BOTSWANA COMMUNICATIONS REGULATORY AUTHORITY (BOCRA)

OUTSOURCING QUESTIONNAIRE

To be returned by hand to:
Attention Director, Legal and Board Secretary.

Please complete all sections as fully as possible and state N/A if appropriate. Answers to the questions are to be provided on a separate sheet. All information you provide will be treated as STRICTLY CONFIDENTIAL.

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

1. **LEGAL EXPERTISE**

1.1 Please indicate matters you believe are indicative of the success of your firm, 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 BOCRA for which you offer legal services and indicate in which areas you believe you are (a) strongest and (b) weakest (excluding areas for which you do not provide legal services). Please provide justification.

1.3 Please indicate which areas you would most like to render service to BOCRA in order of preference.

1.4 Please provide your staffing profile including firm organisational structure, entire staff complement, positions, years of experience in the various areas of expertise or employment.

1.5 Please provide an outline of your firm's geographic structure. Indicate clearly principal and satellite offices if any.

1.6 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.

1.7 Please describe your approach to selection, remuneration and performance assessment of the advocates you work with.

1.8 Please list awards/rankings your firm or groups/individuals in your firm currently enjoy or have been awarded within the past two years.

1.9 Please give three to five examples of your current customers and the type of work you do for them, in particular indicate whether you are carrying out any work for any of local or regional regulatory bodies.

1.10 Provide information relating to your firm's legislative drafting or analysis experience. Examples such as the type of work overseen or undertaken by your law firm / partners / employees in the last 2 years will be helpful.

1.11 Comment on the level of Client support you will provide to BOCRA Botswana (the "BOCRA"), including:

- accessibility of key personnel
- relationship management
- dedicated resources
- complaint resolution procedure
- Management of deputy Sheriffs
- Planned training that is industry specific to BOCRA
- Others

1.12 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, regular client bulletin, access to library material/research services, templates and precedents, skills transfer, employee

attachments) You may also give information on any free services you are prepared to offer, such as on the telephone short non-complex legal advice and detail how and when these would be provided to, or can be accessed by BOCRA.

1.13 Please read the attached "Guidelines for Law Firms" and confirm your agreement in principle to the contents.

2. FEES

2.1 Please provide details of your standard hourly rates for all levels of personnel together with any discounts you are prepared to make for the BOCRA, broken down into departments if necessary.

Professional services											
			Attorneys							**Partners**	
P/hour	**Paralegal**	**pupil**	**1yr PQE**	**2yrs PQE**	**3yrs PQE**	**4yrs PQE**	**5yrs PQE**	**6yrs PQE**	**7+yrs PQE**	**<10yrs PQE**	**10+yrs PQE**
Standard rates											
BOCRA rates											

***PQE = Post Qualification Experience**
***All charges are exclusive of VAT.**

2.2 Please provide details of your standard disbursement rates together with any discounts you are prepared to make for the BOCRA, broken down into departments if necessary.

Charge per item	**photocopying**	**couriers**	**Telephone calls**	**Regular client reports**	**Other (specify)**
Standard rates					
BOCRA rates					

*** All charges are exclusive of VAT.**

*** You may also give information on any free services you are prepared to offer, such as trainings etc.**

2.3 Please provide a detailed alternative billing plan or set of plans or options that you would propose to provide services to the BOCRA other than on an hourly basis limited (e.g., a flat fee or success fee.)

2.4 Which alternative fee arrangements do you believe have been most successful for your clients?

2.5 Detail or describe any ideas/opportunities about how your fees can be improved so as to contain legal costs for the BOCRA? (such as volume discounts, threshold discounts, etc)

2.6 Do you have any further comments on your fees?

3. OPERATIONS

3.1 Describe the quality control procedures you use to supervise or monitor work done by candidate attorneys or professional assistants.

3.2 How do you ensure that the people with the right expertise are working on the right matter?

3.3 Please describe how you manage inter-office information flows including file access, case management, client reports etc.

3.4 Please indicate applications to which personnel in your firm have ready access to.

Desktop or lap top PC	
Personal email	
Time management/recording application	
Document management system	
Others (specify)	

3.5 Which operating platform and major software packages do you use? (such as Windows, Microsoft Office, Excel, Microsoft Projects etc)

3.6 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.

3.7 Describe your IT support, disaster recovery and systems back up procedures.

3.8 Do you have documented and tested business continuity plans at your major offices, if yes please describe briefly.

3.9 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?

3.10 Comment on your business locality and premises security?

4. BUSINESS MANAGEMENT

4.1 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.

4.2 Please confirm that all practising certificates and your Fidelity Guarantee Fund certificate are in order and provide us with copies.

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

- Yes/No: If yes provide details

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

- Yes/No: If yes provide details

4.5 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

4.6 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

4.7 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.

4.8 Please provide details of the citizenship of your staff, including partners and other professionals.

4.9 Please comment on the financial position of your law firm with any documentary proof if possible.

4.10 Does your firm have a corporate social responsibility policy and if yes, what are some of the social responsibility investments you have made.

5. RESOURCING

5.1 Please indicate the level of staff turnover you have experienced at partner, fee earner and non-fee earner level, in the past two years.

5.2 If there are staff retention issues from your response to 5.1 above, how do you intend resolving them?

5.3 Do you run any background checks on new staff (security, financial etc)? If yes, please provide details.

5.4 How do you cope with unexpected workflow fluctuations? (What contingency plans do you have when resources are stretched?)

5.5 How do you deal with expected and unexpected absences from the office by lawyers engaged in client work?

6. REFEREES

6.1 Please provide the names and contact details of two (2) 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