

14	Is there a way we can join all these frameworks with one process? We end up completing company profiles and the fact we are solvent etc on a huge number of frameworks, can Gov ones join up?	Currently there is no way to join every framework in the same process as they each will have different requirements and supplier declarations to complete.
15	Is there a framework for creative / marketing based opportunities?	For marketing services we offer the Communication Services Framework RM3796 and also Campaign Solutions RM3774. A list of the frameworks offered by CCS can be found here: https://www.crowncommercial.gov.uk/agreements
16	Can you add more than application, if so how?	No, on the Digital Outcomes and Specialists you can only submit one application per opportunity.
17	Will you be making ISO14001 mandatory?	This is not mandatory on the DOS Framework, however buyers are free to include this in their requirements for their opportunities.
18	Hi, Can you give more info about Artificial Intelligence Framework?	Please find the artificial intelligence framework page here which has further information and also the slides from previous webinars on this framework: https://www.crowncommercial.gov.uk/agreements/RM6200
19	Do Buyers want answers in a Case Study format as set out on DoS? Have you had feedback on this?	When responding to shortlisting criteria, we advise to use an evidence structure where you are specific about what the situation was, the work the team did and the result. You should only provide one example for each essential requirement and you can reuse examples across different criteria if you need to. If the buyer wishes to utilise the case study as an assessment method for the further evaluation process they would include this in the original opportunity posted on the digital marketplace.
20	If you know that there will be no business to report, why can you not submit in advance of the 1st of each month?	This is because the MI team has a process which will start and work within the timescales that we currently have (on the 5th working day of each month), business can be won up to the last working day of the month, so tasks are not created until the 1st of the month. The MI team have to collect MI data for every framework, and not just DOS.
21	I find the existing G-Cloud newsletter useful. Could you combine the DOS4 email newsletter with the G-Cloud one?	The newsletter is something that we are looking into and are excited about, we will take this feedback forward and discuss creating a joint newsletter for the two frameworks.
22	Where can we find previous presentations and this presentation after the webinar is finished?	Previous webinars, along with question and answer sessions and other framework documents can be found on this page under the "documents" tab: https://www.crowncommercial.gov.uk/agreements/RM1043.6
23	What is going to happen to OJEU after Brexit?	A full announcement will be made once we get closer to the end of the transition period but please look at this guidance for information: https://www.gov.uk/guidance/public-sector-procurement-after-a-no-deal-brexit
24	Will any new specialist roles be added to DOS5?	The finalised DOS5 framework is currently under review, any changes will be detailed in the official notice before the application process begins.
25	Can you move from applications during the summer holidays please?	Unfortunately we do not have flexibility to change the application process timelines.
26	More information on how smaller SME's can work together - is this even possible?	Smaller SMEs can work together on the framework by subcontracting some of the work or providing the services through a group of suppliers. The buyer must agree to this arrangement before this is done.
27	Brexit considerations for DOS5?	A full announcement will be made once we get closer to the end of the transition period but please look at this guidance for information: https://www.gov.uk/guidance/public-sector-procurement-after-a-no-deal-brexit
28	For new suppliers, what does a good bid look like?	Please find the guidance for answering opportunities and writing evidence here: https://www.gov.uk/guidance/how-to-sell-your-digital-outcomes-and-specialists-services
29	Like to understand how CCS are monitoring counterfeit equipment being sold through the framework to Government customers?	If CCS were made aware that this is happening under one of our frameworks we would take appropriate action against the supplier involved.
30	95% of suitable opportunities require 'experience of working with government' - how do we get past this as a new supplier?	Buyers should not be making prior government work a specific requirement as this is discriminatory in terms of which suppliers can apply. If you can supply evidence that you have worked under similar conditions or regulations as stated in the opportunity, then this is applicable for you to create and bid with.
31	how much of the total spend on DOS has been allocated to SMEs?	To date, the £1.64+ Billion spend through DOS and Digital Services is distributed as 57% Large, 11% Medium, 5% small, 15% micro and 13% undeclared sized enterprises.

32	Some buyers seem to have already decided the supplier and just put things up to fulfil an obligation. How do we make it a fairer process?	We make sure suppliers on the digital marketplace go through a multi stage process which forces them to perform a further competition and we also provide guidance to them on how to buy fairly and evaluate well. There is no way on the framework to search for a specific supplier but if the buyer runs a further competition and finds a supplier that meets their original criteria and awards them the contract then this has been awarded through a further competition method. If you do have a complaint about how a procurement process has happened on the digital marketplace please contact the Public Procurement Review Service by email on publicprocurementreview@cabinetoffice.gov.uk or by telephoning the helpdesk on 0345 010 3503.
33	Have you ever considered allowing buyers to 'rate' their experience with suppliers? Too risky? A simple star rating?	We are looking at ways of engaging with buyers to better understand their experiences with suppliers as part of our ongoing discussions around supplier relationship management.
34	What is DPS Spark? what is the difference between DOS and Spark?	Spark is an innovative marketplace that helps public and government sector bodies access new and emerging technology products, focusing on radical and disruptive innovation. It is a Dynamic Purchasing System with eight areas offered. More information on Spark DPS can be found here: https://www.crowncommercial.gov.uk/agreements/RM6094 . Digital Outcomes and Services (DOS) is a further competition framework which offers bespoke digital outcomes by finding appropriate specialists to deliver agile software development (in lots 1 and 2) and also user research facilities and participants (in lots 3 and 4). Further information on the DOS Framework can be found here: https://www.crowncommercial.gov.uk/agreements/RM1043.6 . The difference between the two framework is the focus; Spark is focused on radical and disruptive innovation in the digital space such as Artificial Intelligence and simulated environments, whereas DOS is focused on bespoke digital outcomes as a solution to the buyer's needs and requirements. Secondly Spark uses a filter system to help buyers find relevant suppliers, DOS uses a two stage further competition process to award a contract to the winning supplier.
35	Are the bids real or is there a supplier already decided and we are just completing the obligation?	All the bids on the framework are real and are taken into consideration by the buyer. We make sure suppliers on the digital marketplace go through a multi stage process which forces them to perform a further competition and also provide guidance to them on how to buy fairly and evaluate well. There is no way on the framework to search for a specific supplier but if the buyer runs a further competition and finds a supplier that meets their original criteria and awards them the contract then this has been awarded through a further competition method.
36	It seems many buyers don't provide an update on an award. Isn't this mandatory?	Yes, buyers are required to update their opportunities on the digital marketplace once they have this information. We regularly remind buyers to do this and are looking for ways to make the process more transparent for buyers and suppliers
37	How do we get detailed feedback to make our bids better?	Buyers are required to give feedback to unsuccessful suppliers and also update their opportunity on the digital marketplace once they have this information. We regularly remind buyers to do this and are looking for ways to make this process more transparent for buyers and suppliers. If you do not receive feedback for an opportunity you can contact the digital team at cloud_digital@crowncommercial.gov.uk and we can contact the buyer to confirm if feedback was given and ask them to provide it if not. In the first stage of shortlisting you can request additional feedback if you need more detail but the buyer is not obliged to give this additional feedback if they have already provided feedback in the first instance.
38	If a DOS4 contract requires a software product (e.g. a portal, cms etc) to complete the scope, is there an oven-ready contractual means of incorporating that, e.g. a G-Cloud contract alongside?	It is the supplier's responsibility to source any third party product that is being used to provide the outcome for an opportunity and inform the buyer. This needs to be in line with the clauses under section 9.31.2 of the Framework Agreement.
39	There is no way of contacting anyone to get feedback on progress following a shortlisting application - seems that applications go straight to award?	Following the shortlisting process, you can contact the digital team at cloud_digital@crowncommercial.gov.uk to ask for feedback if you have not received it. In the first stage of shortlisting you can request additional feedback if you want but the buyer is not obliged to give any additional feedback if they have already provided base feedback at this stage.
40	What are you doing to improve the capability of the buyers? The quality of tenders and 100 word Q's is very variable...	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.

41	How is GDPR being managed through the tender and this digital programme?	GDPR rules are obligated within the Framework Agreement terms and conditions found in clause 9.32, and also the Call off Contract in clause 14.
42	Is there anything you can do to encourage more participation by Central Government? They seem a little under-represented given	The year to date figures on the DOS frameworks show the Central Government spend being at £665m and the Wider Public Sector at £91m. We always look to engage further with buyers including Central Government at events over the country and by providing support from the Commercial Agreement Managers and the Digital Futures team to help them use the framework to the best of their ability.
43	How are DoS suppliers trained? We've had the same question score 1-3 with different buyers.	Currently the buyers on the framework use a combination of the buyer's guidance, various buyer webinars that take place throughout the year and support from the digital team to help them evaluate. We are looking at giving more resources to buyers to help them evaluate more effectively and help the procurement process improve on DOS.
44	Feedback, could this be more frequent?	Buyers are required to give feedback to unsuccessful suppliers and also update their opportunity on the digital marketplace once they have this information. We regularly remind buyers to do this and are looking for ways to make this process more transparent for buyers and suppliers. If you do not receive feedback for an opportunity you can contact the digital team at cloud_digital@crownccommercial.gov.uk and we can contact the buyer to confirm if feedback was given and ask them to provide it if not. In the first stage of shortlisting you can request additional feedback if you need more detail but the buyer is no obliged to give this additional feedback if they have already provided feedback in the first instance.
45	A way to contact buyers?	You can contact buyers before you post your opportunity for Pre Tender Market Engagement (this can be done by asking the digital team for the contact details you need), and also once you have been shortlisted for an opportunity. However due to privacy rules on the framework we do not allow you to have direct contact with buyers on the framework until they have submitted the application to your specific opportunity.
46	Can you provide information on how DoS buyers are trained on evaluation? Is this uniform across the buyer network?	Currently the buyers on the framework use a combination of the buyer's guidance, various buyer webinars that take place throughout the year and support from the digital team to help them evaluate. We are looking at giving more resources to buyers to help them evaluate more effectively and help the procurement process improve on DOS.
47	Have you got capacity to look at unsuccessful suppliers trends?	Currently we do not have visibility of individual procurements but we are working with the digital marketplace to review buyer and supplier activity.
48	% of contracts that get extended?	This information is held between the buyer and supplier and CCS has no visibility of this.
49	Are you considering Buyer Performance Management? They stick to process and timescales	We are reviewing the digital marketplace to give greater transparency of the full end to end procurement process by buyers to assist suppliers in receiving timely feedback.
50	Suppliers on multiple CCS frameworks - how can SRM / SPM be more joined up?	We are currently looking at a future SRM strategy that incorporates G-Cloud and DOS together when needed. For suppliers with multiple frameworks across CCS the different SRM teams that operate will liaise to make sure that the communication is linear and effective.
51	% of contracts awards to SME's?	To date, the £1.64+ Billion spend through DOS and Digital Services is distributed as 57% Large, 11% Medium, 5% small, 15% micro and 13% undeclared sized enterprises.
52	Contracts awarded to SME vs Large companies?	To date, the £1.64+ Billion spend through DOS and Digital Services is distributed as 57% Large, 11% Medium, 5% small, 15% micro and 13% undeclared sized enterprises.
53	How much of 1.64 billion spend has gone to SMEs and how much to the other suppliers?	To date, the £1.64+ Billion spend through DOS and Digital Services is distributed as 57% Large, 11% Medium, 5% small, 15% micro and 13% undeclared sized enterprises.
54	% of contracts awarded to suppliers with no prior GDS or government contract experience?	You can see the spend data for each supplier on DOS via this link: https://app.powerbi.com/view?r=eyJrJoiNTEyMTZhZDAtZGNiNi00OWQxLWl5ODYtMjg1ZW50ODVhIiwidCI6IjlmOGMwZDc5LTI0ODctNGNkMy05Nzk5LWwzNDQzMTQ2ZWE1ZSIsImMiOiJh9
55	Could you stop the absence of "Nice to haves" being grounds for exclusion from shortlists?	Nice to have skills and experience forms part of the key criteria buyers can use to decide who to take through to the shortlisting stage of the procurement.
56	buyers guidance per question including scoring breakdown - what detail is needed for a top score of 4?	The current guidance uses a 0-3 scoring mechanism so it is not clear what you mean by a top score of 4.
57	% of incumbents taking on specialist roles where they are in the fray?	This is not information we have direct access to via the digital marketplace.

86	Which Hardware Framework complements DOS 4/G Cloud?	The standard framework for hardware needs is Technology Products and Associated Services which can be found here: https://www.crowncommercial.gov.uk/agreements/RM6068
87	How do you join the Quality Assurance and Testing for IT Systems 2 - do you have a link?	To become a supplier on the Quality Assurance and Training digital purchasing system, please use this link under "Quality Assurance and Testing for IT systems 2": https://supplierregistration.cabinetoffice.gov.uk/dps#technology
88	Is my company able to enroll the QAT framework ?	To become a supplier on the Quality Assurance and Training digital purchasing system, please use this link under "Quality Assurance and Testing for IT systems 2": https://supplierregistration.cabinetoffice.gov.uk/dps#technology
89	Do we need to go through process again for DOS5 if we are DOS4 approved?	Yes, you will have to reapply and sign the DOS5 framework agreement to be a supplier on the new iteration of Digital Outcomes and Specialists.
90	I've heard department managers sourcing specialists from a "G2" framework. Is this a CCS service?	CCS does not offer a framework under the name of G2
91	Can you please make it a mandatory requirement that Buyers must give detailed feedback to Suppliers if they are unsuccessful in the Rd 1 Application for a DOS opportunity	Buyers are required to give feedback to unsuccessful suppliers and also update their opportunity on the digital marketplace once they have this information. We regularly remind buyers to do this and are looking for ways to make this process more transparent for buyers and suppliers. If you do not receive feedback for an opportunity you can contact the digital team at cloud_digital@crownccommercial.gov.uk and we can contact the buyer to confirm if feedback was given and ask them to provide it if not. In the first stage of shortlisting you can request additional feedback if you need more detail but the buyer is no obliged to give this additional feedback if they have already provided feedback in the first instance.
92	Would it be worth adding in a minimum time limit for buyers to respond to DOS Specialist applications?	Buyers are required to give feedback to unsuccessful suppliers and also update their opportunity on the digital marketplace once they have this information. We regularly remind buyers to do this and are looking for ways to make this process more transparent for buyers and suppliers. If you do not receive feedback for an opportunity you can contact the digital team at cloud_digital@crownccommercial.gov.uk and we can contact the buyer to confirm if feedback was given and ask them to provide it if not. In the first stage of shortlisting you can request additional feedback if you need more detail but the buyer is no obliged to give this additional feedback if they have already provided feedback in the first instance.
93	What time of day can you submit MI Reports from, on the first day of each month?	You can submit the MI reports at any time of the day
94	When completing the MI return for DOS4, is there anyway we can report the overall invoice amount instead of the number of lines on a invoice?	The MI Returns are completed on a line by line basis, this is so we can ensure suppliers are charging correctly per Service that has been provided. We use this data to get an idea of what is being purchased within the framework which helps aid our strategy and forecasting.
95	A lot of the specialist application take 4-6 weeks from posting to filled - a lot of specialists can go off the market in this time. Is it worth adding in a minimum response time for buyers to respond to submitted applications?	Buyers are required to give feedback to unsuccessful suppliers and also update their opportunity on the digital marketplace once they have this information. We regularly remind buyers to do this and are looking for ways to make this process more transparent for buyers and suppliers. If you do not receive feedback for an opportunity you can contact the digital team at cloud_digital@crownccommercial.gov.uk and we can contact the buyer to confirm if feedback was given and ask them to provide it if not. In the first stage of shortlisting you can request additional feedback if you need more detail but the buyer is no obliged to give this additional feedback if they have already provided feedback in the first instance.

		<p>The normal tender DOS process timelines are as follows :</p> <p>Stage 0) Buyer prepares their draft requirement - obtaining approval from internal teams</p> <p>Stage 1) Buyer publishes their requirements (recommend 1 week live for Specialists/2 weeks live for Outcomes requirements) and answers supplier questions</p> <p>Stage 1.2) Buyer shortlists based on evidence (recommend 1 week for shortlisting) and invites shortlisted suppliers to further competition (1 week minimum request for proposal)</p> <p>Stage 2) Buyer evaluates using assessment methods based on requirements (evaluation/presentations; 2 weeks)</p> <p>Stage 3) Award to chosen supplier (debrief and award approximately 2 weeks) All these times are approximate and will depend on the complexity and scale of the opportunity</p> <p>We advise to buyers that they must provide responses with feedback once they have shortlisted before the further competition takes place and then provide further competition feedback when they make a decision and the contract is awarded. At this point they should also update the Digital Marketplace to show the award/no award.</p>
96	What is the normal deadline response for Stage 1 and Stage 2 of the DOS tender process?	
97	Do Buyers want answers in a Case Study format as set out on DoS? Have you had feedback on this?	<p>When responding to shortlisting criteria, we advise to use an evidence structure where you are specific about what the situation was, the work the team did and the result. You should only provide one example for each essential requirement and you can reuse examples across different criteria if you need to. If the buyer wishes to utilise the case study as an assessment method for the further evaluation process they would include this in the original opportunity posted on the digital marketplace.</p>
98	For startup who need support on preping for tendering. what are the right channels to follow?	<p>Please take a look at our guidance page https://www.gov.uk/guidance/how-to-sell-your-digital-outcomes-and-specialists-services should you have any further queries please do not hesitate to get in touch with the team on cloud_digital@crownccommercial.gov.uk. We are also looking at focussing on regular supplier Webinars to cover any common queries.</p>
99	Where do we find the slide deck? I've never received anything following previous webinars, and today's would be useful to have as a reference	<p>Webinars, along with question and answer sessions and other framework documents can be found on this page under the "documents" tab:https://www.crowncommercial.gov.uk/agreements/RM1043.6</p>

Any other questions? Dont forget, you can get in touch with the team at cloud_digital@crownccommercial.gov.uk