Digital Outcomes and Specialists 4 (DOS4) supplier webinar 28 January 2020 Q&A

No.	Question	Answer
1	Is that spend total DOS spend or DOS 4 spend?	The spend figures will be total DOS and you can filter by framework iteration - eg. DOS3, DOS4 etc. Please find the information here: https://app.powerbi.com/view? r=eyJrljoiNTEyMTZhZDAtZGNiNi00OWQxLWI5ODYtMjg1ZWNIMmNkODVhliwidCl6ljlmOGMwZDc5LTNIODctNGNkMy05Nzk5LWMzNDQzMTQ2ZWE1ZSlslmMiOjh9
2	Could you repeat the Deadline date please?	The deadline date for submission of MI data is the 5th working day of the month. For the first Feb submission this was the 7th of February.
3	When can you confirm as to when DOS4 will actually close?	The end date for the Digital Outcomes and Specialists framework 4 is 30/09/2020.
4	Do existing DOS 4 suppliers need to reapply again to join DOS 5?	Yes, you will have to re apply and sign the DOS5 framework agreement to be a supplier on the new iteration of Digital Outcomes and Specialists. Existing suppliers on the framework will get a notification when the application process is live. To sign up for these emails please use the link here: https://www.digitalmarketplace.service.gov.uk/suppliers/mailing-list?_ga=2. 241826954.98108409.1581330239-1097923177.1576857123
5	What is the reason for procuring the framework annually? Can each iteration have a longer duration?	The DOS frameworks are procured annually because the technology and digital space is rapidly growing. By procuring the framework each year we make sure that the new businesses that appear within the digital sector have a chance to apply to be on the framework.
6	Do you have any dates for the next iteration of GCloud?	Tenders open for G-Cloud 12 in Feb 2020 and it is expected live on 02/07/2020. You can find all the upcoming framework dates here: https://www.crowncommercial.gov.uk/agreements/upcoming
7	Hi, can you provide information on how DOS buyers are trained on evaluation?	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.
8	It looks like large organisations are winning the most opportunities. Will the spend data show a breakdown of wins by organisation size?	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.
9	Would it be possible to provide either a client contact for each opportunity or create a timescale in which we should expect to receive an update?	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 no obliged to give this additional feedback if they have already provided feedback in the first instance.
10	One massive issue we have is that buying organisations typically provide no feedback. In most cases we aren't even notified of the outcome. Sometimes they update the portal as awarded - most times they just leave it as submitted with no response, and after a few weeks we assume that we are unsuccessful. This is not in line with the DOS4 obligations on buyers. Can you do something to change these behaviours?	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 no obliged to give this additional feedback if they have already provided feedback in the first instance.
11	Do you collect any stats on number of contracts awarded to incumbents?	You can see the spend data for each supplier on DOS via this link: https://app.powerbi.com/view? r=eyJrljoiNTEyMTZhZDAtZGNiNi00OWQxLWI5ODYtMjg1ZWNIMmNkODVhliwidCl6ljlmOGMwZDc5LTNIODctNGNkMy05Nzk5LWMzNDQzMTQ2ZWE1ZSIsImMiOjh9
12	What percentage of the total spend has gone 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.
13	How do we apply to be on DPS? (QAT2)	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

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 p	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 radial 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 no 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	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 giver	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@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 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=eyJrljoiNTEyMTZhZDAtZGNiNi00OWQxLWI5ODYtMjg1ZWNIMmNkODVhliwidCl6ljlmOGMwZDc5LTNIODctNGNkMy05Nzk5LWMzNDQzMTQ2ZWE1ZSlslmMiOjh9
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.

58	% of awards that go to incumbent?	You can see the spend data for each supplier on DOS via this link: https://app.powerbi.com/view? r=eyJrljoiNTEyMTZhZDAtZGNiNi00OWQxLWI5ODYtMjg1ZWNIMmNkODVhliwidCl6ljlmOGMwZDc5LTNIODctNGNkMy05Nzk5LWMzNDQzMTQ2ZWE1ZSIsImMiOjh9
59	Can digital specialist recruitment agencies sign up for DOS 5?	No, we do not allow pure recruitment agencies to work on the Digital Outcomes and Specialists framework, suppliers should not be solely sourcing staff for others. At the point of applying for an opportunity the specialist needs to be employed by the supplier and the supplier needs to take full contractual obligation and responsibility for the digital outcome.
60	how many contracts awarded to New entrants for each cycle?	You can see the spend data for each supplier on DOS via this link: https://app.powerbi.com/view? r=eyJrljoiNTEyMTZhZDAtZGNiNi00OWQxLWI5ODYtMjg1ZWNIMmNkODVhIiwidCl6ljImOGMwZDc5LTNIODctNGNkMy05Nzk5LWMzNDQzMTQ2ZWE1ZSIsImMiOjh9
61	What does a good tender 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
62	why can't we include fixed price in stage one of the tender?	The first stage of the process focuses on determining whether suppliers have the essential capabilities to deliver the service or outcome needed. Price is only part of the further evaluation process.
63	See % of tenders that are withdrawn before awarding?	This is not information we have direct access to via the digital marketplace.
64	I like the idea of buyer KPIs. How many previous opportunities has the supplier awarded vs cancelled, how many awarded to large	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.
65	Is there a way to contact buyer if no response is received to an evidence submission. We have a few we have responded to and t	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.
66	How many first-time suppliers have been awarded a contract?	You can see the spend data for each supplier on DOS via this link: https://app.powerbi.com/view? r=eyJrljoiNTEyMTZhZDAtZGNiNi00OWQxLWI5ODYtMjg1ZWNIMmNkODVhIiwidCl6ljImOGMwZDc5LTNIODctNGNkMy05Nzk5LWMzNDQzMTQ2ZWE1ZSIsImMiOjh9
67	% of withdrawn contracts?	This is not information we have direct access to via the digital marketplace.
68	How involved are CCS in supporting buyers? They need more support	CCS provide guidance for buyers on the framework, along with hosting buyer webinars, communities of practise where buyers can meet and discuss their feedback, and support from the team where they can ask us questions and ask for help at anytime. We are looking at giving more resources and help to buyers in the future to improve the quality of their procurements on the framework.
69	how are scores calculated?	Scores for the shortlisting and further evaluation stage will be calculated by the buyer using their internal resources along with the guidance, judging the suppliers relative to their specific requirements. Guidance on how to score suppliers can be found here: https://www.gov.uk/guidance/how-to-score-digital-outcomes-and-specialists-suppliers
70	Can the enreadsheet used for the Mi retain the information populated provide ships to tread our good assist the 200	The MI returns are reported a month in arrears, for example February's data will be reported at the beginning of March. The Contract tab should only be completed for the month which the contract was awarded. This Contract should only be reported once. All Invoices reported from this contract should have the same opportunity ID reported, so we can marry up the invoices to the contract that was reported. Any contracts reported more than once will result in CCS thinking the contract is for a much higher value. The MI Returns can be kept on your own systems so you can keep an audit trail of what has been reported and when. Users of RMI can also download the previously reported MI Templates from the History Page. When Submitting your MI Return you can enter a PO number on the RMI system to ensure all
70	Can the spreadsheet used for the MI retain the information populated previously as it helps to track our spend against the PO?	invoices raised from CCS will have the attached PO.

		The buyer will set the scoring methodology used to assess each criteria (this is typically on a 0-3 scoring methodology as advised in our guidance:https://www.gov.uk/guidance/how-to-score-digital-outcomes-and-specialists-suppliers). Each criteria will be individually scored and these are brought together as a total score and the supplier with the highest score will be
71	Clarity on marking of questions, e.g. says 1 mark available per question, but total scores indicates that a much higher score is possage of contracts awarded to micro businesses?	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.
73	Do you qualify/review/audit the opportunities placed by buyers?	We give buyers the autonomy to control their opportunities and run the procurement how they want. However if a supplier or buyer finds an opportunity which they think is outside of the scope of the framework or is not written correctly they can contact the digital team who will contact the buyer in question and offer them advice on this.
74	Do we need a case study everytime? This is unclear	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.
75	% of first time awards?	You can see the spend data for each supplier on DOS via this link: https://app.powerbi.com/view? r=eyJrljoiNTEyMTZhZDAtZGNiNi00OWQxLWI5ODYtMjg1ZWNIMmNkODVhIiwidCl6ljImOGMwZDc5LTNIODctNGNkMy05Nzk5LWMzNDQzMTQ2ZWE1ZSIsImMiOjh9
76	Can you tell us what you are using the MI for? are you checking back to the buyer as to the accuracy?	Yes, one of the purposes of the MI returns is to check the accuracy back to the buyer, also we use this data to get an idea of what is being purchased within the framework which helps aid our strategy and forecasting.
77	Any chance you can move away from application process being run during the summer holidays	Unfortunately we do not have flexibility to change the application process timelines.
78	Where can we find the slides afterwards? After the last webinar I couldn't find the slides under 'Documents' on the Digital Marketplace website (while logged in) which is where we were told they would be.	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
79	Can you tell me how long it takes for the public body to post a tender on DOS?	The digital marketplace is a self serve platform, buyers can take as long as they need to draft and finalise their requirements. Once published on the digital marketplace there will be a 2 week window for shortlisting and answering of supplier questions (on Lot 1 - Digital Outcomes).
80	can you circulate presentation to all attendees after the webinar?	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
81	Would it be possible to provide either a client contact for each opportunity or create a timescale in which we should expect to receive an update?	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 no obliged to give this additional feedback if they have already provided feedback in the first instance.
82	It looks like Large organisations are winning the most opportunities. Will the spend data show a breakdown of wins by organisation size?	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.
83	Are people aware that everything shown in a stage 1 DOS advert can be seen by anyone (no logon required). this could be an issue when questions and answers are published.	Yes, we give guidance that buyers take out any sensitive information before posting them to their Supplier Questions and Answers section or on the opportunity itself.
84	Re advertised budgets for contracts. Can buyers be clearer as to what they expect to be included within stated budgetary figures so suppliers can take a realistic bid/no-bid decision.	The budget figure should be quoted by buyers as excluding VAT and T&S. Buyers have the ability to make it clear within their published opportunity what level of T&S they are willing to pay. Suppliers can ask clarification questions within the opportunity page.
85	can a summary of a stage 1 submission be emailed to the supplier please?	This functionality does not currently exists, however suppliers can view previous submissions made on the digital marketplace using their account at any time.

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@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 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@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 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@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 no obliged to give this additional feedback if they have already provided feedback in the first instance.

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		The normal tender DOS process timelines are as follows :
		Stage 0) Buyer prepares their draft requirement - obtaining approval from internal teams
		Stage 1) Buyer publishes their requirements (recommend 1 week live for Specialists/2 weeks live for Outcomes requirements) and answers supplier questions
		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)
		Stage 2) Buyer evaluates using assessment methods based on requirements (evaluation/presentations; 2 weeks)
		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
96	What is the normal deadline response for Stage 1 and Stage 2 of the DOS tender process?	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.
97	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.
98	For startup who need support on preping for tendering, what are the right channels to follow?	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@crowncommercial.gov.uk. We are also looking at focussing on regular supplier Webinars to cover any common queries.
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	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

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