Digital Outcomes and Specialists 3 (DOS3) supplier webinar 16 May 2019 Q&A

No.	Question	Response
1	Can I ask Jose to define once more "business" that has taken place in the reporting period? Does this include items bid on, or only contracts won?	"Business" refers to contracts the supplier has won during the reporting period. Unsuccessful applications do not need to be reported on the MI submission. Suppliers should be mindful, however, to report a NIL return each month if this is the case.
2	When will DOS3 be closed?	DOS3 is due to expire on 27 September 2019. There will be a cut-off date and time in order to enable the switch over for DOS4 to go live on the Digital Marketplace. At which time, DOS3 will be turned off. Any opportunities published after this date and time will be under DOS4.
3	Will the changes be sent to us so that we can see these in detail?	Changes to DOS4 will be available to view once it opens for applications on the Digital Marketplace in July 2019.
4	Please can you reclarify the change regarding the limit of liability clause.	Clause 34.3 only limits liability to an extent. We are looking to re-draft the clause to limit liability, except where it is expressly unlimited. We may need to consider whether anything else should be included in unlimited liability.
5	Is the scope the same ie Specialists, Outcomes, UR participants and UR facilities?	Yes, the scope or lots for DOS4 will still be the same as DOS3.
6	What will the fees be for DOS 3?	The Management Charge under DOS4 will be the same as is current with DOS3 - ie 1.0% of all Charges for the Services invoiced to Buyers (net of VAT) in each month throughout the duration of the Framework Agreement and thereafter, until the expiry or termination of any Call--Off Contract.
7	Can you please share some suggestions of how to best answer the stage one 100-word answers?	There is guidance on writing evidence on the Digital Marketplace. You can view an example under Section 3. 'Apply for an opportunity' https://www.gov.uk/guidance/how-to-sell-your-digital-outcomes-and-specialists-services
8	Can you show the timetable slide again?	A copy of the slides will be included on the CCS website https://www.crowncommercial.gov.uk/agreements/RM1043.5
9	We have submitted candidates but never had any feedback, how can this be improved?	The guidance is in the process of being updated for better ease-of-use and improved navigation, with clearer instruction. This includes how to provide feedback to suppliers, with clear examples.
10	My company has never won any job before. How do we get started? How do we compete against the big boys?	CCS are actively encouraging awards to SMEs. We recommend suppliers participate in any Pre-tender market engagements under DOS, research organisations and their culture, and attend networking events to improve future applications. Contract awards should be made on how well a company's responses meet the essential skill criteria of a requirement at stage 1 and the technical competence, cultural fit and price of the proposed solution at stage 2.
11	So, am I right to understand that as a potential supplier to a DOS tender on the digital marketplace, I can contact the buyer while the tender is still open?	You can ask questions via the Digital Marketplace while an opportunity is live. Once an opportunity is closed, you may not contact the buyer.
12	What are the changes as a result of CCS taking over ownership of the Digital Marketplace from GDS?	CCS will now be in a position to determine priorities for change/development of the Digital Marketplace and apply for the necessary resource to achieve this. Going forward, CCS will be better placed to respond to buyer and supplier needs.
13	We are currently on DOS 3. Do we have to apply to DOS4 to still be a registered DOS supplier? Also, do we have to go through the exact same application process?	Yes - when the new framework becomes available, all suppliers must go through the application process again if they wish to be considered.
14	Has there been a move towards encouraging buyers towards on-site working rather than remote? - we've noticed these now comprise over 90% of the opportunities we receive, as an SME of only 6 employees outside of major centres we feel disadvantaged by this as there are many jobs we could do but would not be able to relocate to do	Buyers are able to specify how the delivery of a service is completed. Unfortunately, we cannot challenge buyers on asking for on-site staff to complete work. DOS is an Agile product and changes/alterations may arise from installation/ setting up; this may be the reasoning behind requesting contracts are carried out on site.

15	Are IT disposal services part of any technology Framework (digital or phyiscal) to encourage the circular economy?	The Technical Services 2 framework, Lot 3a, provides for disposal services - https://www.crowncommercial.gov.uk/agreements/rm3804
16	What is the rational behind the 100 word limitation?	The shortliting stage is intended to differentiate between a supplier who can meet the needs of the buyer and one who cannot. The word limitation encourages buyers to define their criteria as clear and concise as possible, allowing suppliers to respond effectively, ensuring they are not over-burdened when responding to opportunities. This also allows for buyers to easily shortlist applications.
17	Will there be a more detailed webinar to show suppliers how to navigate around the new CCS website for submission?	There will be webinars throughout the process
18	What's the difference between DOS3 and GCloud?	G-Cloud is for off-the-shelf, commodity, cloud based systems and services. DOS is for the build and support of bespoke digital services (i.e. software development).
19	How long is the application process for DOS4 for current suppliers on DOS3 and when will applications open?	The provisional timetable for DOS4 is applications open 8 July and applications close 15 August. The timescale applies to all new and existing DOS3 suppliers.
20	Can buyers be encouraged to get back to suppliers to say the result of the tender and who was actually awarded the contract? - we have over 50% in our applied for list which are still 'submitted' even though we have not been successful	All buyers are asked to provide feedback to all applicants. There may be delays in providing feedback, where there are delays to start dates. If you do experience any delays, please contact CCS and we will request buyers to provide feedback to all suppliers. CCS are requesting that buyers update the Digital Marketplace with award details of closed opportunities.
21	How long will DOS 4 be valid for (eg 1 year / 2 years)? Could the release of DOS4 be impacted by Brexit in any way?	DOS4 will be advertised in the Official Journal of the European Union (OJEU) for an initial 12 month duration (with an option to extend). It is unlikely there will be any impact of Brexit on the release of DOS4.
22	Reporting - will we receive the reminder email from CSS to report business activities going forward?	Suppliers will receive an email notification if they have not submitted their monthly MI returns. When logged in to Report MI, suppliers can now make a Nil return by simply clicking the nil return button.
23	A lot of DOS tenders are for resources - should and will these requests go into RM6160 Non Clinical Temporary and Fixed term staff instead?	Digital Specialists, Lot 2 is for the provision of an outcome based solution as a service, not interim labour. Buyers should only use the Digital Outcomes and Specialists framework to find a specialist to deliver a set outcome with defined deliverables and timescales on a service, programme or project, and for workers who meet the rules for working off-payroll ('outside IR35'). For contingent workers, buyers can use other suitable frameworks within the People pillar category https://www.crowncommercial.gov.uk/agreements/pillar/people
24	We can apply for any new opportunities using DOS3 until DOS 3 ends (27-Sep-19). Is this correct ?	Yes - that is correct. Note: any oportunities which have been responded to before the DOS3 expiry date, but where the Call-Off Contract has not been signed, will need to be republished by the Buyer under DOS4 (subject to any framework extension dates by CCS).
25	how does DOS3 spend compare to TS2 (is spend data for both published anywhere?)	Spend data is available and published on the websites. For the Digital Marketplace (DOS3) you can view the dashboard from the page https://www.gov.uk/government/collections/digital-marketplace-sales For Technical Services 2 you can download the data from https://www.crowncommercial.gov.uk/agreements/RM3804 > Documents > RM3804-Reporting pack ... For the period 2018/19 Digital Outcomes & Specialists spend was approx. £650M compared with Technical Services spend of £50M
26	Can you try and address some question which relate to Ed's presentation and winning more business on the framework please.	The transcript of Ed's presentation will be provided in the updated slide deck available on the website https://www.crowncommercial.gov.uk/agreements/RM1043.5 and his answers to specific questions will also be provided here.
27	What is the best way to engage with CCS with questions on frameworks?	You can either contact us via the customer service desk email info@crowncommercial.gov.uk or by telephone on 0345 410 2222

28	Are CCS keen to know if suppliers think that an opportunity may be unfair? Specifically writing opporutnities that only suit one supplier. If so, how should we report this?	We are always keen to understand where buyer opportunities may be improved to ensure the best outcomes. You may contact us on info@crowncommercial.gov.uk or 0345 410 2222; or alternatively contact the Public Procurement Review Service (PPRS) if you have a confirmed dispute with a buyer - publicprocurementreview@cabinetoffice.gov.uk
29	I missed something at the begining of the call where you mentioned all suppliers should have agreed/signed _____ by now. What is that we need to have signed?	You should have signed the DOS3 Framework Agreement
30	Can we get more transparency from clients on the scoring and ranking process for submissions. Presently it is very hidden.	Buyers should be using the recommended scoring system on Digital Marketplace. This is available for suppliers to read on the website.
31	Sorry, maybe I missed answer for my question but I want to ask question about DOS responses. We submit lots of responses for it but I still can understood how responses scored. What should be included to my response to be scored max mark - 3 point (Exceeded)?	Be clear and concise. Make an effort to research the organisation and steer your responses to the specific requirement. Some guidance is available on the Digital Marketplace https://www.gov.uk/guidance/how-to-sell-your-digital-outcomes-and-specialists-services
32	Can we consider limiting the number of questions a client asks. We often find clients can ask 10+ essential questions which at 100 words each is a considerable repsonse	The Digital Marketplace allows for a maximum of 20 technical competence criteria to be specified under each of the 3 areas for essential skills; nice-to-have skills and proposal criteria. This allows for very complex customer requirements where this is necessary, and buyers should use these appropriately.
33	Will CCS be considering increasing the 100 word count limiit for DOS stage 1 responses?	This is something that is currently being reviewed. We are not able to confirm at this stage if this will be a new feature or timescales for implementation. Any changes will be advised to suppliers on the Digital Marketplace.
34	So disposal is not part of DOS4?	That is correct. The Technical Services 2 framework under Lot 3a provides for disposal services - https://www.crowncommercial.gov.uk/agreements/rm3804
35	I can't find my way to the application form/section that Jose refers to. Where can I find that?	Applications to DOS4 will open once the application has been posted to the website in July and will be made available under your Digital Marketplace login.

Questions asked of Ed Duval, Business Manager, Triad (supplier on the Digital Marketplace)

36	Question directed to Ed (Triad) - How many people do Triad employ please?	We have 60 FTE's
37	Question directed to Ed (Triad) - The question was for Triad. I would also like to understand how they introduce themselves to clients given the constraints of GDPR.	I'm led to understand that Business related e-mails are treated sighlty differently to Private email addresses. Also, most of the people we work with are Public Servants and their information is in the public domain. Lastly, when contacting them via (for example) LinkedIn, their T&C's usually have a notice to say any 3rd parties might have access to contact data, once contact is made.
38	Question directed to Ed (Triad) - you say introduce yourself to the clients but the majority of DOS3 specialist roles do not provide a mechanism for any pre-engagement. Do you mean separately to the framework?	Yes, we always look to try and do some pre-market enagegment.
39	Question directed to Ed (Triad) - do you have different top tips for Specialist roles v Outcomes?	They are really two different approaches as one is about the business and the other an individual. In either case read the question and then read it again and answer every part of the question. Keep answer tight and relevant.
40	Question directed to Ed (Triad) - Could Ed share any areas for improvement with the DOS submission process?	More than 100 words would be beneficial, a free text box on submission giving the chance to write a relevant business BIO of around 500 words, would also be good.
41	Question directed to Ed (Triad) - Please can you share some suggestions of how to best answer the stage one 100-word answers?	Read the question throroughly, sometimes it has two parts to it. Use one example, follow the instructions, that's how assessors will usually critique them.
42	Question directed to Ed (Triad) - Any advice from Ed on responding to the 100 word skills and experience evidence?	Read the question throroughly, sometimes it has two parts to it. Use one example, follow the instructions, that's how assessors will usually critique them.
43	Question directed to Ed (Triad) - Will Ed be sharing his insights in slide form?	The transcript of Ed's presentation will be provided in the updated slide deck available on the website https://www.crowncommercial.gov.uk/agreements/RM1043.5
44	Question directed to Ed (Triad) - What would you recommend as the best way to get in touch with purchasers outside of the procurement itself? Is that via TechUK and other events?	As mentioned, attend events, contact purchasers via LinkedIN, Twitter, go onto Gov.UK and search for contacts within departents that may be relevant.
45	Question directed to Ed (Triad) - Will we get transcripts i.e. Ed Duval's bit?	The transcript of Ed's presentation will be provided in the updated slide deck available on the website https://www.crowncommercial.gov.uk/agreements/RM1043.5
46	Question directed to Ed (Triad) - Aside from the professional bid-writers you use, how many people are typically involved in the bid writing process?	Anywhere from 2 - 5 depending on the size of the bid.
47	Question directed to Ed (Triad) - Are DOS responses still going to be limited to 100 words on Digital Marketplace? This presents a challenge in articulating enough information in a response	That's for CCS to decide
48	Question directed to Ed (Triad) - how long did it take before they won first bid in terms of number of attempts?	This was sometime ago, but from memory this was around 4 or 5 bids.
49	Question directed to Ed (Triad) - In general terms, how do bid writers make a difference.	They sharpen up the words, question the relevance of the detail in the answer and can usually be "ex" assessor themselves, so they know what people look for in an answer. Generally they work as a critical friend.
50	Question directed to Ed (Triad) - Ball Park and without revealing exact numbers, how much do bid writers cost?	Depends on enagagement but around £300 for a half days work.
51	Question directed to Ed (Triad) - Does Ed use bid writers for all his submissions?	Not external ones, we have our Consultants do that, but if it's a big opportunity, we'll look to get outside assistance.
52	Question directed to Ed (Triad) - Is it better to use different case studies for each 100 word answer within a single tender or can you use repeted case studies?	You can repeat, but demonstrating depth of experience, will always put you in better stead.
53	Question directed to Ed (Triad) - Do you have any advice on key components that make a good cultural fit reponse when bidding for work with a new customer that you haven't worked with before?	Sorry no, each client will have an individual demand but always read the cultural fit on a DOS requiemen and you should see a pattern start to form.

54	Question directed to Ed (Triad) - Ed, any top tips for getting feedback on failed applications as often its just radio silence from the client.	Use the Cabinet Office Public Procurement Review Service (previously known as Mystery Shopper) channel, they are good and usually come up trumps.
55	Question directed to Ed (Triad) - When answering the evidence questions on a DOS outcome, if you cannot answer the "nice to have" evidence questions is there any point in applying at all?	It depends how many you can't answer, but with so many suppliers applying, the chances of another supplier having all the nice to have's is probably going to be high, so be realistic with yoursleves.