



Crown  
Commercial  
Service

## **FAQ for the RM3830 Facilities Management Marketplace Framework.**

### **Q) Is there a charge to the customer for procuring via this Framework?**

A) No, the charges are payable by the supplier via a levy direct to CCS and the supplier shall not pass through or re-charge to, or otherwise recover from any customer.

### **Q) Is there a minimum contract length?**

A) No.

### **Q) When does the agreement expire?**

A) 9 July 2022

### **Q) Is there a maximum contract length?**

A) Seven years, with an option to extend for a further three year period (ten years in total which includes the mobilisation period).

### **Q) Is there a minimum spend?**

A) No

### **Q) How long can a contract run past the expiry date of the agreement?**

A) Individual call offs contracts can extend beyond the life of the agreement with an initial length of up to seven years and a maximum duration of ten years which includes the mobilisation period.

### **Q) As a customer, can I award to multiple suppliers?**

A) You can only award to multiple suppliers either through running separate competitions and/or direct awards or alternatively through a lotted call off process (although there will be separate contracts with each awarded supplier via this route)

**Q) Where can I find the pricing for the agreement?**

A) CCS can issue rate cards across each of the three lots to customers once a Customer User Agreement is completed. The rate cards include maximum framework prices for all mandatory services. Prices for non-mandatory services will be priced at further competition stage.

**Q) Can I direct award via this Framework?**

A) Yes, direct awards can be placed if all of the below criteria apply:

- The total contract value is under £1.5m;
- Only mandatory services are required. (If non-mandatory services are required, then a further competition must be used); and
- Only standard terms and conditions are used (i.e. the customer doesn't need to add any additional terms or schedules to the call off agreement)

**Q) Who can use the agreement?**

A) The agreement is available to use by all central government department and wider public sector customers. Please find link to OJEU pin notice

[https://ted.europa.eu/udl?uri=TED:NOTICE:353645-2018:TEXT:EN:HTML&WT.mc\\_id=RSS-Feed&WT.rss\\_f=Education&WT.rss\\_a=353645-2018&WT.rss\\_ev=a](https://ted.europa.eu/udl?uri=TED:NOTICE:353645-2018:TEXT:EN:HTML&WT.mc_id=RSS-Feed&WT.rss_f=Education&WT.rss_a=353645-2018&WT.rss_ev=a)

**Q) Is the agreement mandated to CG customers?**

A) Yes with only exceptional cases being exempt by Cabinet Office Controls.

**Q) Do you need to sign a Customer User Agreement (CUA) to access the framework?**

A) Yes. In the first instance customers will be required to complete a CUA which they can access via the documents tab on the website. They will then be allocated a unique reference number and a selector tool report detailing suitable suppliers will be provided once complete based on required services and geographical locations. Completing Stage 1 of the CUA does not commit any customer to use the agreement.

**Q) Is this agreement inclusive of the NEC3 terms?**

A) No. The agreement uses the Public Sector Contract (PSC) terms and conditions.

**Q) Is subcontracting allowed on this agreement?**

A) Yes; it is encouraged as part of the government's SME strategy.

**Q) How many of the suppliers are SME's?**

A) 10 SME's were directly awarded a place on the framework agreement. SME's can also form part of the supply chain as subcontractors.

**Q) What is the lot structure?**

A) There are three sub-lots, these are separated by total contract value:

- Lot 1a – up to £7m;
- Lot 1b - £7m - £50m; and
- Lot 1c – over £50m

**Q) Can I run a further competition over multiple lots?**

A) No. The customer's requirements will be identified, and the offline process will determine which lot the customer will proceed with. The further competition will only go out to the suppliers in the lot identified.

There may be circumstances where a customer will fall in to one lot, but there are no suppliers willing to bid for this business. In this situation the following applies:

- Lot 1a - can stretch to total contract value £10M where lot 1b has no bids. (Lot 1a is higher in precedence than lot 1c where lot 1b has no bids for work up to £10M)
- Lot 1b - can stretch to total contract value £70M where lot 1c has no bids, and can stretch to 0 where there is no bids in lot 1a (lot 1b is higher in order of precedence for 0-£7M work than lot 1c),
- Lot 1c - can stretch to 0 where lot 1a and 1b has no bids.

**Q) Can my incumbent supplier become a framework supplier?**

A) No. Framework supplier are fixed at the point when the framework agreements was awarded and cannot be changed post award. An incumbent supplier may however form part of a framework supplier's supply chain depending on individual supplier's sub-contracting structures.

**Q) Can a customer run a further competition off the agreement?**

A) Yes, a customer can run an independent further competition to call off for any of the lots under the agreement. A customer can also amend terms and conditions where appropriate to supplement their requirements under the further competition, however no material changes can be made to the terms and conditions. Details on how to run a further competition are included on the website (see Buyers Framework guide document under the 'Documents' tab on the web site as well as Framework Schedule 7 – Evaluation and Award Criteria).

**Q) Do CCS provide an assisted service and run the procurement on our behalf?**

A) Yes, however this is resource dependent. . If CCS are unable to run the procurement we will still offer support by assisting with the Supplier Selector Tool, pre-market engagement as well as be on to support you through the drafting of the Bid Pack. You also have the option to use the CCS eSourcing tool to run your further competition.

**Q) How much time should I allow for my further competition?**

A) This is dependent on the size and complexity of your requirement, however for average sized requirements we suggest you allow a minimum of six to eight weeks for the tender period. For more complex requirements, you should look at anything between ten and fourteen weeks. Each requirement is unique and restricting the amount of time available for suppliers to bid may reduce the quality of the bid responses and may mean that you are unable to award your call off agreement accordingly.

**Q) Do you recommend pre-market engagement?**

A) Yes, CCS as well as our suppliers always recommend pre-market engagement where appropriate. You should ensure this is incorporated into your project timescales as well as any possible outputs that could shape your procurement strategy before tender release.

**Q) Can we buy one off items, capital assets such as white goods via this agreement?**

A) No. This agreement is not suitable for one off purchases such as this.

**Q) Can I add additional sites to an existing contract under this agreement?**

A) Yes, however you should include provisions for any potential increase/decrease in scope/services within the bid pack to ensure transparency through the tender and call off period.

**Q) What are the payment terms?**

A) Payment terms are in line with Public Contracts Regulations 2015, which state payment of undisputed invoices within 30 days by contracting authorities, contractors and subcontractors.

**Q) What is the evaluation weighting ratio?**

A) 50%/50% price/quality. This gives the customer complete flexibility at further competition stage (+/- 50%). For example customers can choose 90% quality 10% price if this is relevant to their requirement or 100% price depending on the requirement and its value.

**Q) Is it possible to amend the marking scheme set out in the 'How to Bid' document?**

A) This has been developed based on best practice and lessons learned within CCS. It can be amended, however we recommend you take legal advice on this and this may also limit the support we are able to provide during evaluation and award as the marking scheme will not have been developed by us therefore not tried and tested.

**Q) How do I fill out a supplier brief? (can they exclude certain parts if unnecessary)**

A) The supplier brief is an important document that should provide enough information about a customer's requirement in order for a supplier to agree to participate or not in the tender process. Therefore if information is lacking a supplier may decide not to agree to bid, reducing the overall competition pool and as a result value for money overall.

**Q) How much detail do you need for Supplier Brief (? (Especially the deliverables Matrix)**

A) You need to include as much information as possible in all the defined fields including details within the deliverables matrix.

**Q) What if my requirements have changed since issuing the supplier brief and going to tender?**

A) You must resubmit your supplier brief again if your requirements have changed since first issuing it. The reason for this is suppliers may be able to deliver your amended requirements and therefore have the right to bid if it is different from what was originally issued and vice versa.

**Q) What Call Off schedules can I exclude in my Bid Pack?**

A) Schedules 1 – 11 are required for your bid pack and schedules 12 – 23 are optional depending on the requirement.

**Q) What does Inclusive Repair Threshold mean?**

A) An Inclusive Repair Threshold (IRT) is a financial threshold defined by the customer and communicated in the Supplier Brief.

As part of a Further Competition, Suppliers will provide a risk based price for Reactive Maintenance Works which fall below this threshold and this will then form part of the contracts baseline monthly payment.

The threshold can allow customers to manage cost, through cost certainty for Reactive Maintenance Works below the threshold, as well as provide more efficient ways of working for both the customer and the supplier, eliminating administration burden for such works.

Where the costs of Reactive Maintenance Works exceed the Inclusive Repair Threshold, only the cost above the value shall be billed to the Customer.

**Q) What are Mandatory and Non Mandatory Services?**

A) Each supplier on the agreement can provide the mandatory core services within each work package. There are also a number of non – mandatory services within the work packages, suppliers have identified which of these they can provide. Please refer to the Framework Schedule 1 – Specification detailing the full scope of services available under this agreement.

**Q) What is an SME (Small, Medium Enterprise)?**

A) An SME is a small or medium-sized enterprise. According to the EU, definition of an SME is a business with fewer than 250 employees, and a turnover of less than €50 million. Within this

umbrella there are three different categories: medium-sized, small, and micro-businesses. These categories are defined by turnover.

SMEs make up around 99 per cent of all the businesses operating in the UK, and are therefore enormously important to the UK economy. Millions of people work in SMEs, and they are generally seen as the key engine of growth and sustainability.

**Q) What is a Supplier Brief?**

A) This provides Suppliers with an overview of the upcoming opportunity. This is used to communicate to the suppliers details of the buyer's needs, and allows shortlisted suppliers to make an initial decision on whether they wish to proceed to the next stage. Supplier Brief Template is available on our web page under the 'Documents' tab.