

Questions and Answers from the DOS3 Supplier webinars
29 Oct, 1 & 2 Nov 2018

Question	Answer
What do you mean by OJEU?	<p>OJEU is the Official Journal of the European Union.</p> <p>Public sectors buyers need to publish opportunities above a certain size. They do not need to do this if they use a framework.</p> <p>Sometimes we use “going to OJEU” as shorthand for not using a framework.</p>
What are call offs?	<p>A call-off is a contract let under a framework.</p>
Can we request for feedback from buyers at the shortlisting stage?	<p>The DOS3 buying process indicates customers should give feedback to suppliers who are not shortlisted before they run the rest of the further competition.</p>

<p>Buyers sometimes require that suppliers need to have security clearance at the expected start date. How can we be security cleared if we have not yet done any previous work with government agencies?</p>	<p>There are some opportunities where, due to time pressures, suppliers need to have relevant clearance from day 1.</p> <p>Best practice is for the buyer to be willing to sponsor a supplier in getting clearance, and to build this step into their timescales.</p>
<p>It take a lot of effort to submit applications but we do not get feedback why we were not successful to be shortlisted. Some only gave us our scores without any details for the reasons. Can we ask the buyers to give us more detailed feedback?</p>	<p>Public sector buyers are required to give feedback in line with, and including the details specified in, regulation 55 of the Public Contract Regulations 2015. This includes “the reasons for the rejection of [the suppliers] tender”.</p>
<p>What is the management charge we have to pay?</p>	<p>The management charge is equal to one percent of the amount a supplier has invoiced to customers in a calendar month, not including expenses or VAT.</p> <p>The management charge for various frameworks is the funding mechanism for Crown Commercial Service.</p>
<p>I appreciate you will be sending through the notes in due course, however there was mention of marketing support (financial and partnering) - can I please confirm how much you offer and how we go about using this?</p>	<p>Suppliers are encouraged to promote the fact that their goods and services are available through a CCS agreement to prospective public sector customers. To request a copy of the supplier marketing toolkit which includes logos and guidance please contact your CCS agreement manager or email supplier@crowcommercial.gov.uk</p>

<p>You said that we can expand on our service offering, how do I add specialist roles to my services?</p>	<p>If you want to do this you should contact cloud_digital@crowncommercial.gov.uk in the first instance.</p>
<p>Would you be able to provide details on how you support DOS3 Suppliers with marketing?</p>	<p>Suppliers are encouraged to promote the fact that their goods and services are available through a CCS agreement to prospective public sector customers. To request a copy of the supplier marketing toolkit which includes logos and guidance please contact your CCS agreement manager or email supplier@crowncommercial.gov.uk</p>
<p>How often do you hold framework review meetings with suppliers?</p>	<p>If framework review meetings are required with a supplier, they will be set up as frequently as is appropriate for the reason the meetings were set up. Typically, they would be monthly or quarterly.</p>
<p>What are the timescales for the buyer to give feedback to suppliers?</p>	<p>The procurement regulations state: “as quickly as possible, and in any event within 15 days from receipt of a written request”.</p>

<p>What is OJEU?</p>	<p>OJEU is the Official Journal of the European Union.</p> <p>Public sectors buyers need to publish opportunities above a certain size. They do not need to do this if they use a framework.</p> <p>Sometimes we use “going to OJEU” as shorthand for not using a framework.</p>
<p>How do we submit the MI return? What is that new system replacing MISO?</p>	<p>MI for DOS3 will be submitted through our new reporting system.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcgTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>
<p>If we change our company structure and name during the framework - can we change the name that is displayed in the framework documentation?</p>	<p>If you need to do this, you should contact cloud_digital@crownccommercial.gov.uk</p>
<p>We are a nearshore solution provider, and hence provide expert solutions outside UK. What would you say is the proportion of Digital Outcome projects which do not require onsite presence? Plus are there any data compliance requirements that would be expected within DOS3?</p>	<p>We do not collect that information in our MI so it is not possible to provide an accurate answer.</p> <p>The data compliance requirements are a framework level are covered in the terms and conditions. Requirements specific to opportunities will be covered in the buyers opportunity.</p>

<p>Are you intending to hold any events where suppliers and buyers can engage and meet?</p>	<p>Crown Commercial Service has hosted events like this, such as the recent Digitech 18 at the end of October.</p> <p>We will communicate out any opportunities like this in the future.</p>
<p>Do monthly reports need to be submitted regardless of any contracts applied for or accepted?</p>	<p>If there is nothing to report, you would submit a 'nil return'.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcgTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it..</p>
<p>Can you show us how to fill out the monthly reports?</p>	<p>MI for DOS3 will be submitted through our new reporting system.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcgTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>
<p>If no transactions have taken place do we just upload the empty file as is?</p>	<p>If there is nothing to report, you would submit a 'nil return'.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcgTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>

<p>Is the Levy from contract value less VAT and expenses?</p>	<p>Yes.</p>
<p>1% fee is paid by customers based on what supplier invoice or is the crown commercial service will invoice this 1% directly to the supplier?</p>	<p>The supplier pays the 1% management charge, based on the spend it has reported.</p>
<p>Are we able to see which suppliers have been shortlisted, and, who contract is awarded to?</p>	<p>The buyer should publish out to whom the contract is awarded, they are not under any obligation to list shortlisted suppliers.</p>
<p>At stage 1 (shortlisting) it's a simple well defined process. But the information Buyers provide and the way they present requirements can vary considerably. In some cases the Buyers have gone outside the standard. How does CCS monitor the quality of Buyer's opportunity adverts and their compliance with process?</p>	<p>We monitor some opportunities but not every opportunity. If there is a particular opportunity you wish to raise an issue with, email the cloud_digital@crowncommercial.gov.uk email address.</p>

<p>In terms of MI, will we continue to use the existing portal for contracts that we're already working on and the new one purely for DOS3? So we will have to do 2 MI reports each month?</p>	<p>There are always separate returns for each framework. The difference in this case is that DOS3 will be reported through the new system and DOS2 will continue to be reported through MISO.</p>
<p>Is there a documented process available to suppliers on how the DOS spend data is created?</p>	<p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcgTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>
<p>We and other supplies are very unhappy with the shortlisting process, which is definitely not 'light touch' and takes 5 - 20 man hours per bid to write the 100 word answers, and these are often scored in an idiosyncratic way that means even if we write perfect examples that perfectly fit the guidance and example on your website, we still don't get shortlisted. Given this 'heavy touch' non-standardised and meaningless stage (you could just tick 'yes' or 'no' if you meet the requirements), will you get rid of these 100 word answers since they do not accomplish the objective for which they are designed and are a huge waste of time and a big cost for all involved?</p>	<p>There are unlikely to be significant changes to the Digital Marketplace for DOS3, so we would expect customers to have the option of 100 word qualitative responses for shortlisting.</p> <p>We are engaging in a programme of buyer education including webinars, workshops, and online guidance to, among other goals, to improve the quality of published buyer opportunities.</p>
<p>Are there plans to make the publication of spend data more frequent and regular?</p>	<p>We are looking at what information we make public to suppliers, in a way that supports the good functioning of the digital marketplace.</p>

<p>Have you sent out the presentation deck from the previous session yet?</p>	<p>The presentation deck is available on the documents section of the DOS 3 webpage https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm10435</p>
<p>Do you have a full list of contracts let through DOS2? If so how do we access this?</p>	<p>You can access the published DOS opportunities to date by downloading the .csv file on the following webpage.</p>
<p>Are we able to subcontract within the company to fulfill a role?</p>	<p>Subcontracting is allowed at the discretion of the buyer. If you are unsure you should ask the buyer a clarification question.</p>
<p>Can you also please outline the agenda for tomorrow's call?</p>	<p>All of the supplier webinars had the same agenda. We ran three to accomodate the large number of suppliers.</p>

<p>What % of suppliers won business on the previous framework?</p>	
<p>Do you have dates for the MI webinar agreed?</p>	<p>Due to the simplicity of the new system, we made the decision not to hold dedicated webinars. A portion of the next supplier webinar will cover the new MI collection tool.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcgTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>
<p>Do you have any further information about the new MI system and when that will be rolled out?</p>	<p>We expect DOS3 suppliers to be submitting MI in January. The system is already live for a number of pilot projects.</p> <p>Due to the simplicity of the new system, we made the decision not to hold dedicated webinars. A portion of the next supplier webinar will cover the new MI collection tool.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcgTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>

<p>Where will we get the MI template from? What data has to be included for NIL return?</p>	<p>The template will be available through the new MI system; the new MI system will be used to submit nil returns.</p> <p>Webinars will be held before the end of the year to show suppliers how to use the new MI submission system.</p>
<p>Is there a date for the detailed MI webinar?</p>	<p>Due to the simplicity of the new system, we made the decision not to hold dedicated webinars. A portion of the next supplier webinar will cover the new MI collection tool.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcgTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>
<p>How do you fill in the form for a nil submission?</p>	<p>Due to the simplicity of the new system, we made the decision not to hold dedicated webinars. A portion of the next supplier webinar will cover the new MI collection tool.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcgTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>
<p>if someone in our company wants to bid and they are not the ones currently named on the MI system we would need to add them as users first?</p>	<p>The MI system and the Digital Marketplace have different log-ons. Each person that used each system must be registered separately.</p>

<p>What % of suppliers who won business were SMEs?</p>	<p>83% of the suppliers who have reported business under DOS2 are SMEs (figure correct as of September 2018).</p>
<p>How do we find out about GDS talks or workshops that suppliers could join</p>	<p>You would need to contact GDS. Although Crown Commercial Service and Government Digital Service are both part of the Cabinet Office we do not have a central list of talks and workshops.</p>
<p>What steps might you take (if any) to ensure a level playing field between small, niche SMEs and the larger SMEs who may often bid for single roles?</p>	<p>Public sector buyers have an obligation to non-discrimination and equal treatment of suppliers under the procurement regulations.</p> <p>We believe the Digital Marketplace offers a fair and transparent platform for suppliers to engage with customers.</p>
<p>Where would I find information on the MISO / MI system?</p>	<p>Webinars will be held before the end of the year to show suppliers how to use the new MI submission system.</p>

<p>Are we able to see which suppliers have been shortlisted, and, who contract is awarded to?</p>	<p>Buyers have an obligation to notify suppliers around the winning bidder, but not the list of shortlisted suppliers.</p>
<p>Please re-advise the length of this framework and if we can roll from DOS3 to a later iteration without having to go through the same application process.</p>	<p>This framework has an initial term of one year with the option to extend by up to twelve months. We are expecting to go to market for a replacement framework before the end of the initial term.</p> <p>Some elements of your application will carry through on the Digital Marketplace but you will need to submit an application for each iteration of DOS.</p>
<p>Can the advertising body see the name of the company? If they can they will likely say - OK xyz company we worked with before and let's give them the job. Thus ew smaller companies never get a chance.</p>	<p>It would be unlawful for a public sector buyer to act in this way.</p> <p>If you believe a buyer is acting this way then refer it through to could_digital@crownccommercial.gov.uk</p>
<p>What are the differences between DOS 2 and DOS 3?</p>	<p>You can download a document describing the differences on the documents tab of the DOS3 webpage https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm10435</p>

<p>Can you please clarify the dates of the training for those submitting the new MISO returns and when will we get the webinar details for them to do that training?</p>	<p>Due to the simplicity of the new system, we made the decision not to hold dedicated webinars. A portion of the next supplier webinar will cover the new MI collection tool.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcqTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>
<p>Can we have a copy of today presentation please?</p>	<p>A copy of the presentation is available through the document tab of the DOS 3 webpage https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm10435</p>
<p>How similar is the bidding process to frameworks like GCloud and previous DOS?</p>	<p>The bidding process is very similar to that under DOS2. G-Cloud is a direct-award based framework and the process is not the same.</p>
<p>What impact it will have in terms of Brexit?</p>	<p>EU Exit is not expected to have any impact on the functioning of the framework. You may see opportunities for work published on the Digital Marketplace arising out of the EU exit process.</p>

<p>Can we promote that we are a DOS partner on our own website and how do we get the logo etc?</p>	<p>Suppliers are encouraged to promote the fact that their goods and services are available through a CCS agreement to prospective public sector customers. To request a copy of the supplier marketing toolkit which includes logos and guidance please contact your CCS agreement manager or email supplier@crownccommercial.gov.uk</p>
<p>Do you foresee any impact after 29th March 2019 (Brexit date) be that with a deal or no-deal?</p>	<p>EU Exit is not expected to have any impact on the functioning of the framework. You may see opportunities for work published on the Digital Marketplace arising out of the EU exit process.</p>
<p>Is there any relationship between recruiters and the framework? Meaning roles advertised by recruiters vs roles on the framework.</p>	<p>All suppliers with a place on the framework have an equal opportunity to tender for work. Suppliers provide services under the framework and not staff, so suppliers would be likely to fall outside of the scope of the framework where they were acting purely as recruitment agencies.</p>
<p>Do you run training for users? We find lots of contractors are frustrated by long skills matrix with often 10-15 questions. We feel this is unnecessary. When they put nice to have questions they become part of the skills matrix too. Again, not sure if the client is aware of this?</p>	<p>We run a regular programme of webinars and workshops and also provide online guidance. We encourage buyers to use best practice when advertising opportunities.</p>

<p>In DOS 3, can you explain the obligations of the buyer with regards to updating the status of a bid, once awarded and providing feedback and analytics to unsuccessful bidders?</p>	<p>Buyers have a legal obligation under the procurement regulations to notify unsuccessful bidders and provide appropriate levels of feedback.</p> <p>This is provided for in regulation 55 of the Public Contract Regulations 2015</p>
<p>Does CCS create the framework or just manage the framework?</p>	<p>Crown Commercial Service created, let, and manages the DOS3 frameworks.</p>
<p>What is the proportion of transaction won with new player / small SME's (not having an experience yet with government)?</p>	<p>83% of the suppliers who have reported business under DOS2 are SMEs (figure correct as of September 2018).</p> <p>We do not ask suppliers to report whether they have previously worked with government so do not have the proportion.</p>
<p>Can you make updates mandatory?</p>	<p>Unfortunately, when we pulled this question from the chat log the context for it was lost, so it isn't clear what kind of updates are being referred to. Could you please submit the question to cloud_digital@crownccommercial.gov.uk and we will respond.</p>

<p>How do you find out about the customer events ?</p>	<p>Any customer events the Digital team are involved in will be covered in our quarterly supplier webinars. The next supplier webinar will be held in January 2019.</p>
<p>Can you use independent contractors to fulfill contracts rather than partner organisations?</p>	<p>You can subcontract for call-offs under the DOS3 framework with the consent of the buyer. If you are not sure whether you can in a specific case you should ask a clarification question of the relevant buyet.</p>
<p>Where are events advertised to engage with customers as I have never seen one I was invited to?</p>	<p>Any customer events the Digital team are involved in will be covered in our quarterly supplier webinars. The next supplier webinar will be held in January 2019.</p> <p>You can also follow Crown Commercial Service on LinkedIn and Twitter for updates more generally.</p> <p>https://twitter.com/gov_procurement</p> <p>http://www.linkedin.com/company/2827044</p>
<p>Do you encourage collaboration between smaller suppliers to bid as a consortia for DoS opportunities? Is there a means of engaging with smaller suppliers who might share interest in partnering?</p>	<p>The mechanism under DOS3 to allow suppliers to work together is through sub-contracting.</p> <p>We are currently looking at ways of enabling supplier collaboration.</p>

<p>The framework states "report on each bid submitted" is required. Can you please clarify this requirement?</p>	<p>The supplier is required to report the information specified in the MI template.</p> <p>Crown Commercial Service reserve the right to include bid information in the MI template in the future, but it is not being at this point..</p>
<p>When do we start submitting reports?</p>	<p>The first MI submission will be in January 2019.</p>
<p>Where can you find Nil return button, and am I right in thinking this needs to be submitted before the 7th of each month?</p>	<p>Due to the simplicity of the new system, we made the decision not to hold dedicated webinars. A portion of the next supplier webinar will cover the new MI collection tool.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcgTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p> <p>Nil returns do need to be submitted by the 7th of each month, starting in January 2019.</p>
<p>Where is the report submission option located in our account?</p>	<p>Due to the simplicity of the new system, we made the decision not to hold dedicated webinars. A portion of the next supplier webinar will cover the new MI collection tool.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcgTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>

<p>Can we promote being a DOS Partner on our own website/linked in etc and how do we get the logos etc?</p>	<p>Suppliers are encouraged to promote the fact that their goods and services are available through a CCS agreement to prospective public sector customers. To request a copy of the supplier marketing toolkit which includes logos and guidance please contact your CCS agreement manager or email supplier@crowcommercial.gov.uk</p>
<p>How and where do we email complaints?</p>	<p>In the first instance contact cloud_digital@crowcommercial.gov.uk</p>
<p>Are there any other costs levied from CCS on suppliers as part of this framework apart from the 1% charge on awarded contracts?</p>	<p>The only charge normally payable by suppliers under the framework is the 1% management fee.</p>
<p>Spend data is reported on the Gov.uk website. Is it purely based on data supplied by suppliers or is it a mix of buyer and supplier data? Is the process for spend data collection/collation published or could it be?</p>	<p>There are various spend reports on the Gov.uk website compiled from various sources.</p> <p>Crown Commercial Service spend data is compiled based on supplier data.</p>

<p>Where is the nil return button you mentioned?</p>	<p>Due to the simplicity of the new system, we made the decision not to hold dedicated webinars. A portion of the next supplier webinar will cover the new MI collection tool.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcqTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>
<p>How do you think the private sector IR35 will affect the framework?</p>	<p>Customers under our framework are public sector customers. It could be that some DOS3 suppliers will be impacted by private sector IR35 if they also do business in the private sector, but that is outside of the scope of this framework.</p>
<p>Number of proposal stages have been almost completely unrelated to the Qualification stage - can you remind buyers to actually mention what they want in the Qualification stage? (CI/CD pipelines have nothing to do with providing a "Social network Login" function to a website)</p>	<p>The published information on the Digital Marketplace opportunity should accurately reflect the work to be done. Certainly our training points buyers in the direction.</p>
<p>Is there an auto reminder function for the MI returns or do you have to do it manually?</p>	<p>Due to the simplicity of the new system, we made the decision not to hold dedicated webinars. A portion of the next supplier webinar will cover the new MI collection tool.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcqTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>

<p>Will you be providing a transcript of the 3 Q&A sessions from all 3 of these "Digital Outcomes and Specialists 3 (DOS3) for Suppliers" webinars?</p>	<p>Yes - it is this document.</p>
<p>I can't seem to locate the slides from today's webinar on the Digital Marketplace. Please can you provide a link via e-mail in order for us to access these?</p>	<p>The slides can be found on the documents tab of the DOS3 webpage.</p>
<p>Do you have a published list of all up and coming webinars and events - if so where can we find it. You mentioned one on competition?</p>	<p>Due to the simplicity of the new system, we made the decision not to hold dedicated webinars. A portion of the next supplier webinar will cover the new MI collection tool.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcqTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>
<p>A proposal stage for Engineering Squads requirement recently - wanted the supplier to provide a "capped T&M" price - yet provided no details on project duration or outcomes needed or even the size/make-up of the squads required - the customer even stated suppliers were to determine the size of the squads - it was scored on total price for 1 year for 2 squads - it was pretty much impossible to price - because simply no detail given from the buyer. Should this be referred to Mystery Shopper?</p>	<p>Ideally, you would initially raise the issue with the buyer via clarification questions and with us via the cloud_digital@crownccommercial.gov.uk email address. This can be the most effective way to affect procurement in flight.</p> <p>You can also raise the matter via the Mystery Shopper which enables you to remain anonymous.</p>

<p>Having submitted a bid as a shortlisted supplier, is it reasonable to request feedback from DOS3 customers if you didn't win?</p>	<p>The DOS3 buying process requires buyers to give feedback to suppliers who are not successful at shortlisting.</p>
<p>What about if I have nothing to declare? That is, a NIL return. Can I use the same MISO website?</p>	<p>Due to the simplicity of the new system, we made the decision not to hold dedicated webinars. A portion of the next supplier webinar will cover the new MI collection tool.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcgTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p> <p>DOS3 will use our new MI submission tool rather than MISO.</p>
<p>Did you say that only suppliers with actual contracts need to fill in this form?</p>	<p>Due to the simplicity of the new system, we made the decision not to hold dedicated webinars. A portion of the next supplier webinar will cover the new MI collection tool.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcgTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p> <p>Suppliers without contracts should submit nil returns.</p>

<p>Where is the marketing material and logos?</p>	<p>Suppliers are encouraged to promote the fact that their goods and services are available through a CCS agreement to prospective public sector customers. To request a copy of the supplier marketing toolkit which includes logos and guidance please contact your CCS agreement manager or email supplier@crownccommercial.gov.uk</p>
<p>Is there a list of successful suppliers from this framework or the last two?</p>	<p>The archived lists are not available from the Digital Marketplace where the lists were held while the frameworks were live.</p> <p>The lists are available on request from cloud_digital@crownccommercial.gov.uk</p>
<p>Just to check are we expected to submit MI monthly even if we have not bid or been contracted?</p>	<p>You would submit a nil return for every month where you neither are awarded a contract under DOS3, not invoice any customers.</p>
<p>Question on Management Levy: Is this applicable only to those opportunities awarded to suppliers or to all suppliers irrespective (so even for Nil submission for MI)?</p>	<p>The Management Levy is 1% of any invoiced amounts under DOS3 - if you have not invoiced in a given month, there will be no levy to pay.</p>

<p>Please can you say the email address that we should contact you on again.</p>	<p>Cloud_digital@crownccommercial.gov.uk</p>
<p>Do I need to submit MI collections also if I get work outside the DOS3 framework? (either pre-market contracts or no Gov contracts altogether)? And, in either event of the above, do I need to submit MI even if it's nil return?</p>	<p>There is no obligation under DOS3 to report work that falls outside of DOS3.</p> <p>You would submit a nil return for each month in which you neither invoice customers for work under DOS3 nor are awarded any contracts under DOS3.</p>
<p>Sometimes the questions do not clearly state evaluation criteria what do we do in this case, reach back to you?....final one from me, at pre-qualification stage do we need to provide specific references in our responses?</p>	<p>Evaluation defaults to the process described under the buyers guidance for DOS - https://www.gov.uk/guidance/how-to-shortlist-digital-outcomes-and-specialists-suppliers#how-to-shortlist-interested-suppliers</p> <p>If you're not sure how a buyer will evaluate something, you should raise a clarification question.</p>
<p>In January when CCS will be holding workshops regarding digital community, can the suppliers attend it? If yes, how can we book for it please?</p>	<p>The Community of Practice for Digital is a buyers forum. Suppliers sometimes come along to present to the group.</p> <p>If there is a presentation you would like to give to the community, please contact cloud_digital@crownccommercial.gov.uk</p>

<p>Have any contracts been awarded through DOS3 yet?</p>	<p>We will not know until supplier MI begins to be submitted in January 2019. However, we have seen a significant number of opportunities published to the Digital Marketplace.</p>
<p>How do we get hold of the slide deck? Will it be emailed to us?</p>	<p>The slide deck is available under the documents tab of the DOS3 webpage: https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm10435</p>
<p>What happens if we miss the deadline for MI submission?</p>	<p>In the first instance we would contact you to find out why the deadline had been missed. If the problem is not resolved this might lead to escalations as described under the framework.</p>
<p>How many suppliers don't actually get any business from the framework?</p>	<p>86.7% of supplier did not win any business under DOS2.</p> <p>This figure is skewed by the 239 DOS suppliers who did not apply to any DOS opportunities.</p> <p>We are actively trying to upskill suppliers to improve the quality of their tender responses.</p>

<p>If we are applying digital specialist role then does it have to be applied via the a the consultant account or can we use the company account on market place to apply for that role?</p>	<p>Suppliers that have been appointed to lot 2, and have self-certified an ability to provide the role for which a customer has advertised an opportunity can respond.</p>
<p>Where do we submit the monthly MI's?</p>	<p>MI for DOS3 will be submitted through our new reporting system.</p> <p>Video guidance on the DOS3 MI template is available here: https://www.youtube.com/watch?v=2jxXcqTj_Hk</p> <p>Suppliers will be emailed about the new MI reporting tool and how to access it.</p>