

Frequently Asked Questions (FAQ) for Spend Analysis & Recovery Services 2 (SARS)

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RM3820: Spend Analysis & Recovery Services 2 (SARS2)

Commencement date: 16/01/2018

Expiry date: 15/01/2022

1. When does Spend Analysis & Recovery Services (SARS) expire?

This framework has a 4 year term beginning and ending with the following dates:

Framework award: 16/01/2018

Framework expiry: 15/01/2022

2. Can new suppliers join SARS?

The supplier list for SARS is fixed and new suppliers cannot be added to the agreement.

3. What is the maximum term that I can award a call off agreement for?

The maximum term that a call off agreement can have on SARS is 4 years.

4. How can I award a call off agreement on SARS?

Call off agreements can be awarded in two ways:

- a. customers can directly award a call off agreement to the supplier they identify as offering the lowest cost solution for their requirement, or
- b. Customers can re-evaluate suppliers on a mixture of cost and quality by conducting a further competition.

5. Can I directly award my call off agreement on SARS?

Customers can directly award their call off agreements on SARS. When directly awarding, customers must accept the standard framework pricing and the standard call off terms and conditions without amendment. Suppliers are not able to offer bespoke prices and customers are not permitted to place additional demands on the supplier that are not standard to the SARS framework (for example: additional service levels or credits, insurances or industry standards would not be permitted).

6. What is the call off award criteria on SARS?

The award criteria is different for further competition and direct award.

Further competition: All further competition bids should be evaluated on Quality, using an 80-60% criteria; and Price, using a 20-40% criteria.

Direct award: All contracts awarded directly should be evaluated 100% on price.

7. Is the supplier allowed to exceed the standard framework prices?

Suppliers are not permitted to exceed their framework prices.

8. Are day rates permitted under the terms of the framework agreement?

Day rates are not permitted on SARS. SARS is costed on a no-win-no-fee gain-share model that does not accommodate day rates.

9. Do suppliers have to bid for my call off competition?

Suppliers are not forced to bid for every call off competition, but when they are unable to do so CCS would expect that they confirm their decision not to participate to the customer as a courtesy.

10. Do I have to use CCS call off terms and conditions?

If awarding a call off agreement on SARS, you must use the SARS call off agreement terms. Using any terms other than these would remove the relevance of the contract to the SARS framework agreement.

11. Do I have to use the CCS eSourcing system to conduct my call off competition?

Customers are not required to use the CCS eSourcing system and may use any eSourcing system they prefer. Please be aware that suppliers may need a few days to register on your eSourcing system if they have not used it before.

Use of the CCS eSourcing system is provided free-of-charge to framework customers.

12. Are there any template tender documents that customers using SARS can download?

CCS do not offer any template tender documents for customers calling off the SARS agreement, other than the template call off order form and terms and example letters to successful and unsuccessful suppliers.

13. My requirement fits within the scope of more than one framework lot. How does this affect who I can award to?

Effectively what is happening is that you are awarding two separate call off agreements, one for each lot that your requirement is applicable to. Because there will be two distinct agreements awarded, each must be evaluated separately. It is therefore, not possible to exclude a supplier because they are not able to fulfil all areas of the call off specification. There will always be a risk for competitions that 'bridge' multiple lots, that more than one supplier will be successful.

14. Can I exclude some of my vendors from the SARS audit?

As the customer you can dictate the scope and scale of the audit as you see fit.

If there are suppliers that you would prefer not to be audited, you can specify this to the SARS supplier. You can also specify how far back the audit may go. You can limit the supplier's review to a single year if necessary or you can permit them to audit multiple years to try to accrue the maximum benefit for you.

15. How long does an audit take?

The duration of the audit will vary depending on the organisation being audited. As a very rough estimate a conservative estimate would be between 4-6 months from beginning to end.

16. How much money will I get?

It is not possible to estimate the value of the recovery until an audit has been conducted. Once suppliers have taken an initial look at your organisation's purchase ledger they will be able to give you a better assessment of the potential value you could recover.

17. Do I have to accommodate the supplier on my premises for the whole duration of the audit?

Suppliers are able to work remotely from an offsite location, but there may be some elements of the audit that require a site visit.

If you have concerns about this, please contact the suppliers on your chosen framework lot and discuss this as part of your pre-market engagement. A full list of supplier contact details are available for download from the [framework web page](#).

18. What will the recovery audit cost?

Suppliers on this framework operate retain a % gain-share of the recovered sums, meaning that if they are unsuccessful in recovering funds for you, there will be no fee for their work. Only once the recoveries are secured will you receive an invoice.

19. What is the difference between Lot 1 and 2?

Lot 1 and Lot 2 offer distinct services.

Lot 1 offers customers the option of a Statement Transaction Review. The Statement Transaction Review is a reconciliation between supplier statements of account and your accounts payable. The purpose of the review is to uncover any credit balances on the supplier account that you were unaware of and reclaim these back into your organisation.

Lot 2 offers a package of services that include:

- A payment error review: to check for duplicated or incorrect payments to your supplier
- A VAT review: to check for VAT overpayments that can be corrected to generate past payment recoveries and future savings
- A statement transaction review (same as Lot 1)
- A contract compliance audit.