05

Printable View

Search/Filter | Create | Export List to Excel | Messages Report | Print

	Recipient	Date	Subject	Read by Recipient	Replies
1	Legal Aid Agency	29/01/2014 13:27	Re: Demo Message	0	0
Total: 1		Page 1 of 1			

[^Top](#)

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You can now see the messages you have sent to the LAA eTendering team by clicking 'Sent Messages'.

Communicating with the team



← Back To List | 🏠 Main Page | 🚪 Logout | ⚙️ Accessibility and Legend

Welcome: [redacted]
Time Zone: GMT + 0:00

ITTT Details

Messages

- Unread Messages (0)
- Create Message
- Received Messages**
- Sent Messages
- Draft Messages
- Forwarded Messages

User Rights
Manage User Rights

Project : project_81 - Demo Project
ITT: itt_249 - Demo ITT
Closing Date: 27/02/2014 12:00:00
Response Last Submitted On: 29/01/2014 12:52:05

Printable View

Search/Filter | Create | Export List to Excel | Messages Report | Print

	Sender	Date	Subject	Opened by Me	Opened	Replied
1	Legal Aid Agency	29/01/2014 13:09	Demo Message	29/01/2014 13:24	29/01/2014 13:24	29/01/2014 13:27

Total: 1 Page 1 of 1

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Note your Received Message is now marked as having been read and replied to.




Communicating with the team



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Welcome:
Time Zone: GMT + 0:00

Project : project_81 - Demo Project
ITT: %_249 - Demo ITT

 Save As Draft  Send message  Cancel

Subject

Message

If you wish to send the LAA eTendering team a new message, please click on 'Create Message'.

ITT Details

Messages

- ▼ Unread Messages (0)
- [Create Message](#)
- Received Messages
- [Sent Messages](#)
- [Draft Messages](#)
- [Forwarded Messages](#)

User Rights

[Manage User Rights](#)

A new page will open where you can edit your message content , then click the 'Send message' button.

Finally...

- Ensure that you read the Information For Applicants document before beginning the tender process.
- Don't leave your response until the last minute – if you have problems you may not be able to resolve them before the deadline for responses.
- Always use the secure messaging tool for communicating with the LAA regarding the Information for Applications document, PQQ or ITT.
- Only upload attachments when requested.
- Please treat your username and password securely – if you lose or forget your password there is a link on the portal homepage where it can be emailed to the registered email address.
- Consistently SAVE your work – security protocols will automatically “time-out” after 15 minutes of inactivity

Further information and guidance

- For further information or assistance please refer to the online help function and any guides/documents provided.
- Please note any deadlines for questions/clarifications and try not to wait until the last days prior to any deadlines.
- For details on how to get technical support please see the ‘Technical Support and Guidance’ link on the login page at: <https://legalaid.bravosolution.co.uk>