

G-Cloud 12 Frequently Asked Questions

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Customers

Q) How do I know what is out of scope for G Cloud 12?

A) The following are out of scope for G Cloud 12:

- Services that aren't cloud related
- Consultancy for non-cloud purposes or for services outside those allowed in Lot 3
- Recruitment or contractor (contingent labour) services or services that are inside IR35
- Co-location services for example space the Buyer rents from a Supplier's data centre
- Hardware
- Bespoke Application design or development
- Any Cyber Security Services that have been assured by the following NCSC schemes are now out of scope for G-Cloud.
 - Cyber Security Consultancy
 - Penetration Testing (CHECK)
 - Cyber Incident Response (CIR)
 - Tailored Assurance Services

Please refer to section 2 of the Framework Agreement for more detail on what is in scope for each Lot.

Q) How do I do a search on the Digital Marketplace?

A) Log on to the Digital Marketplace (<https://www.digitalmarketplace.service.gov.uk>).

Click on 'Find cloud hosting, software & support'.

Click the 'Start a new search' button.

Choose a Lot and click on the 'Search for services' button.

Enter keywords related to your requirement in the white search box and click show services to produce a long list. If you use " " around your keywords, the search will look for all suppliers whose descriptions contain that exact phrase and this can help to reduce the size of your long list.

Q) Is pricing available?

A) Pricing is available on each service offering page on the Digital Marketplace.

Q) Can I direct award on this framework?

A) Yes, after you have followed the six step buying process.

Q) I'm getting too big a list of suppliers when I search on the Digital Marketplace. How do I refine my search to get a more manageable list?

A) If you haven't already used " " around your keywords and used additional keywords to refine your search, you may also wish to use the filters on the right hand side of the screen under the keyword search box.

Q) What kind of financial due diligence has CCS done on suppliers on the G Cloud 12 framework and what do I need to do as a customer?

A) As a customer you might want to use a Credit Reference Agency to carry out due diligence and assess a supplier's economic and financial standing before appointing them. The CRA report should be used to determine the level of financial risk that appointing a supplier would represent. If the level of financial risk is above average, you can reserve the right not to appoint a call off agreement.

Q) Where can I get a copy of the Call-off Contract for the G Cloud 12 framework?

A) You will find a copy under the Documents heading in the below link.
<https://www.crowncommercial.gov.uk/agreements/RM1557.12>

Q) What is the maximum length of a Call-off Contract under the G Cloud 12 framework?

A) A Call-off Contract issued under the G Cloud 12 framework is valid for 24 months, with the option to extend for up to 12 months on 2 occasions. The maximum duration of a G Cloud 12 Call-off Contract would therefore be 48 months. However Central Government customers must agree any 1 year extension with GDS spend controls so they can check the buyer has a suitable and robust exit strategy.

Q) Is there a minimum term for the Call-off Contract?

A) There is no minimum term for the Call Off Contract. However, some suppliers may attempt to persuade buyers that a minimum term applies.

Q) Can I let a Call-off Contract for 36 months from the start?

A) No, the maximum duration of the initial term is 24 months. However, you can put for example "Term: 24 months with the option to extend for up to 12 months".

Q) Can I use an extension period if the initial term is for less than 24 months?

A) Extension periods can be used once the initial term is up, including when this was for less than 24 months.

Q) Can I combine the extension periods and extend for 2 years in one go?

A) Extension periods cannot be combined and must be requested separately.

Q) Can I ask the supplier for references / details of previous experience as part of our evaluation?

A) No. References and previous experience should not be used to evaluate suppliers.

Q) I am using the same supplier to deliver multiple services for me. Do I need to let a separate Call-off Contract for each service or can I just let one to cover all of the services the supplier will provide?

A) You can let one Call-off Contract covering all of the services delivered by the supplier. However you will need to ensure the Call-off Contract is completed in full and that all of the services being procured are described and all of the lots are detailed. When undertaking a search on the Digital Marketplace, ensure you run a long list and refine it for each individual service required. When completing the Customer Benefits Record, make sure you complete one for each service procured.

Q) I have followed the 6 step buying process for G Cloud 12 and awarded my Call-off Contract which has been completed and signed. Is there anything else I need to do?

A) You will need to publish your Call Off Contract to Contracts Finder and complete a "Customer Benefits Form" and submit this to CCS.

Q) Where can I find a copy of the Customer Benefits Record form and where do I need to submit it to?

A) The Customer Benefits Record is an online form that can be completed through the below link.

<https://docs.google.com/forms/d/e/1FAIpQLSfQ3VeAMCIYNur4FoZxzn1F5BDkOTxFNK-4qbTIHVcyGqTgpw/viewform>

Q) Can you please confirm that procuring through the Digital Marketplace is compliant with OJEU requirements?

A) You can find an overview of the terms and conditions of the Digital Marketplace frameworks on <https://www.gov.uk/guidance/terms-and-conditions-of-digital-marketplace-frameworks> where it was mentioned that they underwent a formal OJEU procurement process.

Q) Do we need to provide feedback to unsuccessful suppliers?

A) CCS suggests that in order to help aid the maturity of the marketplace buyers should offer feedback relating to all of the supplier's services offerings which have been evaluated. This feedback will help suppliers to implement improvements, if they choose to re-tender and improve their service offering, adding value to both new and existing services, which you in turn can then utilise in the future.

Q) Is there a requirement to have a standstill period when using G-Cloud?

A) There is no requirement to have a standstill period when using G-Cloud. However, this is ultimately down to your discretion. Best practice would suggest that you have one to protect both yourself and the supplier.

Q) Optional Extensions: Is there provision to extend beyond the initial 24 months?

A) The maximum duration is 24 months with the option to extend twice by 12 months each time (subject to approval for central government customers)
To contact GDS spend approvals, please email gdsapprovals@digital.cabinet-office.gov.uk.

Q) Is there sufficient spend available on the framework for our call-off?

A) Yes, there is sufficient spend available for your contract.

Suppliers

Q) Once I have signed my Framework Agreement, is there anything else I need to do as a supplier?

A) Once you agree and sign a call-off contract you need to report through CCS' RMI portal that you have received it. You will need to submit your Management Information report by uploading it to the RMI system.

Q) I have been successful in applying to the G Cloud 12 framework and want to issue a press release, what should I do?

A) Please send any press release you wish to issue to cloud_digital@crownccommercial.gov.uk for them to review the wording. The below links provide the CCS logos and guidance on marketing.

Supplier Marketing toolkit

<https://assets.crownccommercial.gov.uk/wp-content/uploads/RM1043.6-Supplier-marketing-toolkit.pdf>

CCS supplier logos and brand guidelines

<https://www.gov.uk/government/publications/crown-commercial-service-supplier-logo-and-brand-guidelines>

Q) I want to change my pricing on the Digital Marketplace. Can I do this?

A) Yes you can, however you can only decrease prices or add discounts. You cannot increase prices.

For price changes please forward the following to cloud_digital@crownccommercial.gov.uk for us to upload:

- The amended pricing document in two versions - one as a PDF to be uploaded to the relevant service, and one in Word or similar format showing track changes.
- If updating the pricing document of just one service include the 15-digit service ID in the body of the email. If updating more than one pricing document please include the 15-digit service ID in the file name of each attachment to ensure they are uploaded to the correct services.

Q) I want to put my prices on sale for a limited period. Can I do this?

A) Yes you can do a sale for a limited period, for example you might choose to put your prices on sale for 3 months. However, you must do so for all customers and you must specify the start and end date of the sale. Realistically, the sale should be for a minimum term of about a month.

Q) I want to change my pricing on the Digital Marketplace. Can I do this?

A) Yes you can, however you can only decrease prices or add discounts. You cannot increase prices.

Q) I want to amend my service description. How can I do this?

A) Suppliers can amend their service descriptions (under About your service), and service features and benefits by logging on to their supplier account, clicking on the service and clicking on edit. You may vary, but cannot materially change, your service description. Proposed changes will automatically come through to CCS for approval. All other information points on the service listing that needs changing, as well as any problems, please email the cloud_digital@crowncommercial.gov.uk.

Q) I want to add a new service. How do I do this?

A) New services cannot be added during the life of the framework.

Q) I want to remove a service. How do I do this?

A) Suppliers can remove a service by logging on to their supplier account on the Digital Marketplace and selecting the relevant service on the home screen. You will then have the option to remove this from the portal.

Q) I want to update my supplier name on the Digital Marketplace. How do I do this?

A) Please email cloud_digital@crowncommercial.gov.uk

Q) I want to amend my supplier details (contact name and email address) How do I do this?

A) You can edit your contact name and email address from your supplier account on the Digital Marketplace. Log in using this link to do so:

<https://www.digitalmarketplace.service.gov.uk/suppliers/login>

Q) My company has undergone a change of ownership, what do I need to do?

A) Please email cloud_digital@crowncommercial.gov.uk to inform us of your new company Registration Number, your new DUNS Number and, if applicable, your new trading address. We will have to decide if we need to do a novation process.

Q) I want to amend my terms and conditions. How do I do so?

A) Your terms and conditions that were submitted as part of your application to the G-Cloud 12 Framework cannot be amended during the lifetime of the Framework Agreement. If this is a rebranding exercise then it is permitted as long as the contents do not change.

Q) I see I have to pay a management charge of 0.75% based on all orders buyers place with me via G Cloud 12. What other charges will I have to pay while on G-Cloud?

A) There are no other charges incurred by suppliers while they are on the G Cloud 12 framework, unless MI submitted is incorrect or MI is not returned within the agreed timescales, in which case an admin fee will be charged if CCS incurs costs as a result. Details of the admin fees chargeable can be found using the link in clause 6.5 of the Framework Agreement.

Q) I have submitted my MI, but have not been receiving my invoices. Who do I need to inform?

A) Please inform the CCS Financial team by emailing ccsfinance@crownccommercial.gov.uk

Q) Our contact details for the person responsible for submitting Management Information to RMI have changed. Who do I need to inform?

A) Please contact the MI team with your query at report-mi@crownccommercial.gov.uk.

Q) Can I make changes to my G-Cloud catalogue offering? If so, what can I change and how?

A) You can change your contact name, email address and phone number. You can also amend your G-Cloud service name, description, features and benefits and your service definition document. You can make all of these changes by logging into your Digital Marketplace account. You must be sure that any changes you make to your listings do not constitute a material change to your offering. Should you wish to amend your pricing, then you can only decrease it. It is not possible to increase your pricing during the life of the framework. You can add volume related discounts, permanent reductions or time limited discounts. Please note all of the above MUST be made available to all customers. Please amend your pricing documents and submit with track changes for CCS to approve to cloud_digital@crownccommercial.gov.uk Time limited offers should clearly and explicitly state start and end dates on the revised pricing document. If approved, pricing documents showing the volume-related discounts and permanent reductions will be uploaded to the service offering page on the Digital Marketplace and replace any previous pricing.

Digital Marketplace

Q) Can I be a user on the Digital Marketplace for more than one organisation at a time?

A) An email address can only be associated with one supplier account at a time. We can move email addresses between accounts, but once assigned to the new account that email address will no longer access the previous supplier account.

Q) Can I have an account on the Digital Marketplace for more than one organisation at a time?

A) You can have access to more than one supplier account, but you will need a different email address for each account that you access.

Q) When buyers search on the Digital Marketplace, what will they be searching against?

A) They will be searching across the service name, service description, features and benefits on the service offering pages of each service.

Q) What service updates can I make on the Digital Marketplace?

A) Within your supplier account on the Digital marketplace you are able to update the following information for a service:

- Service name
- Service description
- Features
- Benefits
- Upload a new service definition document

If you wish to amend any other details on the service offering page you can send an email to cloud_digital@crownccommercial.gov.uk and we can make the changes for you, should they be accepted. This includes uploading amended pricing documents and terms and conditions documents.

Please note pricing cannot increase on a live framework, though you are allowed to reduce pricing and offer discounts. Also, the terms and conditions cannot be amended once uploaded on the live framework. The document can be changed if you have rebranded, however. If you are updating these documents we require them in two versions - one as a PDF to be uploaded to the service on the Digital Marketplace once the changes have been approved, and one in Word or similar format showing tracked changes.

Also, please be aware that a service cannot be materially changed once on the framework.