Digital Outcomes and Specialists 4 (DOS 4) Supplier Onboarding Webinar

3, 4, 7 & 11 October 2019

No.	Question	Answer
1	Will we be able to get a copy of the slides after the webinar?	A copy of the presentation will be made available on our website (under Documents https://www.crowncommercial.gov.uk/agreements/RM1043.6), together with a transcript of all Q&A's following the final onboarding webinar Fri 11 Oct 2019.
2	If the current supplier has SC clearance would it be possible for this to be held by yourself	No. Security clearance can be requested by buyers on their published opportunity and will need to be submitted to them directly as per their instruction.
3	Framework duration - can we write a contract that goes beyond the framework duration, or does any agreement we write under DOS 4 end at the end of the framework term?	Yes. The Call-Off Contract duration can go beyond the DOS 4 framework expiration as long as its is signed and awarded on or before its expiry date.
4	Typically in Government Tenders, organisations give a budget range. From the current 2 opportunities, we could not find. Should we be asking questions via the market place around this?	Budget range is an optional field when buyers create their requirements. However, for Lot 2 Digital Specialists, buyers can only exclude suppliers who have gone over the maximum day rate if they pubslihed it on their opportunity.
5	We will be working with GDS on doing a user research or discovery to look into possibly increasing word limits in supplier responses at shortlisting stage and the impact that may result to both buyers and suppliers.	We will be working with GDS (Government Digital Service) on doing a user research or discovery to look into possibly increasing word limits in supplier responses at shortlisting stage and the impact tht may result to both buyers and suppliers.
6	If we need to 'highlight' a word (for accentuating importance), because the reply is not rich text friendly, we are unable to do that. Any suggestions for this!	Unfortunately, the platform does not have that functionality as of yet.
7	Can you extend your participation on the DOS framework beyond the 12 months plus 12 months?	No. Suppliers have to apply again to be awarded a place on the next iteration that will be replacing DOS 4 before its expiration.
8	3475 Suppliers are only for within DOS 4 ? or is 3475 the total number of suppliers across all the 6 previous streams!	Yes, 3,475 suppliers were awarded to DOS 4 alone across all its 4 lots.
9	Am I right in saying this framework is only an individual contract, a team to achieve an outcome and not a single permanent member of staff?	Yes, the call-off contract will be for a team (under Lot 1) or an individual specialist (under Lot 2) that will deliver on specified outcome, pieces of work or deliverables.
10	You mention that if suppliers are successful at shortlisting stage, you would expect suppliers to bid. It is common to receive a lot more information after the shortlisting stage, this may lead to a supplier neediing to qualify out. If it now an expectation that supplier won't qualify out after shortlisting, will work be done to encourage buyers to give as much detail as possible (including project outputs so far) up front?	We encourage buyers to provide as much information in their published requirements. In some instances where the information are confidential, they can also issue a Non-Disclosure Agreement with suppliers before they are released to them. We also increased the word limits on these three fields on the buyer requirements: - Why the work is being done - Problem to be solved - Who are the users and what do they want to do
11	Can DOS 4 sellers apply for existing DOS 3 submissions that have not closed?	No. Only those DOS 4 suppliers who were also on DOS 3 can apply to open opportunities published before 1st October 2019.
12	In DOS3 there has only been one week to ask questions, slide 21 suggests that this will now be 2 weeks. Is this correct?	No, this has not changed in DOS 4. Said slide refers to Outcomes opportunities being open for 2 weeks and Specialists opportunities being open for 1 week or 2 weeks at the discretion of the buyer.
13	Has work been done to create a consistent way of assessing cultural fit in the suppliers response? This hasn't previously been included in the proposal template.	Guidance information to buyers about cultural fit and the other evaluation criteria can be found on https://www.gov.uk/guidance/how-to-set-your-evaluation-criteria-when-buying-digital-outcomes-and-specialists-services#what-youll-evaluate-on
14	Has any work been done to encourage buyers to provide better feedback on both the shortlisting and proposal stages of DOS 4?	Yes, we improved the guidance information on providing feedback in DOS 4.

15	Is it possible to push back to buyers that they should inform all bidders who submit if they have been shortlisted, or not.Rather than total silence until the bidder has to assume they where not selected when the timetable expires.	Yes, this responsibility of providing feedback to suppliers at both shortlisting and evaluation stages is provided in the DOS 4 framework agreement. This is also included within the buyers' guide. https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#give-feedback-to-suppliers-who-are-not-shortlisted https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#award-a-contract-and-give-feedback-to-unsuccessful-suppliers
16	How do we get in touch with CCS to organise a joint case study? How does the case study get chosen? What is the process to agree and prepare the case study?	You can contact us on cloud_digital@crowncommercial.gov.uk so we can work with you to develop your case study. This will have to be approved by the concerned buyer and our team before it can be added to our website and used in our customer communications. You can also use them in your marketing activity.
17	When I tried to apply for an opportunity, I received the following message ' You can't apply for this opportunity because you're not a Digital outcomes and specialist 3 supplier'.I thought 3 Supplier has now been replaced by 4Suppliers?	Open opportunities published before 1st October 2019 can only be applied for by DOS 3 suppliers. On the other hand, open opportunities published on and after 1st October 2019 can only be applied for by DOS 4 suppliers.
18	On supplier relationship management - could customers always give feedback (like score achieved as a minimum) following an unsuccessful bid so that suppliers can learn where they need to improve their bids?	Yes, this responsibility of providing feedback to suppliers at both shortlisting and evaluation stages is provided in the DOS 4 framework agreement. This is also included within the buyers' guide. https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#give-feedback-to-suppliers-who-are-not-shortlisted https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#award-a-contract-and-give-feedback-to-unsuccessful-suppliers
19	Is it possible for a buyer to shortlist 1 supplier?	Yes and this will be at the discretion of the buyer. The shortlisted supplier will still have to be evaluated and the buyer can still decide whether or not to award the contract.
20	Is it possible to delegate to another colleague to submit a "no business" on the Report MI in my absense?	Yes, if your other colleague can log in to your company's Report MI account and has the authority to do so on behalf of your company.
21	How do we submit MI reports before REPORT MI comes on line - is this emailed?	No. We will be in touch with further detail when you are due to start submitting your MI reports on Report MI.
22	What is the difference between DOS 3 and DOS 4?	The following are the key differences: - Inclusion of Modern Slavery Act compliance in Supplier Declaration - Inclusion of Corporate Social Responsibility - Aligned Intellectual Property Rights and Liability clauses to PSC terms - Transposed Confidentiality clauses
23	Is there a particular day of each month that the MI reports need to be submitted on? Will email reminders be sent?	Due date for submission of MI reports on Report MI is every 5th working day of the month. Email reminders will be sent.
24	After how many days will the supplier get paid once the invoice is raised. Will the payments be processed by you or customer ?	As per Clause 8.1 of the DOS 4 Call-Off Contract, the Buyer will pay the Supplier within 30 days of receipt of an Electronic Invoice. Payments will be processed by the buyer.
25	What's a variation framework?	Variation refers to any changes on the provisions of the DOS 4 Framework Agreement that CCS wishes to do.
26	Where can we find a copy of the Supplier Marketing Toolkit?	A copy of the Supplier Marketing Toolkit is available on the framework web page under Documents https://www.crowncommercial.gov.uk/agreements/RM1043.6
27	Do all new opportunities get emailed daily?	Notifications on a list of newly published opportunities are sent to all subscribed active users in Digital Marketplace supplier accounts.
28	Question - are we able to set up alerts to email us opportunities of interest	No - this is not current functionality on the Digital Marketplace. Your registered Contributor account(s) will receive an email notification each morning (by 9am) of all new opportunities posted the previous day.
29	Slide 36 said 'Log in regularly' but isn't it easier to get emails sent to you notifying you of opportunities?	Logging in regularly will give you the opportunity to review your contacts and ensure that they are kept up-to-date; as well as viewing any official communications from the Digital Marketplace and historical opportunities. The last login date/time will also give CCS an indication as to whether you are a 'passive' supplier or not - which is grounds for suspension from the framework (ref Clause 9.6).
30	Can we submit against an opprtunity that was published prior to Oct 1st that is still open on the framework?	Only suppliers that were registered on DOS3 will be able to apply to opportunities that were created before 01 Oct and are still open.

31	Searching for supplier on CCS website links to this page https://www.digitalmarketplace.service.gov.uk/g-cloud/suppliers for G-cloud/DOS , but the URL seems to indicate this is just G-cloud suppliers. Is there a publicly viewable list of DOS suppliers?	The list of DOS 4 suppliers can be downloaded as csv according to lots on the following pages when buyers create their requirements: Digital Outcomes - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/digital-outcomes Digital Specialists - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/digital-specialists User Research Studios - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/user-research-studios User Research Participants - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/user-research-participants
32	Can you clarify if you can add new services to DOS 4?	You can change these service details: - team capabilities - locations where your team or specialist is available to work - specialist roles you offer - maximum and minimum price you charge - user research studio details - recruitment approach and participant location You cannot add services to new categories ('lots') which you were not awarded to.
33	You mentioned marketing. Will we have a chance to have our company showcased through Crown Commercial Service on social media?	Yes, through case studies that we can jointly develop.
34	When can we start applying for opportunities?	As soon as you have signed your Framework Agreement and posted it on your Digital Marketplace account you will be able to apply to new opportunities published as from 01 Oct 2019.
35	Are all public sector opportunities on the DM exclusively?	No. Central government departments (eg Home Office; Ministry of Justice; etc) have central spend controls and are mandated to use CCS frameworks but the wider public sector customers (Health; Local Authorities; etc) have freedom to choose whatever procurement routes they wish. Only those digital requirements will be published on the Digital Marketplace - CCS offers many other frameworks for different areas of spend.
36	What happens when there is a question that needs to be asked of the supplier due to incomplete or confusing requirements? How is this handled?	The buyer will directly contact the supplier in such instances. This will be done outside of the Digital Marketplace.
37	Clause 9.27 of framework agreement says we must get permission before making press release / announcements on our website of being awarded DOS 4. Jose stated we can use logo and there is a marketing toolkit - do we need to ask permission?	You can use the CCS supplier logo without prior permission required as long as you follow the the brand guidelines. https://www.gov.uk/guidance/how-to-talk-about-being-a-supplier-on-the-digital-marketplace#what-you-need-approval-for
38	When will we receive a contact within CCS; framework Manager or some such?	You can contact us on cloud_digital@crowncommercial.gov.uk and anyone from our team can support you with your queries.
39	Will we be alerted of new opportunities via email?	Yes, notifications about new opportunities will be sent daily to active users unless they have unsubscribed.
40	Non-UK based companies could apply to both International (outside the UK) and Off-site opportunities, correct?	Yes. If their staff are to be required to work on-site, the supplier will be responsible for ensuring that they can legally work in the UK.
41	Real difference between Outcome and Specialists? I mean if they have a need of 2 people also they come under Outcome or Specialists?	Outcome requirements will be delivered by a team of specialists whilst Specialist requirements will be delievered by an individual specialist.
42	When applying to an opportunity, when limited resources in our UK-based office are available, can we bring in resources from EU or involve 1-2 people based on UK on a contract basis?	Yes, your staff can be either: - your employees - your subcontractors' employees - contractors employed by you

43	On several occasions we have had purchasers refuse to give feedback greater than "you scored this total and the leading supplier scored this" - this is really not very useful in helping us understand what we did well and where we weren't so good! Is there any way we can mandate better feedback from purchasers please?	The guidance on providing feedback is improved. We also provide best practice advice to buyers about providing feedback during webinars and workshps that we hold with them.
44	For Lot 2, at which stage would you provide individual specialists to the process? Would this be part of the bid stage or after?	This would be at the evaluation stage.
45	We found a report "digital outcome specialist - spend" -- is it possible to also know how many #applicants per outcome	You can see the number of completed applications on the published opportunity page itself.
46	How do we submit our marketing packs within the Digital Marketplace portal? Happy to answer this generally off-line	You cannot submit any marketing collaterals on the Digital Marketplace.
47	If successful within digital specialists, management charge is 1%, what are terms of payment? if contract duration is 6 months, do we get paid 6 months in advance? what are the payment terms? management charge is payable in 30 days...	Management charge is invoiced by CCS based on your submitted invoiced spend for the month from your MI report.
48	What is the split of suppliers for each of the 4 lots?	Lot 1 Digital Outcomes - 2,929 suppliers Lot 2 Digital Specialists - 2,999 suppliers Lot 3 User Research Studios - 143 suppliers Lot 4 User Research Participants - 381 suppliers
49	Is any tendering required in order to be shortlisted or is it only when shortlisted?	Only shortlisted suppliers will be asked to tender or submit their proposal or work history.
50	Can you confirm that any opportunities created after 1st October will only be advertised on DOS 4.No new opportunities will be published under DOS 3; only existing opportunities?	All opportunities published on or after 1st October 2019 are under DOS 4. Open opportunities published before 1st October 2019 were under DOS 3.
51	How can suppliers market their capability to potential clients and how can they publish acknowledgement that they are on the DOS 4 publicly through press releases and PR social media etc?	You can read this on the Supplier Marketing Toolkit which you can download from the DOS 4 website under 'Documents'. https://www.crowncommercial.gov.uk/agreements/RM1043.6
52	What is the difference between in being a Digital Outcomes and Specialists 3 supplier and Digital Outcomes and Specialists 4 supplier?	Suppliers can only apply to opportunities published under the framework they were awarded to. Thus, DOS 4 suppliers can only apply to opportunities published on or after 1st October 2019 whilst DOS 3 suppliers can still apply to open opportunities published before 1st October 2019.
53	Can you extend your scope to become a Digital Outcomes and Specialists 3 supplier? Thirdly, what is the process for going to security clearance?	No, application to DOS 3 is already closed. Its expiration was extended to 27 January 2020 merely to allow ongoing DOS 3 procurements to be completed and awarded. Your can read the process for getting security clearance on https://www.gov.uk/guidance/security-vetting-and-clearance.
54	Are suppliers alerted when an opportunity is raised on the web site by a buyer?	Yes. Your registered Contributor account(s) will receive an email notification each morning (by 9am) of all new opportunities posted the previous day.
55	If you are selected as the winning bidder after the competition, are you obliged to accept the contract?	You will not be forced to accept the contract but be mindful of Clause 5.2.1 of the DOS 4 Framework Agreement where a supplier can be considered to have committed misconduct if they tried to renegotiate terms following award of a Call-Off Contract.
56	You mention that there is no direct award. What happens if there is only one supplier that meets the minimum criteria or that responds?	The buyer will still have to evaluate the lone applicant to decide if they can be awarded the contract. They don't have to award the contract if they don't find the lone supplier to be suitable.
57	Are the MEAT criteria published in advance?	Yes, the technical competence, cultural fit and price criteria and their weighting are published on the opportunity.
58	Please explain how value for money is determined wrto MEAT?	Value for money is taken into consideration when suppliers are evaluated against quality (technical competenmce and cultural fit) and cost (price) criteria.

59	Are there any maximum margins in place on this framework as there were in RM3733 Technology Products 2?	None
60	If there is only one supplier that can undertake the spec, is there a requirement to do further competition?	Yes, even if there is only one supplier who applied at shortlisting, their proposal will still have to be evaluated.
61	Are the buyers mandated to provide scoring feedback at shortlisting stage?	Yes, buyers have to provide feedback at both shortlistingand evaluation stages.
62	What are the DOS Teams plans to ensure every opportunity published on the Specialist Framework is closed down correctly - either awarded, cancelled or withdrawn and not just left?	We have actually been contacting buyers with closed opportunities to remind them about updating their status on the Digital Marketplace.
63	We have a long term contract with a customer providing a fully automated processing platform based on our Intelligent Automation platform - They act as a reference client for us. Can we use this case to promote our capability on DOS 4?	Yes, you can contact us to develop a case study for that project. Once this is approved by the buyer and us, you can use it for marketing purposes.
64	As a business we use a mixture of perm, sub-contractors and technology business partners to deliver digital solutions. Is there any restriction (for example) if we were to leverage one of our technology partners in Poland, France or Canada as long as we meet the onsite/off-site requirements?	No, if you can deliver the services through such arrangement. However, you are responsible for ensuring that your staff can legally work in the UK if they are required to work onsite.
65	Is there a possibility to recommend ideas/innovation from SME acceptable?....I feel alone in digital world...as focused into development.	Yes, you can contact our team with your ideas and suggestions to improve the framework. You can also go through the Small Business Crown Representative, Martin Traynor by emailing marketsandsuppliers@cabinetoffice.gov.uk.

https://www.gov.uk/government/publications/strategic-suppliers |
| 66 | In MI there is G Cloud and RM3810 Quality Assurance and Testing for IT Systems . I would like to understand what is the second framework? Is it part of DOS 4? | QAT is not part of DOS 4. It comprises 8 lots covering common QAT scenarios and services, such as specialists and consultancy. Its next iteration QAT 2 will be a Dynamic Purchasing System (DPS) and is planned to go live in December 2019.

https://www.crowncommercial.gov.uk/agreements/rm3810 |
| 67 | You mention that you will review our performance with clients, but is there a mechanism for a supplier to report or discuss a problem client with you? What support is there for a supplier if they end up having problems with a client? | Clause 22 Managing disputes of the Call-Off Contract provides for the mechanism to settle disputes between the buyer and supplier. However, you can also raise your concerns with any buyers to our team. In addition, the Public Procurement Review Service provides a route for suppliers to raise concerns about public procurement practice.

https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit |
| 68 | You mention MEAT suggesting economics only, what about technology and culture fit? | MEAT is based on technical competence, cultural fit and price criteria. |
| 69 | I have not received an invite to the report MI portal - where do I find this please? | You will receive an email when you will be set up on Report MI system and when MI collection will start. |
| 70 | Will suppliers get notified when we need to submit an MI? | All MI contacts of suppliers get a notification on 1st of each month.

If you don't complete your submission, you will then get a chaser email the day after the due date, and another one a week after that if necessary.

These are all automated.

So it's possible there will also be further correspondence from us or our MI Team, ad hoc. |
| 71 | Do suppliers get prompted to complete an MI return each month? | Yes, you will receive a reminder. |
| 72 | Will there be a recording of this webinar afterwards since I missed the 1st 10 mins? | No, but the sliodes deck will be uploaded on the DOS 4 website. |

73	Can you please advise how many suppliers are on LOT 2?	There are 2,999 suppliers awarded to Lot 2.
74	Can you encourage buyers to set a realistic number of suppliers to shortlist? Have been bidding on a few opportunities where the buyer shortlisted 3 bidders from a field of ~40 which makes it more of a lottery to get shortlisted	The minimum number of suppliers to be shortlisted is 3 but we usually advise for best practice to shortlist 5 to 7 suppliers depending on the complexity of their requirements and capacity of their evaluating panel to assess responses.
75	When in the month are MI due?	Submission of MI report is every 5th working day of the month.
76	How accurate is the start date when vacancies are posted?	Usually, start date is adhered strictly by buyers although there may be instances that delays are incurred in the evaluation process which then affect the start date.
77	Do you have examples of what good looks like for bid applications with regards to layout, level of detail etc?	You can find some guidance about this on https://www.gov.uk/guidance/how-to-sell-your-digital-outcomes-and-specialists-services#writing-evidence. Advice Cloud also gave a short presentation on this at a techUK event that we attended in June 2019. We'll contact them and see if they are happy to share their slides with the DOS 4 suppliers.
78	Will it be possible to download the slide deck?	The slide deck and Q&A transcript from the 4 webinars will be uploaded on the DOS 4 website.
79	Whilst on Digital Marketplace looking for opportunities can you set pre set alerts according to your skillset as a supplier?	No, the notification will contain all newly published opportunities from the previous day.
80	Will you be able to email the slide deck?	No, but the slide deck and Q&A transcript from the 4 webinars will be uploaded on the DOS 4 website.
81	Are opportunities on the marketplace restricted to DOS3 / DOS 4 suppliers? I have tried to apply for something and website states not a DOS3 supplier.	Suppliers can only apply to opportunities published under the framework they were awarded to. Thus, DOS 4 suppliers can only apply to opportunities published on or after 1st October 2019 whilst DOS 3 suppliers can still apply to open opportunities published before 1st October 2019.
82	You mentioned interim staff. Does this mean for all the Digital specialist roles, the resource have to be full time employee of said supplier?	Your staff can be either: - your employees - your subcontractors' employees - contractors employed by you
83	What's the max framework value?	The total framework value is £1,570,000,000.
84	How do you filter for DOS 4 opportunities only from the search functionality?	All opportunities published on or after 1 October 2019 are under DOS 4.
85	As a digital specialist (lot2) only , if i develop a digital outcome can i add it to the digital outcomes (lot 1) and bid for Outcome opportunities?	No, you cannot add services in Lot 1 Digital Outcomes if you were only awarded to Lot 2 Digital Specialists.
86	I heard it was mentioned three evaluation points. Technical competencies, cultural fit but I think I missed the third point?	The third criteria is price.
87	Is the 1% invoice per contract or per total revenue? Assume no invoice will be riased if no contract has been awarded.	Management charge of 1% is invoiced against the invoiced charges in the call-off contract.
88	How soon will we see buyers requesting their needs on DOS 4?	There were already opportunities published under DOS 4 from 1 October 2019.
89	Can a supplier use the joint marketing toolkit even if no contract has been awarded to that supplier?	Yes
90	If there isn't any difference between DOS 3 and DOS 4 platform , why the need to reopen application year on year?	To enable new suppliers to apply and be awarded a place on the framework.
91	I am one of those SMEs and noticed a lot of the buyers seem to be MOD,im trying to get access to Local authorites and NHS organsation.Do they advertise on DOS 4?	Yes, DOS 4 can be used by those in the wider public sector which includes local authorities and NHS Trusts.
92	Can we filter for DOS 4 opportunities on Digital Marketplace?	Yes, you can filter by lot, open/closed opportunities and location.
93	Should we have access to Report MI already? If not what should we do?	Not yet. You will receive a notification when you will be set up on Report MI system and when MI collection will start.
94	What is the process of adding new service capability as a Digital Outcome supplier?	You can request to add a new capability by completing this Google Form https://docs.google.com/forms/d/e/1FAIpQLSfj3SKuuxTPK_bJbMMGVn7F9OeZm7IqT8KmYDcSHbMBG0xBDQ/viewform

95	Do you know how security clearance works with offshore delivery teams?	Please refer to this guidance on security clearance https://www.gov.uk/guidance/security-vetting-and-clearance
96	We have seen it as a required skills to be DV cleared and in the questions clarified that they will not sponsor. Is there a check on the buyers on this?	Only in cases where there are very short timescales to starting a project would a customer be allowed to specify this as an essential requirement. Under normal circumstances the buyer should be willing to sponsor the successful supplier if they do not have the required security clearance at time of award.
97	Can I rename/change my business detils to a new one?	You may contact us at any time if you require a change in your trading name or if the change requires a formal contract novation with changes in your registered company details. Email cloud_digital@crowncommercial.gov.uk with the details and we can progress with you.
98	What is the link to download this presentation?	A copy of the presentation will be made available on our website (under Documents https://www.crowncommercial.gov.uk/agreements/RM1043.6), together with a transcript of all Q&A's following the final onboarding webinar Fri 11 Oct 2019.
99	As a small supplier, are buyers more likely to go with larger suppliers? If so, what are you doing to support micro suppliers?	No. Buyers advertise their requirements and all suppliers have equal access to information and the opportunity to bid. Buyers will be looking at the suppliers capability to deliver digital outcomes - so it is the quality of your bid response and skills and experience which will determine whether you are shortlisted or awarded a contract. All suppliers are treated equally.
100	How many suppliers, if any have been removed from the framework?	As of 16/10/2019, we have suspended 180 suppliers for not returning their signed Framework Agreement.
101	Is there an information I can send to my marketing department to increase our presence in Public sector process please?	You can use the Supplier Marketing Toolkit to help you in promoting your services. You can download this from the DOS 4 website https://www.crowncommercial.gov.uk/agreements/RM1043.6.
102	How many suppliers are there on LOT 2?	Lot 2 Digital Specialists - 2,999 suppliers
103	DOS 4 is similar as 'Technology 4 ' Framework?	No.
104	Of those 3475 suppliers, how many were awarded a contract in DOS 3?	In DOS 3, 216 suppliers were so far awarded contracts. You can check the successful suppliers by looking at the Digital Marketplace sales web page on https://www.gov.uk/government/collections/digital-marketplace-sales.
105	Can you send the link/attachment for M1 report?	The url to access the Report MI portal is here https://www.reportmi.crowncommercial.gov.uk/
106	Can Local Authorities use the service?	Yes - they form part of the Wider Public Sector and have choice to use CCS frameworks or not.
107	What is the #tag for social media?	We normally use these tags in social media: #DOS 4 #DOS #DigitalMarketplace #procurement.
108	Is it mandatory for Customers to provide a budget?	It is not a mandatory field on the Digital Marketplace but buyers are encouraged to do this. Suppliers can always ask a clarification question if this is not provided.
109	Is there a deadline for buyers to answer questions by? E.g. 5 days before closing of the competition.	Buyers are obliged to respond one day before the opportunity closing date.
110	If you have not applied for any contracts and you are not working on contracts, do you still need to submit MI?	All suppliers on the framework will be required to submit a monthly MI report - including a 'no business' submission if no invoices have been submitted for the previous month.
111	The Management Charge - is that a 1% charge to the buyers or suppliers?	This is a 1% charge on the supplier (not the buyer).
112	Are there any set guidelines for agencies to use when sharing the news they are now able to supply on the digital marketplace?Any logos, terminology etc	You can refer to the brand guidelines here https://www.gov.uk/guidance/how-to-talk-about-being-a-supplier-on-the-digital-marketplace#what-you-need-approval-for and make reference to the supplier marketing toolkit https://assets.crowncommercial.gov.uk/wp-content/uploads/RM1043.6-DOS-4-Supplier-Marketing-toolkit.pdf
113	Do you expect DOS 4 suppliers to be compliant to standards, in that they must be Certified (e.g. ISO 9001, ISO 27001, ISO 14001 etc) by an Acredited Certification Body?	Buyers will determine what standards they require from suppliers and will make this clear in their published requirements. They will need to ensure their requirements are non-discriminatory (unless there is good commercial justification otherwise).
114	Will you provide a link with where we can engage directly with suppliers? I havent seen that before...thank you!	You can find a list of suppliers for each lot on https://www.gov.uk/guidance/talking-to-suppliers-before-you-buy-digital-marketplace-services#finding-suppliers-to-talk-to.
115	You talked about marketing - what support do you provide to new suppliers with raising the profile of the company/proposition?	You can use the Supplier Marketing Toolkit to help you in promoting your services. You can download this from the DOS 4 website https://www.crowncommercial.gov.uk/agreements/RM1043.6.
116	Will there be a way to save filters / searches on the procurement portal?there is a fire-hose of information and opportunities being put up - way too much for me to read every day considering only 1/100 or less is relevant to us.	Unfortunately, the platform does not have that functionality as of yet.

117	What %age of the buyers use this channel for purchasing?	Central government departments are mandated to use CCS frameworks; the wider public sector have more freedoms and can choose to use CCS frameworks or not. We encourage buying organisations to use the framework as a compliant and expedient route to market and we have invested significantly in a new team of business development managers to work more closely with teh wider public sector customers.
118	Can we create opportunity alerts and tailor them to what we are supplying?	Unfortunately, the platform does not have that functionality as of yet.
119	Can you explain more about the basis for approval to buy - on what criteria are buyer requirements reviewed please?	Central government departments have formal processes for spend controls to ensure that digital requirements are properly reviewed and authorised - see https://www.gov.uk/service-manual/agile-delivery/spend-controls-check-if-you-need-approval-to-spend-money-on-a-service. Wider public sector customers will have their own internal governance and approval procedures. In addition, CCS can be asked to review customer opportunities before they are published on the Digital Marketplace to ensure compliance; we can also review opportunities once they are published and react to supplier or buyer comments or concerns - giving advice as appropriate.
120	How do I add additional services as a supplier for Digital Specialist?	You can request to add a new role by completing the Google Form https://docs.google.com/forms/d/e/1FAIpQLSei2WZsx0RMIYd7v6mONi3kl2evXLU14VZvHXPM9Vm0n1rd9A/viewform
121	We are a sector-specific supplier. We only work with organisations that work within the education sector (e.g. local authorities, DfE etc.). Is there a way to identify (or alert to) specific opportunities that might fit the criteria for us?	You can include such organisations as part of your Keyword seach when looking for opportunities. https://www.digitalmarketplace.service.gov.uk/digital-outcomes-and-specialists/opportunities
122	On DOS 3 some Buyers have been very poor in informing suppliers of the downselect decision and in subsequently provided feedback/debrief. Are CCS planning to monitor and enforce better behaviour on DOS 4?	The guidance on providing feedback is improved. We also provide best practice advice to buyers about providing feedback during webinars and workshps we hold with them.
123	Is there going to be a way to make it clearer when we are applying in a consortium or partnership rather than squeezing it into a 100 answer?	Currently, suppliers cannot bid as a newly formed consortium to an opportunity on the Digital Marketplace. If suppliers wish to work together in a bid, they can do this through Subcontracting as provided in Clause 9.18 of the DOS 4 Framework Agreement.
124	Can you explain what feedback is available for unsuccessful suppliers please? i.e. scoring on responses and gap between them and successful supplier (without sharing details of successful supplier and their offer)	You can find guidance on providing feedback within the buyers' guide. https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#give-feedback-to-suppliers-who-are-not-shortlisted https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#award-a-contract-and-give-feedback-to-unsuccessful-suppliers
125	When it says shortlisting is transparent, does that mean all bidders will know who else has been shortlisted and are reasons given for being shortlisted or not	Shortlisting is transparent in the sense that anyone can see on the published opportunity how many suppliers have submitted completed applications as well as number of incomplete applications.
126	Do you also provide proposal submission toolkit ?	These is guidance on responding to buyer requirements on https://www.gov.uk/guidance/how-to-sell-your-digital-outcomes-and-specialists-services.
127	We have recently been looking at as specialist requirement where DV clearance is required at start date - which is less than 3 weeks from notice on marketplace. Most DV clearedstaff are cleared as they delivering projects that specifically require that level, and therefore normally have a 4 week notice period to move projects as a minimum.Therefore does this mean there is an incumbent to do the work?	Not necessarily as there may be suppliers which already hold such DV clearance. However, buyers cannot exclude prospective suppliers for not holding a security clearance. If they were to require security clearance, they must state that the buyers will sponsor them if they are to be awarded the contract. This is clearly reflected in the government's vetting guidance https://www.gov.uk/guidance/security-vetting-and-clearance#contractors-and-consultants. We have also included this policy in the DOS 4 shortlisting templates to guide buyers. We continue to raise awareness about this policy during webinars and workshops we hold for buyers.
128	How do I get notified of market engagement / RFI opportunities?	Buyers decide how to hold their pre-tender market engagement (PTME) or RFI (Request for Information) opportunities. Usually, they invite all DOS suppliers in the lot they wish to use and they sometimes put limits on number of suppliers which can register to participate (for example, first come first serve, first 100 to register etc). For guidance to buyers on PTME, see https://www.gov.uk/guidance/talking-to-suppliers-before-you-buy-digital-marketplace-services.
129	What do you need to do when a contract requires some level of security clearance, and you don't already have it?	Buyers cannot exclude prospective suppliers for not holding a security clearance. If they were to require security clearance, they must state that the buyers will sponsor them if they are to be awarded the contract. You can directly raise this with the buyer of the opportunity you wish to apply for by posting it as a clarification question.

130	I have a technical/process question. Could you please clarify if shortlisting position is a default for all suppliers? I mean if we do nothing about buyers' opportunities in the system are we considered as wishing to be in shortlist?	You need to submit an application to a published opportunity in order to be considered for shortlisting. If you have not applied, you are deemed to have declined to respond.
131	What sort of assessment methods are used during stage 4 of the contract tender process?	Apart from written proposal (Lot 1) or work history (Lot 2), buyers can also use other assessment methods such as presentation, interview, case study, reference or scenario/test. https://www.gov.uk/guidance/ways-to-assess-digital-outcomes-and-specialists-suppliers#methods-you-can-use-to-assess-suppliers
132	Can you please comment on the DOS response word count being so low for each question. is there any plan to review this please? many thanks	The word limit in opportunity applications was put in place to make it easier and quicker for suppliers to respond to questions and for buyers to assess them. We also recognise that the word limit should sufficiently allow suppliers to provide comprehensive but concise answers. We are looking at doing a user research into this in collaboration with GDS (Government Digital Service) in the next few months.
133	Is the DOS4 MI reporting the same as the gcloud MI Reporting?	Yes - you use the same reporting portal, Report MI (https://www.reportmi.crowncommercial.gov.uk/), but you will need to upload a separate template for each framework iteration (ie, one for RM1557.11 G-Cloud 11 and a separate one for RM1043.6 DOS 4)
134	As a new supplier onboarded onto DOS 4, when is the first deadline for MI submission?	The new framework details are being created on Report MI so it is not possible to submit DOS 4 spend right now. It will probably be end of year before this is available. You are advised to complete the MI template and upload when available - you will be notified of this.
135	Will there be a Management charge if not contract has been won ?	If no contract has been won, or there is no spend to report in the previous month, then there will be no Management Charge applicable. Suppliers are required to send a 'no business' report in these circumstances - as per Clause 6.8 in the framework agreement.
136	Is it 1% of the amount billed per month / per deliverable ?	Yes - 1% of all amounts billed in the month.
137	Managment Charge -The supplier only pays if he has won a contract based on that particular contract ?	Yes - 1% of all amounts billed in the month.
138	Can we get a copy of the rate card we agreed? Or is it visible in our account on the Marketplace?	The rates for Digital Secialists that you quoted on the framework will be visible to you under your account. Login to the Digital Marketplace and select 'View services' under the 'Digital Outcomes and Specialists 4' heading. Select the Name 'Digital specialists'. This will list all the services you quoted you can supply. If you need to make any changes please advise CCS by using the Google Form https://docs.google.com/forms/d/e/1FAIpQLSei2WZsx0RMIYd7v6mONi3kl2evXLU14VZvHXPM9Vm0n1rd9A/viewform
139	If we are a supplier for just 1 Lot is there a way to filter the opportunities and create email alerts for these?	You have various filters you can use when undertaking a Keyword search for opportunities on the Digital Marketplace - one of these is 'Choose a category' and selecting 'Digital outcomes' will narrow the search down to Lot 1 opportunities. There is currently no facility to save your personalised search criteria for future use.
140	Can you set up saved search alerts rather than having to manually check regularly?	Unfortunately, the platform does not have that functionality as of yet.
141	Can you describe what inspired the framework? So where it was originally sourced....thank you!	In line with the CCS Cloud and Digital strategy to support delivery of the government's 'Digital by Default' Service Standard, 'Government as a Platform' strategy and the SME agenda, the DOS framework was created in 2015 to replace the existing commercial vehicle Digital Services 2 framework bakc then by focusing on a 'User centred design' approach. Since then, the framework was iterated with improvements every year.
142	Is the CCS Supplier logo available in a version with white text and transparent background?	All CCS brand guidelines and logos can be found by following the links from the webpage https://www.gov.uk/guidance/how-to-talk-about-being-a-supplier-on-the-digital-marketplace (the specific link to the guidelines and logos are here https://www.gov.uk/government/publications/crown-commercial-service-supplier-logo-and-brand-guidelines)
143	Is it possible to access a downloaded version of opportunities in excel to help suppliers track how they may be responding?	It is possible to download a CSV file from the Digital Marketplace but this will show only Closed opportunitites. Below the filters on the left-hand side you have a link to 'Download data'.
144	Will there be an opportunity to have an alert for specific filter of requirements?	Unfortunately, the platform does not have that functionality as of yet.

145	What training are buyers given / required to undertake before they post opportunities on Digital Outcomes and Specialists? The inconsistency of information, and lack of information is a barrier when researching and submitting responses.	We hold regular monthly webinars for buyers on how to use the Digital Marketplace and framework, and have ongoing engagements with buying organisations through our Account Management team. In addition, we have reviewed and continue to review, guidance material and post regular information via our Twitter and LinkedIn feeds. We also have a growing Community of Practice for buyers aimed at enhancing their capability in digital procurement.
146	What requirement is there for buyers to provide feedback? Quite often we receive no feedback, not even an announcement if we won the contract or not. When we are provided feedback, this is often limited to scores with no supporting evidence. Does this not impact the transparency of public sector procurement?	Buyers are obliged to provide appropriate feedback. This responsibility of providing feedback to suppliers at both shortlisting and evaluation stages is provided in the DOS 4 framework agreement. This is also included within the buyers' guide. https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#give-feedback-to-suppliers-who-are-not-shortlisted https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#award-a-contract-and-give-feedback-to-unsuccessful-suppliers
147	Are you open to expanding the word limits for each response to more than 100 words or allowing images and videos as evidence of experience? This is very limiting, and the short responses seems to be a very easy way for buyers follow due process while still employing their incumbent or preferred supplier.	We will be working with Government Digital Service (GDS) on doing a user research or discovery to look into possibly increasing word limits in supplier responses at shortlisting stage and the impact that may result to both buyers and suppliers.
148	What happens after the agreement is expired? Do we need to re apply in DOS 5?	Yes - when the current DOS 4 framework expires (due date 30/09/2020) suppliers will be expected to apply for the new iteration - DOS 5 if they wish to continue supplying services.
149	I couldn't apply to this opportunity NLEDP 144 - Sustainment Governance Lead- I am told need to be DOS 3 supplier.	Suppliers can only apply to opportunities published under the framework they were awarded to. Thus, DOS 4 suppliers can only apply to opportunities published on or after 1st October 2019 whilst DOS 3 suppliers can still apply to open opportunities published before 1st October 2019.
150	If you are supplying a digital specialist and the day rate says max of £750. Does that mean £750 has to include your fee or is that added seperately?	The day rates you quoted are the price you are selling the services to the buyer for. As per Clause 8.13 in the framework agreement 'The day rate price excludes VAT, and excludes travel and expenses ...'
151	I mean, from the 3000-4000 companies on DOS3-4, how many went through and were actually awarded paid work, not just awarded to be on the program.	In DOS 3, 216 suppliers were so far awarded contracts. You can check the successful suppliers by looking at the Digital Marketplace sales web page on https://www.gov.uk/government/collections/digital-marketplace-sales.
152	Are we able to create email alerts based upon filters on the opportunities on the digital marketplace?	Unfortunately, the platform does not have that functionality as of yet.
153	A lot of the opportunities require a previous experience in supplying services to government. But if your company is new on the DOS framework there is no way to have that experience. How can the company gain that experience if this is required to apply for opportunities?	Buyers should only make such requirements part of their nice-to-have skills and experience so that it is non-discriminatory to suppliers. If you see an opportunity advertised where this has been listed as an essential skill or experience please inform us on cloud_digital@crowncommercial.gov.uk
154	Is there an api for the digital marketplace so that people can interrogate the information themselves?	Unfortunately, the platform does not have that functionality as of yet.
155	How can the feedback process be improved where suppliers are unsuccessful? Sometimes buyers will supply good feedback but often I have not received a response when I've asked for feedback, or the feedback received doesn't seem to match the responses we've supplied.We are keen to improve our replies to PQQs, but it is difficult where feedback is patchy or vague	Buyers are obliged to provide appropriate feedback. This responsibility of providing feedback to suppliers at both shortlisting and evaluation stages is provided in the DOS 4 framework agreement. This is also included within the buyers' guide. https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#give-feedback-to-suppliers-who-are-not-shortlisted https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#award-a-contract-and-give-feedback-to-unsuccessful-suppliers
156	Further to questions about feedback - is there a (mandatory) timeframe for buyers to provide feedback on submissions?	There is no prescribed timeframe documented for the provision of feedback - buyers should respond within reasonable timescales. Clearly, suppliers who have not been successful at the shortlisting stage should be informed ahead of those that have been invited to the further competition stage. And suppliers who have not been successful at the further competition stage should be given appropriate feedback as soon as possible after the award has been made - https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#award-a-contract-and-give-feedback-to-unsuccessful-suppliers

157	What is the contact email address to get in touch when waiting for q&a?	You may contact the Digital Outcomes and Specialists team at any time using the email cloud_digital@crowncommercial.gov.uk
158	Sometimes you do not ever hear back on an opportunity. Who should we contact to follow up on this?	Buyers are obliged to notify suppliers if they have not been successful at the shortlisting stage - https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#give-feedback-to-suppliers-who-are-not-shortlisted. If you haven't heard anything back after a reasonable time following the opportunity closing date, you may contact cloud_digital@crowncommercial.gov.uk and we can contact the buyer. If you are looking for feedback following the further competition stage you should contact the buyer directly. Again, if you experience difficulties you may contact us on the email provided.
159	Can buyers be challenged if it is not possible to answer their questions in terms of situation, what supplier did, outcome?	During the shortlisting stage you can always ask a clarification question to the buyer via the Digital Marketplace if one of their criteria is not clear.
160	Please circulate that buyers best practice slides along with these slides please	No buyer webinars have yet been undertaken for the new DOS 4 framework. You can find buyer slides and Q&A's as they related to the DOS 3 framework (relatively unchanged from a buyer perspective) by looking under the Documents section on the webpage https://www.crowncommercial.gov.uk/agreements/RM1043.5
161	Are buyers required to confirm whether each opportunity is inside or outside of IR35?	The DOS 4 framework is for the provision of services, not staff, and buyers are required to satisfy themselves that their published opportunities are outside IR35. Suppliers have already confirmed in their framework application, in the response to the supplier declaration questions, that any workers they provide will be off-payroll (ie, outside IR35).
162	Can we get external consultants to execute some jobs?	The framework agreement Clause 9.18 Subcontracting allows for suppliers to engage with others to provide the services required by the buyer. The supplier must take full responsibility and accountability for the services provided by any subcontractors, and are obliged to declare the extent to which subcontracting is taking place when submitting any proposal at the further competition stage. It is at the buyer's discretion whether they accept this or not.
163	How do I add new roles to Lot2? Is emailing Crown Services the only way or any other option availble online?	You can request to add a new role by completing the Google Form https://docs.google.com/forms/d/e/1FAIpQLSei2WZsx0RMIYd7v6mONi3kl2evXLU14VZvHXPM9Vm0n1rd9A/viewform
164	Digitech conference is in Manchester is there one on London	digitech19 is at Manchester only. There are many other events hosted by techUK in London and at other locations. You can view their event listing at https://www.techuk.org/events
165	As a future improvement on the digital marketplace, would you be willing to include a messaging function for suppliers to check on feedback timescales for shortlisting applications?	Such a requirement will be added to our requirements/issue log which will inform later roadmaps for the Digital Marketplace.
166	I couldn't see a CSV of the suppliers on DOS 4. when will that be published please?	The list of DOS 4 suppliers can be downloaded as csv according to lots on the following pages when buyers create their requirements: Digital Outcomes - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/digital-outcomes Digital Specialists - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/digital-specialists User Research Studios - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/user-research-studios User Research Participants - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/user-research-participants
167	Is it just current opportunities that will be procured under DOS3? Should all new contracts as of the 1 October be released under DOS 4 and will this be managed centrally? We have not seen any DOS 4 opportunities yet, even though it has been live since 1 October.	As at 16/10/2019 there were 22 new opportunities created under DOS 4. DOS 4 suppliers can only apply to opportunities published on or after 1st October 2019 whilst DOS 3 suppliers can still apply to open opportunities published before 1st October 2019.

168	Is there any scope for separately registered individual specialists to collaborate and deliver projects together?	Suppliers may use Subcontracting under framework agreement Clause 9.18 to work with others to provide the services required by the buyer. This could be with another supplier registered on the framework, or a supplier outside the framework. The supplier taking on the role as lead/prime supplier will only be able to provide services under the Lot that they were awarded on to the framework with. So a supplier awarded to Lot 1 Digital Outcomes will not be able to provide services under Lot 2 Digital Specialists via subcontracting if they weren't originally awarded Lot 2 in their own right.
169	What happens where there is only requirement for Digital SME will they fall inside IR35 or outside IR35?	The DOS 4 framework is for the provision of services, not staff, and buyers are required to satisfy themselves that their published opportunities are outside IR35. Suppliers have already confirmed in their framework application, in the response to the supplier declaration questions, that any workers they provide will be off-payroll (ie, outside IR35).
170	I'm new to DOS. If I apply to an opportunity, can I partner/joint bid with another (non DOS) business?	Suppliers may use Subcontracting under framework agreement Clause 9.18 to work with others to provide the services required by the buyer.
171	What is the range of project costings posted in the framework, so typical minimum and maximum project budgets (i.e. 50k - 2million etc?)	This can vary enormously depending on the buyer; complexity of project and estimated contract period. Buyers are encouraged to enter a budget range, although this is not a mandatory field on the Digital Marketplace. Suppliers can always ask a clarification question of buyers if this information would help them in shaping their responses.
172	If a prospect approached you to potentially buy your services and you wanted to to refer them to procure via DOS 4, where can the simplest instructions (or ideally a video) on how to procure be found?	Prospective buyers would be best signposted to the DOS 4 guidance https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide and can also attend one of the buyer webinars which are advertsed on the webpage https://ccsheretohelp.uk/technology-webinars-2/
173	Does MEAT mean the lowest cost shortlisted bidder is awarded the contract?	No - Price is only one of the assessment criteria; there is also Technical Competence and Cultural Fit which will be weighted differently by each buyer. The winning bid will be the supplier who can best meet the requirements of the buyer - the most economically advantageous tender - the technical solution; delivery dates; price; etc.
174	Will you send reminders to submit monthly MI reports? Is the first MI report due on 5th Nov?	Reminders will be sent out. The Report MI portal is still being updated with the new list of suppliers who have joined the framework, so it is unlikely that reporting for DOS 4 will commence until the end of the year. Suppliers will be advised.
175	When will the MI URL be shared?	The url to access the Report MI portal is here https://www.reportmi.crowncommercial.gov.uk/
176	When responding to specific 'Essential Skills' on an advert, can we answer without being specific on a person/resource for the role, rather that we provide evidence the supplier can deliver the outcome required?	Yes. As an outcome based framework suppliers are asked to provide evidence that they have the capability to provide the necessary skills and experience to meet the buyers requirements.
177	Is it possible to customise the frequency of email notifications about new opportunities? (e.g. change to a weekly roundup rather than daily) Or alternatively can email notifications be turned off?	Unfortunately, the platform does not have that functionality as of yet.
178	Just wanted to ask about expenses. Do they need to be reported as well as work?	The monthly MI report that you are required to submit should detail the value of the invoices you have raised on buyers for work undertaken and delivered. These invoices will include all costs as agreed with the buyers.
179	I applied as CRM specialist, maybe I can also offer different capabilities. I didn't think to do it yet. Generally I prefer short terms engagements. it still something that buyers ask for?	The Digital Marketplace is open to all public sector customer of varying sizes - each having their own requirements. The expected contract length may vary from 1 month to maximum 2 years - this will usually be detailed by the buyer in their published opportunity.
180	Is it an obligation for customers to provide feedback? The majority of time, feedback on DOS responses are not provided to suppliers so we are unable to identify where we have not scored highly.	Buyers are obliged to provide appropriate feedback. This responsibility of providing feedback to suppliers at both shortlisting and evaluation stages is provided in the DOS 4 framework agreement. This is also included within the buyers' guide. https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#give-feedback-to-suppliers-who-are-not-shortlisted https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#award-a-contract-and-give-feedback-to-unsuccessful-suppliers

181	When we respond to opportunities, are our 100 word responses saved to enable us to use them the next time we apply?	Yes - when you log in to your Digital Marketplace account you will be able to see 'Applications you've started' and 'Applications you've made'. Selecting the relevant application you will be able to view your detailed responses against each question/criteria.
182	At the beginning of the presentation, it was mentioned that this framework wasn't for supplying individuals to assist with staffing. I understand how that would equate with Outcomes but not Specialists. Are specialists therefore also providing a defined Outcome also, but on a smaller scale?	The DOS 4 framework is for the provision of services, not staff. Under Lot 2 Digital Specialists the supplier is delivering a clearly defined set of outcomes and is paid on these milestones as specified in individual Statement of Works.
183	It is very frustrating as a supplier to receive minimal or no feedback from buyers when unsuccessfully applying for a tender. How are CCS intending to improve this please?	Yes, this responsibility of providing feedback to suppliers at both shortlisting and evaluation stages is provided in the DOS 4 framework agreement. This is also included within the buyers' guide. https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#give-feedback-to-suppliers-who-are-not-shortlisted https://www.gov.uk/guidance/digital-outcomes-and-specialists-buyers-guide#award-a-contract-and-give-feedback-to-unsuccessful-suppliers We constantly remind buyers of their obligations during our buyer webinars and other Community of Practice events - and in our day-to-day dealings with buyers.
184	When DOS 4 comes into start, if we are already submitting reports of spend on DOS3 do we have to submit them on DOS 4 as well?	Yes - you will be required to submit spend data against both frameworks on separate templates (one for DOS 3 and another for DOS 4) until such time as the DOS 3 projects have concluded and no further invoices are being raised against them.
185	Due to a very enjoyable, but unfornate timing, break I have been suspended from my account already as i had not uploaded the signed contract. I've now downloaded and signed the contract and cannot find a url link location for upload. I've posted a mail to the admin address and not had a response - is there an easy way to share the url now?	The url is https://www.digitalmarketplace.service.gov.uk/suppliers/frameworks/digital-outcomes-and-specialists-4/agreement.
186	How many suppliers are on this framework? Will there be an opportunity to network with other suppliers & buyers?	3,475 suppliers were awarded to DOS 4 across all its 4 lots. You may network with other suppliers and buyers by attending events hosted or sponsored by CCS and by other industry/sector partners such as techUK. You are advised to be pro-active in developing knowledge/relationships and can, for example, join the CCS twitter and LinkedIn feeds (details at end of slides); keep up-to-date with news and other items on the CCS website (https://www.crowncommercial.gov.uk/); follow event listings (https://www.eventbrite.co.uk/o/crown-commercial-service-16073514474); etc. The list of DOS 4 suppliers can be downloaded as csv according to lots on the following pages when buyers create their requirements: Digital Outcomes - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/digital-outcomes Digital Specialists - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/digital-specialists User Research Studios - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/user-research-studios User Research Participants - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/user-research-participants
187	What are the requirements and actions for international companies to engage staff from their office in Republic of Ireland working on contracts after no-deal Brexit?	Suppliers may use staff outside of the UK. It is their responsibility to ensure that all staff are entitled to work in the UK and have all necessary visas, etc if required. Buyers will not sponsor individuals for work permits - this is the sole responsibility of the supplier.
188	When responding to an application, should we be uploading our strongest Candidate/Consultant? Or pitching our business services as a whole (this is in regards to the "Digital Specialists" opportunities)	The DOS 4 framework is an outcome based framework. Under Lot 2 Digital Services the buyers are assessing the suppliers capability to deliver the requirements - they are not assessing the candidate per se. Suppliers should detail the necessary skills and experience they have to provide the defined outcomes. It is common for suppliers to present their likely resource/candidate who would be engaged on the project should they be awarded the contract, together with themselves, at time of interview or presentation. Note: suppliers have the right to swap-out resource as per Clause 3.1 in the Call-Off contract - but this is only with the buyers agreement.

189	Does DOS 4 promote Multi - Vendor delivery? And will DOS 4 facilitate this in any new ways?	Currently, suppliers cannot bid as a newly formed consortium to an opportunity on the Digital Marketplace. If suppliers wish to work together in a bid, they can do this through Subcontracting as provided in Clause 9.18 of the DOS 4 Framework Agreement.
190	Does Subcontractors should be based in UK?	Suppliers may use staff outside of the UK. It is their responsibility to ensure that all staff are entitled to work in the UK and have all necessary visas, etc if required. Buyers will not sponsor individuals for work permits - this is the sole responsibility of the supplier.
191	If we're talking to someone from public service who wants to work with us as an SME could we direct them to engage us through the framework?	Yes - that is acceptable.
192	Is there a supplier listing in order for suppliers to contact other suppliers for collaborative working?	The list of DOS 4 suppliers can be downloaded as csv according to lots on the following pages when buyers create their requirements: Digital Outcomes - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/digital-outcomes Digital Specialists - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/digital-specialists User Research Studios - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/user-research-studios User Research Participants - https://www.digitalmarketplace.service.gov.uk/buyers/frameworks/digital-outcomes-and-specialists-4/requirements/user-research-participants
193	Is that only for the stage 1 evidence response or the shortlisting stage?	It is not clear what is being asked in the question so it is difficult to give an answer.
194	Will there be a recording of this session?	No. However, a copy of the presentation will be made available on our website (under Documents https://www.crowncommercial.gov.uk/agreements/RM1043.6), together with a transcript of all Q&A's following the final onboarding webinar Fri 11 Oct 2019.
195	What's the usual payment terms of the buyers?	The payment terms are in clause 8.1 of the DOS 4 call-off contract which is within 30 days of receipt of an Electronic Invoice.
196	How do we need to consider when there is rate only, exclusive or inclusive of VAT?	All charges are exclusive of VAT when quoted in the buyers' requirements or suppliers' proposals. VAT will be added at payment as per clause 8.4.

Any other questions? Don't forget, you can get in touch with the team at cloud_digital@crowncommercial.gov.uk