

Question	Answer
Hi - Thanks for the demonstration it looks really useful. One area I am unsure of is how Support and Maintenance would work in these agreements? Is the idea that the solution is developed and then handed to the authority to support it themselves once it is complete?	Within the scope of your DOS procurement, the focus will be for the supplier to deliver your bespoke digital solution. DOS is therefore used to build it and get this to live, with maintenance and support during these beta and development stages. You can then look to Tech Services to help with the support and maintenance of the live application if you need.
What will happen if selected and approved supplier is no longer in the position to deliver expected outcomes ?	If a supplier cannot deliver the services then you are able to award the contract to the second best supplier from your procurement process on DOS. If this supplier is also not suitable or you do not want to do this, then you are free to withdraw the procurement and reprocure again on the Digital Marketplace.
Could you please confirm that the maximum extension under DOS would be 6 months (25% of 2 years!)? Why so restrictive?	Yes the maximum extension is 25% of the contract, and the longest contract you can have is 2 years. This is the decision of the team to help the services delivered to be iterative and adapted to the changing technological market.
You mentioned in one of the late slides that G_Cloud does not allow for Agile development? Many G-Cloud developers seem to offer this....	G-Cloud is focused on off the shelf solutions. DOS is the agreement which buyers who need an agile development and service should use.
What if the solution the suppliers come up with is not an agile delivery, is that ok?	Framework Schedule 1 (Specification), Clauses 3.1 to 3.4 include information about the methodologies and how services will be delivered. Agile is the default when using DOS although waterfall can be accepted if it can be shown to better meet user needs. Any other methods of delivery would be considered inappropriate and out of scope.
Can we include opportunities that are inside of IR35?	Buyers can use DOS for engagements they determine as a supply of resource and for which the off-payroll working rules will apply - ie, where any worker provided by the supplier is engaged through an intermediary (their own limited company or PSC - Personal Service Company) which will require an IR35 assessment and issue of a SDS (Status Determination Statement). To make this clear buyers will have to satisfy three checks: - Firstly they have to satisfy themselves that DOS is an appropriate route to market for their requirements - defining the requirements as being for delivery of digital outcomes or services with a defined scope (and all SOWs falling under the procurement must relate to this scope). - Secondly buyers must determine whether they are buying a fully outsourced managed service or a supply of resource. This should be made clear in their published advert. The buyer guidance refers to the Tax Centre of Excellence guidance on this: <a href="https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide">https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide</a> - Finally, where buyers have determined that they are buying a supply of resource they will need to undertake the required IR35 assessment of individual workers being provided by the supplier (where these workers are assessed as falling in-scope of the off-payroll working rules - ie, they are providing their services via an intermediary such as their own limited company or PSC).
How do I carry out Pre Tender Market Engagement (PTME)	You can find a list of suppliers for each lot on the Digital Marketplace. From here you can make a long list of suppliers who offer the capabilities or services you need, then contact our team to get the supplier contact details. You can find the PTME guidance here: <a href="https://assets.crowncommercial.gov.uk/wp-content/uploads/RM1043.7-Buyer-pre-tender-market-engagement-PTME-guidance-1.pdf">https://assets.crowncommercial.gov.uk/wp-content/uploads/RM1043.7-Buyer-pre-tender-market-engagement-PTME-guidance-1.pdf</a>
We have seen instances where suppliers are abusing the 100 word limit for Essential and Nice-to-Have Criteria answers - how can we deal with this? Also what do we do if a supplier goes over the word limit in the written proposal?	If a supplier doesn't respect your word limits in any stage of the process, you are free to not score any content over that word limit. If the supplier had linked to an external page during their application on the Digital Marketplace, you can contact our team to let us know and disregard their application as it is not within framework rules.
Going forward, could the word limit be auto-limited by the DM at the round 1 stage (i.e. before we receive the offers)?	The word sections for the suppliers to fill in is auto limited on the Digital Marketplace and it doesn't allow for them to go over this word count. If suppliers try and get around this by linking to an external document, this should not be accepted.
Where your development is required in a certain type of platform, for example Outsystems, would it be best to use DOS for this as a new development, even if the resultant platform is to be hosted?	Outsystems here refers to a platform to support the build and development of applications. This could definitely be used as a building block to deliver a full set of DOS outcomes. As an end product, this would fit under the G-Cloud agreement as it is a commercial off the shelf product.
Will there be any future webinars, around certain topics, for example shortlisting or writing a requirement?	Yes, we have created 6 tailored buyer webinars (including this introduction to DOS webinar). The next webinars can all be found on this page: <a href="https://www.eventbrite.co.uk/organizations/events">https://www.eventbrite.co.uk/organizations/events</a> and will include topics like the Digital Marketplace, Writing an Opportunity, Feedback and managing the call off contract.