# Frequently Asked Questions (FAQs)

## For agreement number and name: RM6232, Facilities Management and Workplace Services.

Agreement start date: 18.07.2022

Agreement end date: 17.07.2026

**Question:** Who can use this agreement?

**Answer:** The agreement is available for use by all central government departments and wider public sector customers. Please find link to customer list: <https://www.contractsfinder.service.gov.uk/Notice/1cd0ac1d-fc8b-4856-86d2-311b9d5b6fda>

**Question:** How many lots are on the agreement?

**Answer:** There are 9 lots on the agreement. To ensure Buyers have access to the right Suppliers, the agreement is broken down into nine lots within 3 groups. Each lot is determined by the Estimated Annual Contract Cost values as follows:

Lot Group 1 Total Facilities Management:

* lot 1a: Total Facilities Management with a value band of 0 - £1.5m based on Estimated Annual Contract Cost
* lot 1b: Total Facilities Management with a value band of over £1.5m - £10m based on Estimated Annual Contract Cost

* lot 1c: Total Facilities Management with a value band of over £10m+ based on Estimated Annual Contract Cost

Lot Group 2 Hard Facilities Management:

* lot 2a: Hard Facilities Management with a value band of 0 - £1.5m based on Estimated Annual Contract Cost
* lot 2b: Hard Facilities Management with a value band of over £1.5m - £10m based on Estimated Annual Contract Cost
* lot 2c: Hard Facilities Management with a value band of over £10m+ based on Estimated Annual Contract Cost

Lot Group 3 Soft Facilities Management:

* lot 3a: Soft Facilities Management with a value band of 0 - £1m based on Estimated Annual Contract Cost
* lot 3b: Soft Facilities Management with a value band of over £1m - £7m based on Estimated Annual Contract Cost
* lot 3c: Soft Facilities Management with a value band of over £7m+ based on Estimated Annual Contract Cost

**Question:** How do I access the agreement?

**Answer:** Buyers can access the agreement via the Facilities Management & Workplace Services digital portal, which has a step by step guide on how to use it. Further information and supporting documents can be found on the Facilities Management & Workplace Services webpage:<https://www.crowncommercial.gov.uk/agreements/RM6232>

**Question:** What additional assistance does CCS provide to help customers use the agreement?

**Answer:** CCS is able to offer a full assisted service or light touch approach depending on your requirements. If CCS is unable to run the procurement when requested, we may still be able offer support by assisting with pre-market engagement as well as be on hand 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 or direct award. For more information about how CCS can support your procurement please contact: info@crowncommercial.gov.uk.

**Question:** What documents is a customer required to complete if they decide to use the agreement?

Answer: For full details of the Call-Off process please see Framework Schedule 7: Call-Off Award Procedure, which has a step by step guide on how to use the agreement.

**Question:** Can I run a Further Competition? If so, how do I do this?

**Answer:** For full details of the Call-Off process please see Framework Schedule 7: Call-Off Award Procedure, which has a step by step guide on how to use the agreement.

**Question:** Can I direct award? If so, how do I do this?

**Answer:** Yes, direct awards can be placed. Please refer to Call-Off Schedule 7: Call-Off Award Procedure for further detail.

Direct Award Criteria: The following criteria and weightings shall be applied to the Suppliers' compliant tenders submitted through Direct Award.

Criteria Number: 1

Criteria: Relevance to requirement

Relative weighting percentage: 0 to100%

Criteria Number: 2

Criteria: Mobilisation readiness

Relative weighting percentage: 0 to 100%

Criteria Number: 3

Criteria: Geographical location

Relative weighting percentage: 0 to 100%

Criteria Number: 4

Criteria: Resilience

Relative weighting percentage: 0 to 100%

Criteria Number: 5

Criteria: Supplier, Buyer continuity

Relative weighting percentage: 0 to 100%

Criteria Number: 6

Criteria: Price

Relative weighting percentage: 0 to 100%

Criteria Number: 7

Criteria: Social Value

Relative weighting percentage: 0 to 100%

**Question:** As a customer, can I award multiple suppliers?

**Answer:** 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).

**Question:** Is there a charge to the customer for procuring via this Framework?

**Answer:** No.

**Question:** Is there an option to extend the call off contract?

**Answer:** Yes, there is an option to extend the call off contract and the details of the extensions will be recorded in Attachment 5: Order Form.

**Question:** How long will the agreement run for?

**Answer:** 4 years in total.

**Question:** Is there a maximum Contract length?

**Answer:** No.

**Question:** Is there a minimum Contract length?

**Answer:** No.

**Question:** Where can I find a Supplier list? Is there a supplier matrix?

**Answer:** A list of suppliers is available on the CCS website, please see the link: <https://www.crowncommercial.gov.uk/agreements/RM6232>.

**Question:** Is Subcontracting allowed?

**Answer:** Yes; it is encouraged as part of the government's Small, Medium Enterprises strategy.

**Question:** Can the customer use their own procurement or tendering portal and documents?

**Answer:** CCS has a standard bid pack for this framework. Whilst there is no requirement to use it, it does offer benefits in that it is aligned to the framework and suppliers are familiar with it. Customers can use their preferred tendering portal.

**Question:** Is there an Evaluation weighting?

**Answer:** Yes, there is flexibility to move the weightings for further competition to minimum 10% & maximum 90% for quality and price.

**Question:** Is there a min or max spend?

**Answer:** No, but the framework has an overall Find a Tender limit of £35 billion and CCS will monitor spend for the lifetime of the framework to ensure it does not exceed this.

**Question:** Where can the customer find pricing information?

**Answer:** Customers can request framework prices by emailing info@crowncommercial.gov.uk.

**Question:** What contracts can be used for a Call-Off contract

**Answer:** The customer will have the option to use the Public Sector Contract terms and conditions, NEC 3 Term Service Contract or NEC 4 Facilities Management Contract.

**Question:** Is the agreement mandated to Central Government (CG) customers?

**Answer:** Whilst these agreements are not mandated for central government use, they provide a robust platform for CG users to obtain goods and services. They also meet all CG requirements and incorporate all mandated compliance with policies and legal requirements that users would still need to meet (such as Facilities Management Control criteria), even if they don't use these agreements.

**Question:** Can I run a further competition over multiple lots?

**Answer:** No. The customer’s requirements will be identified, and the FM & Workplace Services digital portal 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 into one lot, but there are no suppliers willing to bid for this business. In this situation the following applies:

* Lot 1 Group TFM

**Lot 1a** can stretch to an Estimated Annual Contract Cost of up to and including £2.2 million and be used in the instances where lot 1b has no Suppliers who:

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition

(Lot 1a is higher in precedence than lot 1c where lot 1b has no Suppliers, in the instances above, for an Estimated Annual Contract Cost of up to and including £2.2 million).

**Lot 1b** can stretch to an Estimated Annual Contract Cost of up to and including £15M and can be used in the instance where lot 1c has no Suppliers who:

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition

and can stretch to an Estimated Annual Contract Cost of £0 in the instance where Lot 1a has no Suppliers who:

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition

(Lot 1b is higher in order of precedence than lot 1c where 1a has no Suppliers in the instances above for an Estimated Annual Contract Cost between £0 and up to and including £1.5m).

**Lot 1c** can stretch to Estimated Annual Contract Cost of £0 in the instance where lot 1a and 1b has no Suppliers who:-

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition
* Lot Group 2 – Hard FM

**Lot 2a** can stretch to an Estimated Annual Contract Cost of up to and including £2.2M and be used in the instances where lot 2b has no Suppliers who:

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition

(Lot 2a is higher in precedence than lot 2c where lot 2b has no Suppliers, in the instances above, for an Estimated Annual Contract Cost of up to and including £2.2M).

**Lot 2b** can stretch to an Estimated Annual Contract Cost of up to and including £15M and can be used in the instance where lot 2c, has no Suppliers who:-

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition

and can stretch to an Estimated Annual Contract Cost of £0 in the instance where Lot 2a, has no Suppliers who:

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition

(Lot 1b is higher in order of precedence than lot 1c where 1a has no Suppliers in the instances above for an Estimated Annual Contract Cost between £0 and up to and including £1.5m).

**Lot 2c** can stretch to Estimated Annual Contract Cost of £0 in the instance where lot 2a and 2b, has no Suppliers who:-

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition

If all of the above has been exhausted and there are no Suppliers who:

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition

the Further Competition can be offered to Suppliers in Lot Group 1 (TFM), choosing the applicable Lot based on the Estimated Annual Contract Cost.

* Lot Group 3 – Soft FM

**Lot 3a** can stretch to an Estimated Annual Contract Cost of up to and including £1.5M and be used in the instances where lot 3b has no Suppliers who:-

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition

(Lot 3a is higher in precedence than lot 3c where lot 3b has no Suppliers, in the instances above, for an Estimated Annual Contract Cost of up to and including £1.5M)

**Lot 3b** can stretch to an Estimated Annual Contract Cost of up to and including £10M and can be used in the instance where lot 3c, has no Suppliers who:-

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition

and can stretch to an Estimated Annual Contract Cost of £0 in the instance where Lot 3a, has no Suppliers who:-

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition

(Lot 3b is higher in order of precedence than lot 3c where 3a has no Suppliers in the instances above for an Estimated Annual Contract Cost between £0 and up to and including £1m).

**Lot 3c** can stretch to Estimated Annual Contract Cost of £0 in the instance where lot 3a and 3b, has no Suppliers who:-

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition

If all of the above has been exhausted and there are no Suppliers who:

* + - 1. are shortlisted,
			2. accept the opportunity,
			3. submit a Tender; and
			4. submit a Tender that meets any applicable minimum threshold set at Further Competition

the Further Competition can be offered to Suppliers in Lot Group 1 (TFM), choosing the applicable Lot based on the Estimated Annual Contract Cost.

**Question:** How many suppliers are on the framework?

**Answer:** There are a total of 44 suppliers on RM6232. Some of these suppliers are on more than one lot.

* Lot 1a: 15
* Lot 1b: 23
* Lot 1c: 13
* Lot 2a: 18
* Lot 2b: 28
* Lot 2c: 12
* Lot 3a: 10
* Lot 3b: 18
* Lot 3c: 11

**Question:** How many of the suppliers are Small, Medium Enterprises (SMEs)?

**Answer:** 8 SMEs were directly awarded a place on the framework agreement. SMEs can also form part of the supply chain as subcontractors.

**Question:** Can my incumbent supplier become a framework supplier?

**Answer:** No. Framework suppliers are fixed at the point when the framework agreement was awarded and cannot be changed post award. An incumbent supplier may however form part of a framework supplier’s supply chain depending on the individual supplier’s sub-contracting structures.

**Question:** Can a customer run a further competition off the agreement?

**Answer:** 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).

**Question:** Where can I find if a specific service is included within the scope of the agreement?

**Answer:** A list of services is available within Framework Schedule 1: Specification.

**Question:** How much time should I allow for my further competition?

**Answer:** 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.

**Question:** Do you recommend pre-market engagement?

**Answer:** 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.

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

**Answer:** No. This agreement is not suitable for one off purchase’s such as this.

**Question:** Is it possible to amend the marking scheme set out in the ‘How to Bid’ document?

**Answer:** 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.

**Question:** What is a Supplier Brief?

**Answer:** This provides Suppliers with an overview of the upcoming opportunity. This is used to communicate to the supplier’s 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 of the competition. Therefore, it is important that this information is reflective of what customers will bring to market. The Supplier Brief Template is part of the Call-Off bid pack and is available on our web page under the ‘Documents’ tab.

**Question:** Is the Supplier Brief mandatory?

**Answer:** The Supplier Brief is optional but CCS advises customers to use the Supplier Brief as part of the tender process. The Supplier Brief informs suppliers of the high-level detail of their procurement and it also provides the customer with a more definitive list of suppliers who will bid.

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

**Answer:** 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.

**Question:** What Call Off schedules can I exclude in my Bid Pack?

**Answer:** Please see a list of schedules that details if the schedule is optional or not optional.

Core Terms, the main legal terms for both Framework and Call-Off Contracts: **Not optional.**

CCS PSC Outsourcing Core Terms (version 1), the main legal terms for both Framework and Call-Off Contracts: **Not optional**.

Joint Schedule 1 (Definitions and Interpretation), What the capitalised terms in the documents mean and how to interpret the Contract: **Not optional.**

Joint Schedule 2 (Variation Form),how the Supplier, CCS and the Buyer can make a change to an existing Contract: **Not optional.**

Joint Schedule 3 (Insurance Requirements), the insurance a Supplier needs in case it breaches a Contract or is negligent: **Not optional.**

Joint Schedule 4 (Commercially Sensitive Information)2, the only information about the Supplier that can’t be disclosed or reported to the public: **Not optional.**

Joint Schedule 5 (Corporate Social Responsibility), agreement that the Supplier behaves as a good corporate citizen: **Not optional.**

Joint Schedule 6 (Key Subcontractors), restrictions on a Supplier switching the subcontractors working on the Contract: **Not optional.**

Joint Schedule 7 (Financial Difficulties), what Suppliers must do if they are in financial trouble: **Not optional.**

Joint Schedule 8 (Guarantee), the document is signed by a third party to provide additional assurance to a Buyer that the Supplier will meet their obligations under a Call Off contract. Also includes the form of Letter of Intent to Guarantee that is required to be used if you intend to or are required to have a guarantor: **Optional.**

Joint Schedule 9 (Minimum Standards of Reliability), restriction on the buyer entering into Call-Off Contracts if it does not meet the standards required in the FTS Contract notice: **Optional.**

Joint Schedule 10 (Rectification Plan), the process to follow if a supplier defaults a contract: **Not optional.**

Joint Schedule 11 (Processing Data), details about the data processing the supplier is allowed to do: **Not optional.**

Joint Schedule 12 (Supply Chain Visibility), schedule setting out the Suppliers obligations around Supply Chain Visibility: **Not optional.**

Call-Off Schedule 1 (Transparency Reports), the information about the Contract that the Buyer needs from the Supplier so that it can meet its public accountability and transparency requirements: **Not optional.**

Call-Off Schedule 2 (Staff Transfer), how CCS, the Buyer or the Supplier protect employees' rights when the organisation or service they work for transfers to a new employer: **Not optional.**

Call-Off Schedule 3 (Continuous Improvement), the requirement that the Supplier always improves how it delivers the Call-Off Contract: **Not optional.**

Call-Off Schedule 4 (Call-Off Tender), how the Supplier proposes to meet the requirements of a Call-Off Contract: **Optional.**

Call-Off Schedule 5 (Pricing Details), placeholder for pricing information additional to that contained in the Order Form: **Not optional.**

Call-Off Schedule 6 (ICT Services), additional terms for the delivery of ICT Services: **Not optional.**

Call-Off Schedule 7 (Key Supplier Staff), restrictions on a Supplier changing staff that are crucial to deliver the Contract: **Optional.**

Call-Off Schedule 8 (Business Continuity and Disaster Recovery), what the Supplier must do to make sure the Contract can still be delivered even if there’s an unexpected event: **Not optional.**

Call-Off Schedule 9 (Security), what the Supplier must do to ensure that Buyer data and Deliverables are kept secure: **Not optional.**

Call-Off Schedule 10 (Exit Management), what the Supplier needs to do at the end of a Call-Off Contract to help the Buyer continue to deliver public services: **Not optional.**

Call-Off Schedule 11 (Installation Works), what the supplier needs to do when installing items for the buyer: **Optional.**

Call-Off Schedule 12 (Clustering), enables multiple Buyers to join together to procure Deliverables more efficiently: **Optional.**

Call-Off Schedule 13 (Mobilisation Plan and Testing), the agreed plan for when the Deliverables will be delivered and tested to ensure they meet the requirements: **Optional.**

Call-Off Schedule 14 (Key Performance Indicators), the standards of service required by the Buyer and what happens when these are not met: **Optional.**

Call-Off Schedule 15 (Call-Off Contract Management), how the Supplier and the Buyer should work together on the Call-Off Contract: **Optional.**

Call-Off Schedule 16 (Benchmarking), a process for comparing the value of the Supplier against other providers in the market: **Optional.**

Call-Off Schedule 17 (MOD Terms), any additional terms required by MOD Buyers: **Optional.**

Call-Off Schedule 18 (Background Checks), schedule detailing the Suppliers obligations around background checks: **Optional.**

Call-Off Schedule 19 (Scottish Law), switches the interpretation of the contract from the laws of England and Wales to Scottish law: **Optional.**

Call-Off Schedule 20 (Call-Off Specification), further details about what has been ordered under a Call-Off contract: **Optional.**

Call-Off Schedule 21 (Northern Ireland Law), this schedule switches the interpretation of the contract from the laws of England and Wales to Northern Ireland law: **Optional.**

Call-Off Schedule 22 (Lease Terms), this schedule is for buyers who want to lease equipment via our agreements: **Optional.**

Call-Off Schedule 23 (Her Majesty’s Revenue and Customs (HMRC) Terms), schedule containing specific terms for HMRC contracts: **Optional.**

Call-Off Schedule 24 (Supplier Furnished Terms), schedule to enable inclusion of specific terms relating to Software: **Optional.**

Call-Off Schedule 25 (Billable Works and Projects), schedule setting out how Billable Works and Projects will be dealt with under the contract: **Not optional.**

Call-Off Schedule 26 (Buyer Remedies for Default and Step in Rights), Schedule setting out remedies for default including step in rights: **Not optional.**

Call-Off Schedule 27 (Accessed Contracts and Construction Contracts), schedule setting out how Supplier can access Government Frameworks and specific terms relating to Construction Contracts: **Not optional.**

Call-Off Schedule 28 (Transfer of Undertakings (Protection of Employment) (TUPE) Surcharge), schedule detailing the TUPE Risk Premium Pricing Options: **Not optional.**

Call-Off Schedule 29 (Redundancy Surcharge), schedule detailing the process for determining the Redundancy Surcharge: **Not optional.**

Call-Off Schedule 30 (Concession Agreement), schedule containing the Concession agreement to be used in the event the Buyer requires it: **Optional.**

Call-Off Schedule 31 (Collateral Warranty Agreements), schedule containing the Collateral Warranty agreement to be used in the event the Buyer requires it: **Optional.**

Call-Off Schedule 32 (Performance Bond), schedule setting out the details of the Performance Bond to be used in the event the Buyer requires it: **Optional.**

Call-Off Schedule 33 (Consortium Bids), schedule detailing the process the Suppliers will follow if they wish to form a consortium to bid for a Call-off contract: **Not optional.**

The New Engineering Contract 3 (NEC3) Terms Service Contract, buyers will be able to utilise the (NEC3) Term Service Contract to facilitate their requirements at Call-Off: **Optional.**

The New Engineering Contract 4 (NEC4) Facilities Management Contract, buyers will be able to utilise the (NEC4) Facilities Management Contract to facilitate their requirements at Call-Off: **Optional.**

**Question:** Did any of the suppliers require a framework guarantee to obtain a place on the framework?

**Answer:** All suppliers were assessed to a gold standard of the Financial Viability Risk Assessment Tool and no suppliers required a framework guarantee to obtain a place on the framework.

**Question:** What does Inclusive Repair Threshold (IRT) mean?

**Answer:** Inclusive Repair Threshold means the financial threshold (excluding Overhead and Profit) as specified in the Order Form, under which the costs of individual Reactive Maintenance Works are included in the Baseline Monthly Payment and which it shall apply per event and not, for example, per trade.

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.

**Question:** What are Core and Additional Services?

**Answer:** Each supplier on the agreement can provide the Core Services within each work package. There are also a number of Additional 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.

## FM & Workplace Services Digital Tool questions

**Question:** What's the difference between ‘Routine Cleaning’ and ‘Mobile Cleaning’?

**Answer:** The main difference is in how the supplier delivers the service, within mobile cleaning the service can be delivered by a mobile team (for example in a van travelling from site to site), whereas routine cleaning would generally have a static site cleaning presence.

**Question:** I’m not sure which postcode my building is in (the digital tool shows me 3 possible options). What do I do?

**Answer:** If the user can’t determine which postcode is correct, refer enquiry to the Duty Officer queue as the Category Team will need to determine this (postcode is needed to determine supplier shortlist).

**Question:** Does the FM & Workplace Services digital portal allow me to run a further competition?

**Answer:** No, the FM Digital Portal will give you a compliant lot recommendation and list of suppliers for you to invite to your tender.

**Question:** What do CSC do if the FM digital tool is unavailable due to a fault or maintenance?

**Answer:** Please refer to the following link: [Digital Tool BR (Business Recovery) CSC Support process map](https://drive.google.com/file/d/1w0s6wf679xaC-Mn8hw_lTS8k6MFcQ_zX/view?usp=sharing), this explains what CSC need to do to advise or help the customer.

**Question:** What do CSC do if a link on a page is not working?

**Answer:** Log into the following link: [test system](https://marketplace.preview.crowncommercial.gov.uk/facilities-management/start) and check if you can click on the link. If you can log in, it may be a user error. Talk through the steps with the user.

If you can’t log in via the test system or user is still having problems report fault to Tech Ops via Zendesk in Salesforce, follow this link: [Reporting Technical Faults process](https://drive.google.com/file/d/1pvecatEx65fdkGPeohbu3h3XUpesHBGs/view?usp=sharing).

**Question:** I saved information last time I logged into FM digital tool but can’t find them?

**Answer:** All links to saved searches are in the dashboard, the user needs to look for the correct one and click on it to reopen back to where they left it.

**Question:** Where can I see the details behind each of the services to ensure I’m selecting the right ones?

**Answer:** Click on the ‘Further details’ links underneath each service, a new browser page will open showing all the service details. Alternatively click on the ‘read the service specification document’ hyperlink, this opens the full specification document, in which you can navigate in the document to find your service.

**Question:** Can I only enter full years for the initial Call-Off period, or can I enter a partial year?

**Answer:** You can enter years and the portal also gives you the option to enter months.