



Crown
Commercial
Service

Customer User Guide

SARS II

(Spend Analysis and Recovery Services II)

ACCESS POINT SERVICES

Framework Agreement No: RM3820

Spend Analysis and Recovery Services II

Framework reference: RM3820

Start date: 15/01/18

End date: 15/01/20

OJEU contract notice: 2017/S 059-110899

What you can buy through this framework?

This agreement gives you access to spend recovery and related services, including the analysis of accounts payable systems, supplier invoices and payments, suppliers contracts or other data as requested.

Who can use this framework?

All public sector and government organisations can use this agreement.

Benefits of using the framework

- Reduced timescales – Customers are not required to undertake a full OJEU procurement if procuring via this framework agreement, as this has already been undertaken by CCS. Customers will simply need to identify their requirements, present these to the market and award a contract.
- Ease of use – The framework is simple to use with procurement advice available from CCS
- Choice of supplier – The framework offers a wide choice of suppliers, there are 7 Lots and 19 suppliers. Please note that not all suppliers will be eligible to bid for all call off agreements, suppliers tendered for specific Lots and can only bid for these.
- Legality – The framework is fully legal and in line with EU procurement regulations, as EU procurement regulations introduced in 2006 and updated in 2015 specifically recognise framework agreements as a legitimate route to market. This reduces procurement risk for customers, and reduces bureaucracy in the procurement process.
- Assured supplier standards – Providers appointed onto this framework are 'pre-qualified' as to their general suitability. This means when buying services from them customers are assured that they can meet the appropriate standards in the provision of grants and programme services.
- Pre-defined Terms and Conditions – Terms and conditions of contract have been established. All framework suppliers have signed and accepted this agreement and terms and conditions of call-off. Only comments in square brackets [] can be amended and this is to be agreed by the chosen supplier and customer.

How the framework is structured

You can choose from 7 service options (known as 'lots'):

- Lot 1: Transaction Review (Supplier Balances)
- Lot 2: End-to-end Review (Full review inc. Supplier Balances, Payment Errors and Contract Compliance)
- Lot 3: Contract Compliance – Utilities
- Lot 4: Contract Compliance - Telecoms / Mobiles
- Lot 5: Contract Compliance - Contingent Labour / Agency Staff
- Lot 6: Contract Compliance - VAT

- Lot 7: Contract Compliance - Property / Rental Review

How you can buy through this framework

Customers must procure their requirements in accordance with the procedures in this guidance and the requirements of the procurement regulations.

All customers must undertake the following steps:

- Review all guidance documentation
- Determine which Lot your requirement falls under

This framework can be accessed by placing a “call-off” from the framework using two routes: Direct Award or Further Competition.

You can use the CCS eSourcing tool, more information can be found here.

<https://www.gov.uk/government/publications/esourcing-suite-guidance-for-customers>
<http://ccs-forms.cabinetoffice.gov.uk/using-esourcing-suite-0>

You can also use your own (departmental or authority) documentation, procedures, and/or eTendering system.

The call-off terms and conditions are available on request from info@crownccommercial.gov.uk.

Pre market engagement

You should also remember that you can engage with the Service Providers on the Framework Agreement prior to awarding a Contract. This pre-market engagement is welcomed by the supply base and is a useful tool for customers to determine the best procurement route for you. If running a further competition, pre-market engagement is useful to find out exactly what information needs to be included in a further competition to obtain the best quotations from the supply base, and also as a useful tool to ask any questions that will help structure a further competition.

If engaging with the market prior to awarding a contract, you should ensure that you complete this exercise on a fair, open and transparent basis (i.e. allow the opportunity for engagement with all Service Providers on the framework, and provide all Service Providers with the same information during the pre-market.

To engage with the market, you can either email the Service Providers directly using the contact details available on the website, or utilise the free CCS eTendering portal.

The CCS eSourcing tool

When running a further competition under this lot, you are able to utilise the CCS eSourcing tool. This is a free online procurement tool to help you manage your further competitions, creating a clear audit trail, and supporting the delivery of the further competition in line with EU regulations. Further information and access to the e-sourcing tool can be found [here](#).

If you wish to find out more about the system, its capabilities, and the benefits of using this, please contact the CCS eEnablement team at: eEnablement@crownccommercial.gov.uk

Direct Award

In order to determine whether you can direct award, you need to ask the following questions:

Can your service requirements be met under the framework agreement?

Does one Service Provider provide the most economically advantageous tender (MEAT) in respect of your requirements?

Are all of your proposed contract terms laid down in the framework agreement and your call-off terms require no amendments or any supplementary terms & conditions?

Are you content with the pricing model used in the procurement of the framework agreement?

If the answer to the above is YES, then you can Direct Award using the direct award criteria below:

Price (cost effectiveness & price)

Quality (including good value, accessories, service fitness for purpose)

Rate cards for this framework is available from info@crownccommercial.gov.uk. These can then be applied to the criteria mix to determine which Service Provider provides the MEAT. Place your direct order with the successful Service Provider using the Order Form and Call Off Contract should be populated and exchanged with the successful service provider and signed by both parties to the contract.

If you wish to procure under a different pricing model you should run a further competition and specify your chosen pricing model in this further competition (e.g. if you wish all work to be undertaken on a payment by results basis then you should specify this in your further competition documentation).

It is important to note that these prices are maximum prices and prices can be routinely lowered by suppliers at further competition stage when suppliers have more detail regarding your specific requirements.

If the answer is NO to any of the above, then you should carry out a further competition to fulfil your specific requirements. The headline award criteria for contracts formed by further competition are:

Quality – 70%

Price – 30%

Further Competition

Prior to conducting the further competition we advise that you consider the following questions:

Do you need to form a project team? If so, who is the most appropriate person to lead it?

Have you formed a stakeholder group to formulate requirements?

Have you identified specific resource to support the various stages of the project including data gathering, drafting of the statement of requirements and bid evaluation?

Who will approve the award once proposals have been evaluated?

Further competition criteria weightings are set by the framework agreement. Procurement regulations require that you adhere to weighting levels within these tolerances. If you set weightings outside of these levels you are at risk of a challenge to your procurement.

Quality – 60% to 80%
Price – 20% to 40%

There are a number of options available to you when issuing further competition documents. You can use our online eSourcing suite or alternatively your own departmental standard tender process.

You are also able to run a further competition as an Electronic Reverse Auction. If you are interested in running an eAuction, please register your interest with our eAuction team here: <http://ccs.cabinetoffice.gov.uk/i-am-a-buyer/run-further-competition/register>

Make your award decision by applying the criteria weightings to your evaluation. Rank the participating Suppliers in a list compiled by their total score achieved. Award the contract to the Supplier that ranks first within the evaluation using the criteria and associated weightings.

You should notify all participating Suppliers of the outcome, once you have identified a successful Supplier. It is best practice to give all participating Suppliers feedback on the reasons why they were unsuccessful or successful and areas where they could improve for future reference. While this is not mandatory under the regulations, standard best practice is to observe a ten working days standstill period in between making your award decision (Intention to Award) and actually signing a contract. This is also known as an Alcatel period.

Place your order with the successful Supplier using Order Form and Call Off Contract. The Order Form and Call Off Contract should be populated and exchanged with the successful Service Provider and signed by both parties to the contract. Population of the Order Form and Call Off Contract involves the inclusion of the service requirements, and details of the pricing/charging structure.

Help and advice

If you have any queries, or wish to discuss your requirement or the framework agreement, please contact:

Email: info@crowncommercial.gov.uk

Tel: 0345 410 2222

You can also learn more about our range of commercial deals and latest offers online:

www.gov.uk/ccs



@gov_procurement



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