



Crown
Commercial
Service

Annex 5

Frequently Asked Questions

Corporate Finance Services

Framework agreement No. RM3719

Frequently Asked Questions (FAQs)

1. When is the Framework agreement available and when can I use it?

You can use the framework agreement from 6th June 2016 and is valid until 5th June 2019 with the option to extend for 12 months. Call offs can survive the framework by up to two years.

2. What is the scope of the contract?

The corporate finance services covered under this Framework relate only to the types of activities and roles set out under each of the Lots.

This Framework does not relate to any other financial services or products that you may require or may be relevant to a specific project, even though some of the suppliers under this Framework may also be able to provide these services or products. In particular, this Framework does not cover:

Commercial or retail banking products or services

Loans or other debt instruments,

Payment card services and other financial transaction processing services.

Accountancy

Management / Business Consultancy

Specialist Advice: Legal, Tax, Environmental, Actuarial, Public Relations etc.

Such financial services and products can be procured through other framework agreements put in place and managed by Crown Commercial Service, information on which can be found at:

<http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1502>

3. There are 7 Lots – how do I choose between them?

Annex 1 has the full detailed description of each lot which will enable you to choose which lot is applicable to your project.

4. Do I always need to run a further competition?

Yes, there is no facility for direct award. When running a competition you must invite all suppliers within the relevant Lot capable of providing the service. Annex 2 has more details on running further competitions.

5. How do I provide CCS with feedback on the performance of the Supplier?

CCS always welcomes feedback on the performance of any supplier and the framework.

There is no formal method however if you email

financial.services@crownccommercial.gov.uk the framework manager will respond to your feedback. This feedback will be used in the regular contract reviews held with suppliers.

6. I am in dispute with the Supplier, can I ask CCS to assist?

Under the Call Off agreement, each contracting body should resolve any disputes with the Supplier in line with the Dispute Resolution Procedure at Call Off Schedule 12.

However if you feel that the particular issue would benefit from being escalated to CCS then you can refer the dispute to CCS who may be able to assist. This has the advantage of dealing with problems that might affect a number of contracting bodies.

7. How do I find out which suppliers have been appointed to the framework agreement and the services they offer?

Section 7 of the customer user guide shows the suppliers appointed to the various lots on the framework.

8. How long will the call off process take and do you have a timetable I can work too?

Because of the complex and diverse nature of Corporate Finance Services projects there is no typical timescale to work too. Early visibility of your project with suppliers will enable suppliers to give you feedback on typical timescales to respond to any further competition and carry out discrete work elements.

9. Do I need to use the Crown Commercial Service eSourcing Suite to run the further competition and is there any guidance provided?

No, however you can use the Crown Commercial Service eSourcing Suite (a free service) to run your further competition. A copy of the eSourcing Suite guidance can be found at <http://ccs.cabinetoffice.gov.uk/i-am-buyer/run-further-competition/running-further-competition>

10. Who can access the framework agreement?

All public sector organisations in England, Wales, Northern Ireland and Scotland

11. What information in the letter of appointment and call off contract can I amend?

The areas that you are able to amend are those in the square brackets and highlighted in yellow. Should you wish to amend a clause that would impact pricing you will need to highlight in your further competition document what you wish the clause to be.

12. Can I run further competition on just 100% price?

No, information on the further competition process and percentages for Quality and price are found in Annex 2