



Buyer FAQs

1. [What is RISQS?](#)

RISQS is the entry point for suppliers to the rail industry. Buyers of products and services throughout the GB rail industry use RSSB RISQS as its supplier qualification service. In short, we help suppliers sell in to the GB rail industry by providing an open, fair and transparent way for them to be formally recognised as capable providers of products and services.

This means we support Network Rail, Transport for London, passenger and freight operating companies, rolling stock organisations, main infrastructure contractors and many other buying organisations in the management of supply chain risk.

The scheme embraces rail's qualification arrangements. RISQS is industry-owned, sponsored by a committee of representatives from across the rail industry. This reports into the RSSB Committee, and RSSB provides a range of services to support operational delivery of the scheme.

2. [How much does buyer membership cost?](#)

Membership fees are £6800 + VAT.

Membership runs for a calendar year from the date your organisation joins.

3. [Why is my initial password no longer working?](#)

When you first logged into the portal you were required to change your password, after this the initial password sent to you by the portal will no longer work.

Passwords must have a minimum of 8 letters and contain at least one upper case letter and one number.

4. [What are RICCL codes?](#)

RICCL stands for Railway Industry Commodity Classification List, it is a flexible list that contains all the commodities that are purchased for the Railway. Each supplier on the portal will have selected the RICCL codes relevant to the products and services they wish to supply. Enhanced RISQS uses RICCL codes instead of the previous RISQS coding system as this is based on an ISO that details how a rail system should be broken down into its constituent parts.

5. [How long does the supplier verification process take?](#)

How many requirements your supplier organisation will have to meet, will depend on how many RICCL codes are applicable to your supplier organisation. For each requirement, your supplier will need to provide information about their organisation. Most organisation fill in their information over a few days but it can be done in a few hours, and they can also assign specific requirements to different members of staff. Once they have submitted their completed requirements for assessment, they will be verified and published within 3 working days. If they need to provide more information they will be notified by email.

6. [What kind of information do supplier organisations need to provide?](#)

Supplier organisations will need to provide a range of information about their company, things like, their management, insurances, their management systems arrangements,

competence management and financial information. Most importantly the products and services their wish to provide to the industry.

7. [How many users can I have for the RISQS portal?](#)

You can have as many users on the portal as you like. However, your organisation will have one administrator user who can add and delete users for your organisation.

8. [What should I do if I want to ask my suppliers questions that aren't included in RISQS?](#)

You can create Supplier Surveys to ask suppliers for any additional information that you require. When you publish your survey, you can invite specific suppliers, or all the suppliers from your different supplier lists, to complete your survey.

9. [Can I get an alert if the status of one of my key suppliers' changes?](#)

Yes. When you are logged into the portal you can set up as many different supplier lists as you wish. For each supplier list, you can set up email alerts for when a supplier status has changed, their subscription has expired, their financial score has increase or decrease, they have updated information, added or dropped RICCL codes, gone out of business and failed or passed an audit.

10. [Can I ask suppliers to complete a PAS91 questionnaire through the RISQS system?](#)

In the supplier Survey tool, you can create a PAS91, using the PAS91 Question Template, and invite your suppliers to complete it.

11. [Is training available for my users?](#)

Yes. There is a range of online training material available on the RISQS website. We also hold buyer training days please e-mail risqs@risqs.org for details of a training day in your region.

12. [Is RISQS compliant with EU Procurement law?](#)

The RISQS scheme can be used by Buyer members for contracts that are over the EU thresholds and the scheme can be used to assist them maintain compliance to the Regulations, providing they understand their specific responsibilities as an organisation.

RISQS publishes Qualification System Notices (QSNs) in the Official Journal of the European Union (OJEU) on behalf of its Buyer members, which allows organisations that are classed as Utilities under the Utilities Contracts Regulations 2016 to compile tender lists for over-threshold contracts directly from the RISQS system, without issuing any further calls for competition. The rules differ for Buyer organisations covered by the Public Contracts Regulations 2016, in that they need to publish Notices in OJEU for each over-threshold contract. They can and do direct interested suppliers to RISQS and use the system to compile their tender lists. The RISQS system contains guidance around its use and EU procurement law, however, this is a complex area and Buyer members should ensure they have access to specialist advice.

13. Does RISQS enable my company to be a Sentinel Sponsor?

Companies that indicate their need to be a Sentinel Sponsor within their RISQS Supplier profile will be required to undergo an audit. The audit will be against the Industry Minimum Requirements (IMR) and any additional audit modules that are triggered by their profile answers. A successful audit of the IMR and Sentinel modules will be communicated to Sentinel, allowing the company to become or remain a Sentinel Sponsor.

14. How long will it take for RISQS to catch-up when legislation changes?

The enhanced RISQS system has been developed in a way that allows for rapid updates. Legislation changes that impact on the process or audits will need to follow a sign-off route before any changes are made to the system. However, because the system is designed to accommodate change, the updates can be incorporated well before the changes come into force, ensuring constant compliance is always possible.