

**Annex 4**

**Frequently Asked Questions**

**Grants and Programme Services**

**Framework agreement No. RM949**

**Frequently Asked Questions (FAQs)**

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

You can use the framework agreement from 03 August 2016 and it is now valid until 02 August 2019 with the option to extend for 1 x 12 months. Call offs can survive the framework by up to two years

1. **What is the scope of the contract?**

The Grants and Programme Services covered under this Framework relate only to the types of activities and roles set out under each of the Lots which are identified below.

Lot 1 Grants and Programme Services Administration Services;

Lot 2 Communication, Promotions and support to understand Grants and Programme Services;

Lot 3 Grants and Programme Services Policy Design and Implementation;

Lot 4 Grants and Programme Services Evaluation;

Lot 5 Grants and Programme Managed Service.

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

1. **Do I always need to run a further competition?**

Yes, there is no facility for direct award, under any circumstance. 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.

1. **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.

1. **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 Grants and Programme Services projects there is no typical timescale to work to. 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.

1. **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>

1. **Who can access the framework agreement?**

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

1. **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.

1. **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

1. **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 info@crowncommercial.gov.uk

The service desk will log your feedback. This feedback will be used in the regular contract reviews held with suppliers.

1. **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 11.

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**.**