



OUTSOURCING QUESTIONNAIRE
EXPRESSION OF INTEREST FOR PROVISION OF LEGAL SERVICES FOR BOTSWANA
RAILWAYS TC 1037 – 18/19

Please complete all sections as fully as possible and state N/A if appropriate. All information you provide will be treated as **STRICTLY CONFIDENTIAL**.

Firm name	
Firm representative's name	
Position	
Phone number	
Fax number	
E-mail address	
Postal address	
Physical Address	

1. SECTION 1: 40 MARKS-SERVICE/LEGAL EXPERTISE

- 1.1 Please indicate your expertise in terms of business acumen, technical competence, professional standing in the industry, experience, track record etc
- 1.2 Please list all legal areas relevant to the Botswana Railways for which you offer legal services and indicate your experience in conveyancing and debt collection.
- 1.3 Please provide your staffing profile including firm organisational structure, entire staff complement, positions, and years of experience in the various areas of expertise or employment.
 - 1.3.1 Attach the Firm organogram.
- 1.4 Please provide an outline of your firm's geographic structure. Indicate clearly principal and satellite offices if any.
- 1.5 Please indicate alliances or affiliations or business relations you may have with other law firms and other relevant professional bodies and details of same, including regional or international connections.
- 1.6 Please list awards/rankings your firm or groups/individuals in your firm currently enjoy or have been awarded within the past two years.
- 1.7 Comment on the level of Client support you will provide to the Botswana Railways, including:

- accessibility of key personnel
- relationship management
- complaint resolution procedure
- engagement of Advocates
- management of deputy Sheriffs
- others

- 1.8 List the value added services (apart from the provision of legal advice) you would offer (such as free regular reports, free seminars on new legislation, provision of audit letters*, regular client bulletin, access to library material/research services, templates and precedents, skills transfer, employee attachments) and detail how and when these would be provided to, or can be accessed by, the Botswana Railways.
- 1.9 Please read the attached "draft service level agreement" and confirm your agreement in principle to the contents.

2. SECTION 2: 30 MARKS-OPERATIONS

- 2.1 Describe the quality control procedures you use to supervise or monitor work done by trainees/candidate attorneys.
- 2.2 Describe your IT security arrangements to protect sensitive data and external communications and provide us with a copy of your policy document in this regard.
- 2.3 Describe your IT support, disaster recovery and systems back up procedures.
- 2.4 Do you have documented and tested business continuity plans at your major offices, if yes please describe briefly.
- 2.5 How do you ensure security and confidentiality of information, including whether you have confidentiality agreements between your law firm and your staff and your law firm and third parties with whom you do business?
- 2.6 Comment on your business locality and premises security?

3. SECTION 3: 15 MARKS-BUSINESS MANAGEMENT

- 3.1 What level of professional indemnity insurance does your firm hold? Please specify any conditions which may be relevant. Please provide us with a copy of the cover note.
- 3.2 Please confirm that all practising certificates and your Fidelity Guarantee Fund certificate are in order and provide us with copies.

3.3 Are there any outstanding suits or enforcements against your firm?

Yes/No: If yes provide details

3.4 Has your law firm been successfully sued in the past three years?

Yes/No: If yes provide details

3.5 Have any of your staff members including partners in your law firm been successfully sued in the past three years?

Yes/No: If yes provide details

3.6 Have any of your staff members including partners in your law firm been convicted of a criminal offence involving dishonesty in the past 6 years?

Yes/No: If yes provide details

3.7 In the past three years, has your law firm or individual lawyers (either whilst within or without the employ of your law firm) been struck off The Roll for failure to comply with any provision of the Legal Practitioner's Act? If yes provide details.

3.8 Please provide documentary proof the latest audited financial statements: either for the current financial year 2017/18, or in the absence of same the most recent – 2016/17.

4. SECTION 4: 15 MARKS BANKING AND TAX INFORMATION

4.1 Please fill in the following table

Account	Acc Number	Bank Name	Contact Person
Business Current			
Trust			
Business Call			
Business Current			
Trust Current			
Trust Call			

4.2 Please provide confirmation of your firm's current tax compliance status by way of a tax clearance certificate

4.3 Referees

Please provide the names and contact details of two referees.

PLEASE ENSURE THAT YOU HAVE ANSWERED ALL QUESTIONS AS FULLY AS POSSIBLE TO ENABLE A PROPER ASSESSMENT OF YOUR LAW FIRM.

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE