

Digital Outcomes and Specialists 5 (DOS 5) Supplier Onboarding Webinar

25, 27 & 29 January 2021

We have tried to categorise these questions the best we can, if you have any follow up questions or new queries please feel free to contact us on cloud_digital@crowncommerical.gov.uk.

General Queries

Question	Answer
How do we find information about other CCS frameworks?	You can find out more information about other CCS frameworks by visiting the Search Agreements section on the CCS webpage.
Is there a possibility to see planned procurements or a pipeline of upcoming opportunities on DOS before they are published?	Currently this isn't a possibility on the Digital Marketplace, buyers can only upload their opportunity when they're ready to go out to tender.
Over 3.3K suppliers have been awarded listing on DOS5 , do you provide a list of suppliers ? - for better visibility	You can download a list of suppliers for each lot, by following the links on the Digital Marketplace. Alternatively get in touch with the team on cloud_digital@crowncommerical.gov.uk and we can provide you with a full list of all successful DOS 5 suppliers.
Please provide a link to reports relevant to DOS5 as part of notifications.	Please could you contact the team on cloud_digital@crowncommerical.gov.uk to clarify your request.
How far back are the previous opportunities on the digital marketplace? Does it have only part DOS4 opportunities?	All opportunities that have been uploaded using DOS, unless removed by the buyer, remain on the Digital Marketplace. You can also download a list of opportunity data, which provides you with information about closed opportunities.
could you provide some more information on the Supplier Marketing Toolkit please? Is it available now?	The toolkit was designed to provide you with advice and guidance on how best to market your position. It is available to download through the DOS 5 webpage under the documents section.
Is it possible for a supplier to add lots now that we have further information on what the lots contain or is this fixed until DOS6? Can we ask buyers to recategorise the lot that they place the	The lots suppliers are awarded to are now fixed until DOS6, however you can add roles to lots you have been awarded to (for Lot 2 - Specialists). You are free to contact the team if you feel a buyer has placed their opportunity in the wrong lot, but the decision of to replace or remove this will be with the buyer.

requirements under if this is mis-aligned?	
You mentioned a 'community hub' where buyers can discuss various things, where is that located?	This is a private group for buyers on Knowledge Hub, which is a cross-government knowledge sharing platform, designed to help colleagues across departments connect with each other and share knowledge, insights and best practice.
Do you have any plans on rolling out a supplier portal where SME suppliers can form collaborations to bid on larger contracts?	There aren't any plans currently to roll out such a portal, but we do encourage you to work together and collaborate to bid on larger contracts
Since the max day rate cant be changed, is it available on the digital marketplace login?	You can view your day rates by selecting "View Services" under the Digital Outcomes and Specialists 5 header. Select "Digital Specialists" from the list and you'll be able to see all the roles you said you could provide, including the maximum day rate.
Hi Jack, on one of the slide Matt mentioned a "marketing toolkit", was just wondering if he could supply a link for that please?	You can download the marketing toolkit through the DOS 5 webpage under the documents section.
Should we already have log in details to the platform or will these be provided?	Yes, these will be the details you used for your application to DOS 5. If you didn't submit the application, you will need to ask your colleague to add you as a contributor. They can do this by heading to Contributors, under Your Account.
For how long my supplier account is valid for ?	The supplier account will be valid for the duration of DOS5, 20/01/2021 - 19/01/2022 . However if you decide to apply for DOS6 this will be using the same account also.
Can we have contact details of the best person(s) to speak to regarding applications?	Please contact the team on cloud_digital@crownccommercial.gov.uk and we will be able to assist you.
Can you mention relation to the NHS Digital Framework you mentioned? or more info on that	For more information, check out the Digital Capability for Health webpage. The framework is now live and is no longer accepting applications from suppliers.
Is it possible to see the rates what other suppliers in past project which has been already awarded to some one.	No, you can only see who the contract was awarded to, the contract amount and length
Are there marketing requirements for being on the framework? are we required to have a logo etc on our website? Are there details on what we are required or can do?	Check out the supplier marketing toolkit for more details on what you can and can't do. It is available to download through the DOS 5 webpage under the documents section.

Where and how might case studies be submitted?	Please send these to the team at cloud_digital@crownccommercial.gov.uk , we can then approve these for you														
Is there an online resource where we can find examples of previously successful applications?	Unfortunately this isn't something we currently offer														
Who should we send press releases to for approval?	Please send these to the team at cloud_digital@crownccommercial.gov.uk , we can then approve these for you														
What is the difference between DOS5 and G-Cloud 12 as they seem to be very similar? Thanks	<p>The differences between DOS 5 and G-Cloud 12 can be found below:</p> <table border="1"> <thead> <tr> <th>DOS5</th> <th>G-Cloud</th> </tr> </thead> <tbody> <tr> <td>Bespoke services</td> <td>Utility cloud services</td> </tr> <tr> <td>Further competition</td> <td>Direct Contract award (after 6 step buying process)</td> </tr> <tr> <td>Government T&Cs</td> <td>Hierarchy T&Cs (Framework > Call-Off > Supplier)</td> </tr> <tr> <td>Customer IPR/Source code</td> <td>Supplier IPR/Source code</td> </tr> <tr> <td>Agile development – iterative</td> <td>No Agile development (configuration only)</td> </tr> <tr> <td>Max. 2 years +25%</td> <td>Max. 2 years + 1 + 1</td> </tr> </tbody> </table>	DOS5	G-Cloud	Bespoke services	Utility cloud services	Further competition	Direct Contract award (after 6 step buying process)	Government T&Cs	Hierarchy T&Cs (Framework > Call-Off > Supplier)	Customer IPR/Source code	Supplier IPR/Source code	Agile development – iterative	No Agile development (configuration only)	Max. 2 years +25%	Max. 2 years + 1 + 1
DOS5	G-Cloud														
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Agile development – iterative	No Agile development (configuration only)														
Max. 2 years +25%	Max. 2 years + 1 + 1														
How to identify DOS4 opportunities	Any opportunity posted before 20/01/2021 is a DOS4 opportunity. If you were not awarded to the DOS 4 framework then it will not let you apply for these.														
Could we apply as an alliance of suppliers? We tend to combine strengths of more than one SMEs to apply for larger opportunity? The suppliers are registered for DOS5	Yes, this is possible and also encouraged on the framework. You can arrange for third parties to do some of the work ('subcontracting') or provide the service through a group of suppliers ('consortia'). A buyer must agree to subcontracting or a consortium arrangement before they buy.														
What is supplier toolkit used for ?	It is to guide suppliers on how best to advertise their placement on the DOS5 or other CCS frameworks														
Beyond the supplier information downloadable csv file, is that information also available on the Digital	Please could you clarify your request by emailing the team on cloud_digital@crownccommercial.gov.uk														

MarketPlace website?	
Do you have a forecast revenue figure for the coming 12 months?	No, this isn't something we have sight of.
How do we go about uploading further info regarding our "service documents" about our agency within our account?	This applies more to G-Cloud than DOS, on DOS there isn't the option to upload further information regarding your "service documents" as you need to apply directly for a buyer's opportunity. Whereas with G-Cloud buyers will carry out searches using filters to find suppliers who can meet their needs.
Are all government agencies mandated to resource digital solutions needs via the DOS framework or there are other channels?	No, there isn't a requirement for all government agencies to resource their digital solutions needs via DOS. It ultimately depends on what their opportunity is and the outcomes they require. There are other channels available to buyers to help meet their needs such as G-Cloud, Technology Services 2 and DAS, more details for these and all other CCS frameworks on the CCS website
How to get help during application process? Especially as we are new to Government contracts.	Unfortunately this is something we are unable to provide as it could be seen as biased towards other suppliers, if they don't receive the same level of help. We do have guidance available on responding to buyer requirements and there also sites such as Advice Cloud who offer independent advice with DOS.
Does approval for DOS5 have to be applied for the next 12 months?	The exact question being asked here is not clear. The DOS 5 framework period is 12 months, with an optional extension of a further 12 months.
Is there a procedure for DOS5 suppliers to 'learn from failure'? This would be of particular use to SMEs -- what are the common failings-to-meet?	Receipt of individual buyer feedback at the shortlisting or further evaluation stage is an opportunity to learn how to improve future responses. CCS can also seek a range of buyer feedback and look to present common themes as a supplier webinar - to be arranged in the future.
What is the relationship between DOC5/CCS and the Contracts Finder and Find a Tender services?	Contracts Finder is the English public sector procurement website where all contract opportunities with the government and its agencies over £10,000 are listed. The Find a Tender service replaced the EU's Tenders Electronic Daily (TED) from 1 January 2021 for high value contracts in the UK (usually above £118,000). Suppliers can use this to search for, and apply to, high value contracts. The DOS 5 contract was advertised by CCS on Contracts Finder and TED in accordance with The Public Contract Regulations 2015.

<p>Please what Financial audit or requirements are needed from a supplier less than 1yr old and with no previous supplier contract done?</p>	<p>Buyers will want to carry out their own due diligence checks prior to signing a call-off contract with the successful supplier. This may take a number of forms and will be for the buyer to define. Where they have concerns they may ask for a guarantee - Joint Schedule 8 (Guarantee). At framework level, CCS will monitor the ongoing credit rating of the supplier - Joint Schedule 7 (Financial Difficulties).</p>
<p>Do you believe COVID will affect the number of opportunities available on DOS5 in comparison to DOS 4?</p>	<p>We anticipate continuing strong demand for digital services with DOS 5. There was an 11% growth in the number of opportunities between DOS 3 and DOS 4.</p>
<p>We were asked to submit a Framework Management Structure to CCS after the start date. Do you have a template for this or can you explain what exactly you would like us to submit e.g. names and contact details for: 1. Supplier Framework Manager 2. Deputy Supplier Framework Manager 3. Supplier Marketing Contact</p>	<p>The required details are listed in the Framework Award Form - Terms 17 to 21 (which need only be specified if they are different to Term 18 Supplier Authorised Representative).</p>
<p>In the core terms there is reference to CCS paying us 1p at the start of the contract and that we need to acknowledge this. Wondering when this will happen and how we acknowledge receipt?</p>	<p>The 1p is always in the Terms & Conditions as it is the consideration of the contract which is an essential element to make it binding between CCS and the Supplier. Under English patent law, consideration is not required to make an assignment legally binding. Under law it if it's not paid this is just a debt, and does not invalidate the transaction.</p>
<p>Also, there is reference to a monthly meeting between us and a CCS representative. When will these commence?</p>	<p>Given the way the framework operates, and with the significant number of suppliers on the framework, such frequent meetings will not be possible. Framework Schedule 4 (Framework Management) Clause 3.9 states the Supplier Review Meetings will be held '... at such times and frequencies as CCS determine ...' and that they are '... anticipated to be once every month ...' but this is not mandated. CCS will regularly review supplier activity on the framework by reviewing spend data reported and activity on the Digital Marketplace. Supplier meetings will be proportionate to the volume and value of call-off contracts entered into with buyers; feedback from buyers on the performance of suppliers; and any associated audit activity.</p>

Selling to Buyers

Question	Answer
At request for proposal stage, what happens if the buyer gives less than 1 weeks notice?	We advise buyers to give you at least a weeks notice at proposal stage, to allow you time to prepare, however in certain circumstances they may need to give a shorter period. If you feel that the procurement has not been procured in the correct manner you can report the issue to Public Procurement Review Service publicprocurementreview@cabinetoffice.gov.uk to investigate further.
Is there a set format for Requests for Proposal or is this flexible and determined by the buyer?	Buyers must ask for a written proposal, they then have the option to choose other assessment methods which suit them. You can check out ways to assess digital outcomes and specialists suppliers for more guidance
Is there any minimum day rate for LOT2 supplier?	No, this has been removed for DOS 5 and you are only required to provide a maximum day rate, which is fixed for the duration of the framework.
How do you create a backup of our responses?	There isn't a way to do this on the Digital Marketplace, so we suggest keeping a document of any previous responses for you to refer back to.
Are the start/end dates important to the responses? will this gain marks?	It can help a buyer understand how recently the work was carried out, but focus on what the situation was, the work you carried out and the results from your work.
When a buyer posts their requirement, are they required to publicise which elements of their requirement are Must haves or Nice to have etc? ie, to give us an idea of level of detail required in the responses for scoring purposes...	Yes, this is detailed on the published opportunity as Essential criteria and Nice-to-have criteria. Have a look at the opportunities page and you can gain an understanding of how an opportunity is laid out.
Is there any requirement to bid for a certain amount of opportunities within a timeframe?	No, we have no requirements for you to bid for a certain number of opportunities within a timeframe.
will there be an overlap between DOS4 (expires 30 June '21) and DOS5 which commences this month?	Anything that was published on the Digital Marketplace before 23:59 19 January 2021 will be categorised as DOS 4. Anything after this date will be categorised as DOS 5. The extended date is to allow those opportunities, that were published just prior to DOS 5 go live date, to be procured in the correct manner.

<p>Please clarify - DOS 5 has a term of 12 months plus optional 12 month extension. But buyers should offer a min term of 2 years + 25%?</p>	<p>The framework agreement is between you, the supplier and us (CCS), the duration is 12 months, with the option of a 12 month extension. The call-off contract, which is between you and the buyer and can be run for a maximum of 2 years plus an optional 25% extension.</p>
<p>Who owns the intellectual property for software developed for a client through DOS 5?</p>	<p>The client owns the intellectual property rights for any software, which has been specifically developed for them. More details can be found in Call-Off Schedule 6 (Intellectual Property Rights and Additional Terms on Digital Deliverables)</p>
<p>Do the time breakdowns apply equally to the supply of specialists under lot 2 and software under lot 4?</p>	<p>Please could you contact the team on cloud_digital@crownccommercial.gov.uk to clarify your query.</p>
<p>I'm new to the system so apologies if this is an obvious question. When looking at a new opportunity, is there a way you can view all the questions in one go so you know what information required or do you have to flip through each screen, fill in the answer etc before proceeding to next question?</p>	<p>You will be able to see a full screen of questions form the Digital Marketplace before you sign in and start to answer the questions. Please see this link which will show you all opportunities</p>
<p>if we have questions on the Summary of the work section is it best to send those in once log onto our account.</p>	<p>There will be a period of time for each opportunity for clarification questions. Please login to your DMP user account to ask these questions. The buyer will then publish the question and answer on the opportunity listed for all to see.</p>
<p>Our experience of getting any response for an unsuccessful DOS bid is not good. Whilst Buyers are supposed to respond, it is frustrating not to get anything or ave the ability to reach out directly to ask for feedback. How are CCS going to police all Suppliers getting a response in DOS5 please?</p>	<p>This is an area which is difficult to police as we only see the opportunity going up on the Digital Marketplace, once that opportunity closes it is down to the buyer to follow the guidance and procurement regulations. We have worked hard to improve our buyer guidance to make this clear for buyers, while also creating tailored webinars focusing on areas such as this. We are also starting to provide more support to buyers throughout their procurement journey using DOS.</p>
<p>Is there anything we can do if a buyer does not provide feedback on a rejected proposal?</p>	<p>If you haven't been provided feedback please contact the team on cloud_digital@crownccommercial.gov.uk with details of the opportunity and we will contact the buyer for you.</p>

<p>when asking for a Request for Proposal, should the buyer issue a brief of requirements over and above the information provided in the initial opportunity on DOS5?</p>	<p>Buyers will need to provide you with further information on how they will assess you against the proposal, cultural fit and price criteria issued in their initial opportunity. It is down to their discretion if they wish to provide further information above and beyond what has been initially provided.</p>
<p>As a supplier, does being apart of DOS 5 qualify you in some way as having an knowledge of GSS/GDS? Quite often this is a barrier (of a sliding scale from having been formally assessed down to having knowledge of) to entry as the organisation I work for has not yet had a customer require formal gds assessment, but has been delivering research led agile development work for over 20 years.</p>	<p>Being part of DOS 5 won't qualify you in having knowledge of GSS/GDS. However, you can use examples from the work you've carried out to demonstrate how you can meet these standards.</p>
<p>As an accessibility developer, the specialist role of 'developer' is way too broad. Is there a way to specify my special developer role?</p>	<p>Currently there isn't the ability to specify your particular role.</p>
<p>Is there any limit on number of times we can make changes to LOT1 and Lot2 capabilities?</p>	<p>There is no limit to the number of times you can make changes to the services you provide in Lot 1 and Lot 2.</p> <p>To add a new capability under Lot 1 (Digital outcomes), please use this Google Form.</p> <p>You can add additional roles to the services you provide for Lot 2 (Specialists), by completing this Google Form. If you need to add multiple roles to your services you can submit the form once, providing the new roles cover the same location and are all the same rate. Please note that once submitted you will be unable to amend the maximum day rate.</p>
<p>How are we notified about who wins projects that we have applied for and been unsuccessful with?</p>	<p>The buyer should contact you by email to notify you of whether or not you have been successful with your application.</p>

<p>when we say that buyers 'must provide feedback', what does this mean? We were unsuccessful in a number of DOS4 applications but the feedback was very vague, and did nothing to help ensure that we could improve in future applications.</p>	<p>In stage one, shortlisting, the buyer had to give feedback to all unsuccessful suppliers to let them know they were not selected. They can send the same email to all suppliers they're excluding because:</p> <ul style="list-style-type: none"> - you can't start when you need them to - you had the fewest nice-to-have skills and experience - you scored less than the suppliers they're taking through to the evaluation stage - your day rate is above the budget you gave in your requirements. <p>They need to send more detailed feedback if they're excluding a supplier for any other reason. In the further evaluation stage, feedback from the buyer should be more detailed and go over the positives and negatives of your proposal. If you are unhappy with any of the feedback you can request more detail from the buyer.</p>
<p>Is it mandatory to respond in both Welsh and English for opportunities in Wales?</p>	<p>It's very rare to see opportunities written in Welsh on the Digital Marketplace, but in these circumstances we'd suggest asking the buyer a clarification question to check on how they'd like you to respond.</p>
<p>As a new supplier, how much disadvantage do we have against incumbent or existing supplier for a published opportunity?</p>	<p>Any supplier shouldn't be disadvantaged if there is an incumbent or existing supplier in place, as all competitions should be fair and open. However, if you have any concerns about procurement practices, you can contact the Public Procurement Review Service.</p>
<p>Where security clearance is required, will buyers sponsor suppliers to obtain this, or must the supplier already have this in place?</p>	<p>It is the buyers responsibility to sponsor you for the required security clearance.</p>
<p>Can you include diagrams as part of your response and how is this considered as part of the 100 word limit?</p>	<p>No, you are unable to include diagrams as part of your response in the initial shortlisting stage. If successful at this stage, you may include diagrams in your proposal at the evaluation stage.</p>
<p>How do you determine cost/fee of Lot 1 opportunities? Do you make a proposal in your proposal, or is it determined by team members, as in Lot 2?</p>	<p>For Lot 1 (Outcomes), you will need to submit a proposal for the price of the project.</p>
<p>Do all specialists or teams need to be UK based?</p>	<p>No, specialists and teams can be based outside of the UK as long as they meet equivalent standards and terms needed within the procurement.</p>

Do you have some standard templates that you would like us to utilise when responding to opportunities?	At the shortlisting stage there aren't any standard templates available to use when responding to an opportunity. However, if you're successful the buyer may provide you with some templates to use during the evaluation stage.
What is the process for withdrawing a tender for any reason?	If you need to cancel or withdraw a requirement, there will be an option to do this from your account on the Digital Marketplace or if the procurement is past this stage, through your own internal means.
As always, is there any chance of variation on the 100 words rule as C&T becomes more mature the experience to be shown deepens	Currently there are no plans to increase the 100 word limit. When responding to an opportunity, unless specified, we advise you to provide one example of previous work you might have carried out. Just ensure you are clear on what the situation was, the work you did and the results from your work.
What is the required feedback quality from the buyer to failed tenders? What if the feedback received is unhelpful?	Buyers are expected to provide the feedback if: - you can't start when you need them to - you had the fewest nice-to-have skills and experience - you scored less than the suppliers you're taking through to the evaluation stage - your day rate is above the budget you gave in your requirements (specialists only) They will need to send more detailed feedback if they're excluding you for any other reason. You can always reply to the buyer and request further feedback.
Can you summarise why a buyer would publish a requirement on DOS rather than procure through G-Cloud?	DOS should be used if the buyer is looking for a bespoke digital outcome or needs to develop new software, whilst G-Cloud offers more off the shelf products.
We're a DevOps company, is there a forum or a webinar that we can talk about / demo our services or is this limited to what is published on DOS and the questions + answers from the buyer for the respective opportunity? Kind Regards	No, this is limited to what is published on DOS and the questions and answers from the buyer for the respective opportunity.
When doing an application for a specialist, do we need to fill in as the companies capability, or just the specialist being assigned? and can you change the specialist assigned during the course of the contract?	You should be filling this in as your company's capability. Subject to the Terms and Conditions you are able to change the specialist assigned to the contract.

Can you advise the best approach for early engagement with a buyer rather than waiting for the tender ? Previous buyers have often advised to engage in earlier discussions rather than wait at the later stage of a tender. Many Thanks	If a buyer chooses to carry out pre tender market engagement they will reach out to you to engage in any discussions around their opportunity. You will then need to apply for this opportunity once it goes live on the Digital Marketplace.
Hey Jack, Suppliers get evaluated and get a score at the end.. will a lower score have any implications on applying for the next opportunity ?	No, this score is only visible to the buyer who ran that opportunity and this should not have any implications on applying for future opportunities.
how do we get involved in pre-tender market engagement?	If a buyer chooses to carry out pre tender market engagement they will reach out to you to engage in any discussions around their opportunity.
Can we do the security checks after we have won the work, or should we be doing them before applying?	If you're successful the buyer should sponsor you for any security checks they require, there is no need for you to do these before applying.
We found some of the reasons we had been considered to not have met a requirement really bizarre. Exceeding a requirement within 100 words seems very challenging!!	We encourage buyers to be helpful with their feedback and also create criteria which are clear and can be easily met within the 100 word limit by supplier applications. If you did need more feedback, or clarity on feedback you can ask the buyer for this.
What are the protocols for updating the status of opportunities on DOS? For example, there are a number of opportunities which we know to be live but which still read as 'closed, to be awarded' on DOS. Who is responsible for updating these so all DOS suppliers can understand the current status?	It is the buyers responsibility to update the status of an opportunity once they have concluded the further competition. The team do take the time to contact buyers reminding them to update their opportunities.
Is it possible to request a meeting with the buyer ahead of the submission deadline to get more insight on the requirement?	This isn't possible, for a period of time while the opportunity is open you have the chance to ask clarification questions to provide more insight. Also, the buyer might choose to hold a Question and Answer session where you'd be able to ask them further questions around the opportunity.
Can you supply more than one specialist for a single requirement?	No, you are only able to provide one specialist per requirement.

I do not currently hold security clearance but many opportunities require it. What is your recommendation?	This shouldn't stop you from applying, if you're successful on an opportunity the buyer should sponsor you to the required security clearance. Alternatively, you could contact other successful suppliers to see if they could subcontract some of the work to you.
Does the 100 word limit need to be met? for example when asked for qualifications?	No, there is no need to meet the 100 word limit.
Is it possible to get Security Clearance pre-emptively?	Yes, you are free to do this if you wish but it is not a requirement, if you're successful on an opportunity the buyer should sponsor you to the required security clearance.
You said this is a two stage, competitive bid procurement process. What if a supplier is the only one to respond / is the only supplier with the specialism to offer that service?	The procurement process will still happen, but the main aim now would be to decide if your proposal is fit for purpose and meets their requirements
Will it be made clear which Lot an opportunity is being competed under?	Yes, this will be clear within the Digital Marketplace. If you are not awarded to a lot an opportunity is posted under, it will not let you apply.
Max day rate is per person - when additional members are needed do we need to submit their resume?	For a lot 2 - specialist opportunity, the buyer should only be procuring a single specialist to fill the requirement. If more are needed they will need to reprocure for this, either as another lot 2 opportunity of changing to a lot 1 - outcomes to procure a small team.
Are max day rates applied for a future extension as well Or will these be reviewed?	These will be the same throughout any extension of the framework.
What happens if an opportunity is cancelled by the buyer after application is submitted? Is the Buyer obliged to let the supplier know?	The buyer will withdraw their opportunity from the marketplace and then the suppliers will be notified of this by the Digital Marketplace also. If it is later in the procurement then the buyer will have to let all suppliers know.
How do we send in multiple applications for the same opportunity where requested?	You should not send in multiple applications for the same opportunity, only 1 application per supplier is allowed.
If a Buyer published an opportunity on 19 January, does this mean the project must be finished by June 2022?	No, ultimately it depends on the buyers time scales to complete their shortlisting and evaluation stages and when they want the contract to start. For example a contract starting on 1 April 2021, with a contract length of 2 years and a 6 month extension, could see the project finish by 1 October 2023

<p>In relation to Demonstrable experience of developing clear recommendations for alpha through discovery in line with the Government Service Manual. Are you required to have delivered recommendations for alpha through discovery in line with Government Service Manual previously or would you have to demonstrate that you can deliver in line with Government Service Manual?</p>	<p>Whilst it's not required, it would benefit your response if you are able to demonstrate your experience for the full criteria requested by the buyer or how you have completed similar work in line with the Government Service Manual.</p> <p>(Note: the Service Manual is a set of principles so suppliers should be able to demonstrate how they have completed projects following them - these do not have to be within the public sector. When applying to the framework suppliers have said they are aware of, and will comply with, government digital standards, and the framework T&Cs list the Service Manual as a methodology).</p>
<p>What are the most significant factors in advancing to the shortlist phase? Has the CCS' guidance to buyers changed in this regard since DOS4?</p>	<p>The guidance broadly remains the same. Providing clear and succinct evidence against each criteria, especially the essentials, addressing the 'so what' question and demonstrating added value will put you in a strong position.</p>
<p>When are suppliers able to select the "Open to SMEs" option - sometimes in the past the opportunities supposedly open to SMEs have been too massive for a SME to deliver - what are you doing to encourage authorities to break such opportunities into smaller opportunities to make it easier for SMEs - particularly smaller ones to bid?</p>	<p>Buyers are encouraged to follow the agile principles and buy what they need, when they need it, and to minimise risk through discrete Discovery, Alpha, Beta phases. Suppliers can always come together under a prime using subcontracting to bid for larger opportunities, where appropriate. The recent PPN 11/20 Reserving Below Threshold Procurements allows buyers to restrict competition to SMEs and/or a geographical location for contracts less than £122,000 in value. Buyers will be advised to make it clear in the section 'Additional terms and conditions' if they are wanting to limit supplier applications in this way.</p>
<p>During initial application questions, it was clarified that the buyers cannot insist on the Security clearance as it provides undue advantage to some suppliers. However I can see a couple of opportunities from DOD which insist on security clearance and specify that they are unable to sponsor the security clearance. Security clearance cannot be obtained without the sponsorship of the government employer, so that puts off teams like us.</p>	<p>It is recommended to buyers that all suppliers are subject to BPSS as a minimum for all requirements. Buyers shouldn't exclude suppliers if they don't currently have the security clearance needed. This is inline with current government vetting guidance and mandated in Annex A Statement of HMG Personnel Security and National Security Vetting Policy, para 3 - "It is government policy that individuals should not be expected to hold an existing security clearance in order to apply for posts that require vetting, except where such posts are short term and need to be filled urgently." There is, therefore, discretion to buyers depending on the urgency of start dates and the need to discuss sensitive information in order to initiate the project - as the higher levels of security clearance can take many weeks to process (and there is no guarantee that the supplier staff will be approved). Buyers may need to organise security clearance and sponsor a supplier through this process if they are successfully</p>

	awarded a contract. Read about the baseline personnel security standard
I wondered about background checks & screening, how does that work? Is it stated when awarded a contract?	If background checks are required by a buyer for their specific procurement they will make this known as part of their call-off contract - Call-Off Schedule 18 (Background Checks).
what if a project takes longer to complete (get to a first iteration) ?	The buyer will be expected to have good contract management in place in order to minimise any such risk. The call-off contract allows for the initial contract period to be extended by upto 25% to take account of such instances (provided this was specified in the Order Form). Depending on the pricing mechanism agreed, this additional deliverable time will be at zero cost to the buyer; fixed price; or variable.

Recruitment Agencies

Question	Answer
Can you explain that comment on recruitment agencies again?	Any supplier acting wholly as a recruitment agency (sourcing all staff on an ad-hoc basis to meet a buyer's requirements) will be deemed to have applied to the framework fraudulently. At the application stage suppliers were asked a series of declaration questions which they had to answer truthfully. Questions like providing suitable services (Q3 delivering services yourself 'and not solely sourcing staff for others') and working with the government (Q44 practising 'continuous professional development of employees') these cannot reasonably be answered truthfully where the prime supplier has no staff to deliver digital services. Where such suppliers are brought to our attention they will be investigated and challenged. Recruitment agencies distort the buying process when the same specialist is put forward by more than one supplier. When suppliers propose a specialist to a buyer, they should do so on the basis that they have an existing contractual relationship with the individual.
Are you able to recruit new staff/contractor to fulfill a requirement? or is that considered acting as a recruitment agency?	Yes, you may subcontract elements of the deliverables to a third party (with buyer agreement). The statement about recruitment agencies relates to those prime suppliers who have no staff themselves to deliver digital services and are sourcing staff purely on an ad-hoc basis to meet buyer requirements.
Can we apply if we don't have any available resources as they are occupied with other contracts you already have but you are willing to recruit someone if the contract is awarded?	When you are bidding for opportunities the expectation of buyers is that you have the required resource available to meet the start date. During the further evaluation stage buyers will want to know how you intend to deliver the services and will often wish to see details of the proposed team - particularly the key staff. You will also be obliged to state in your written proposal if you are using subcontractors, who they are and the proportion of the deliverables they will be delivering. If you are not able to offer this level of detail and assurance during the bid process you are unlikely to be considered for award.

<p>Recruitment Agencies, there is a huge number of recruitment agencies on the supplier list? We have even described ourselves as a recruitment agency in our application.</p>	<p>If you are a pure recruitment agency, with no staff yourself to deliver digital services, and source all staff on an ad-hoc basis then DOS 5 is not a suitable framework for you. Q51 of the supplier declaration asked suppliers to state they were providing all services themselves without the use of third parties, or as a prime using third parties for some services. There was no option to accept a supplier acting as a prime and using third parties to provide all services.</p>
<p>Are recruitment agencies only eligible for DOS specialists and not for DOS Outcomes?</p>	<p>Suppliers acting wholly as a recruitment agency, with no staff themselves to deliver digital services and relying on third parties to deliver all (100%) services, are not deemed eligible to be on the framework - for delivery of any services.</p>
<p>For clarification, if we needed to add to the skill set of our Team for any given project, would be allowed to use a recruitment agency to provide us with a contractor? or does every member of our team need to be a Substantive member of staff?</p>	<p>On a project-by-project basis you are entitled to use subcontractors to fill those resource and skills gaps you may not have available in-house to meet a customer's requirements. You are obliged to declare to buyers during the bid process in your written proposal all subcontractors being used, what they will be delivering and the proportion of the deliverables being undertaken by them. The buyer has discretion to accept this or not.</p>
<p>Hi, Matt mentioned that you'll be keeping an eye on recruitment agencies and making sure that they have an existing contractual agreement with a supplier. My question is how can we do that as we won't have an agreement in place until the application has been won?</p>	<p>The intent of the framework is that when you propose staff to buyers you have some control over them and knowledge of their skills and experience. If this was not the case then you could be awarded a contract on the basis of supplying staff A which was no longer available, and you wouldn't be able to provide a suitable alternative with the same level of skills and experience by the required start date of the contract. This is one of the reasons why suppliers acting purely as recruitment agencies is not deemed appropriate.</p>

Notifications

Question	Answer
Will new opportunities be sent to us via the email address linked to the DOS5 portal i.e. can we subscribe for email notifications/updates to avoid having to check the portal daily? Thank you	Yes, you will receive email notifications of any new opportunities that have been added to the digital marketplace. If you wish to subscribe other users, you can do so in your account by selecting "Contributors" under the "Your Company" heading
We are receiving notifications of new opportunities via email. Will ALL new opportunities be notified this way, or is it best to go online and check regularly?	Yes, all new opportunities for the services you said you could provide in your application will be notified this way.
Can you get opportunity notifications straight into email inbox rather than going on Digital Marketplace daily? How often is it updated - is it on daily basis with new requirements?	Yes, you will receive email notifications of any new opportunities that have been added to the digital marketplace. If you wish to subscribe to other users, you can do so in your account by selecting "Contributors" under the "Your Company" heading. This is then updated on a daily basis with any new requirements which have been added.
Do you broadcast emails for new opportunities (like Dos4). Your last slide said check the website regularly.	Yes, you will get emails displaying new opportunities posted on the Digital Marketplace that are relevant to you.
Is there away to be alerted for an opportunity automatically based on CPV codes, or do we have to search the Website?	This currently isn't possible, unfortunately it is a case of searching the website
Is there a way to set up automatic opportunity searches?	Unfortunately there isn't a way to set up automatic opportunity searches. But you can filter your search by lot and location. You can also sign up to receive notifications of opportunities published to the lots you are associated with, within your DMP user account.

Subcontractors

Question	Answer
Can we employ overseas subcontractors?	Yes, you can employ overseas subcontractors subject to approval of the buyer and as long as they meet equivalent standards and terms needed within the procurement. More information on Subcontractors can be found in Joint Schedule 6 (Key Subcontractors)
Can I make a subcontract with a foreign (Indian or Turkish) company to supply software development services?	Yes, you can employ overseas subcontractors subject to approval of the buyer and as long as they meet equivalent standards and terms needed within the procurement. More information on Subcontractors can be found in Joint Schedule 6 (Key Subcontractors)
Please can you clarify the point again regarding the use of sub-contractors? Are we able to use new sub-contractors if we didn't declare them at the point of our application?	If you wish to enter into a new Key-Subcontractor, you must obtain written consent from the buyer. More detail can be found in Joint Schedule 6 (Key Subcontractors)
When an assignment involves team building, can we look to outsource some roles?	Yes, providing you have consent from the buyer for this.
Do all businesses applying as partners for an opportunity need to be approved CCS suppliers?	No, this isn't a requirement. Full information of what is required from the supplier in relation to subcontractors can be found in Joint Schedule 6 (Key Subcontractors).
Can you clarify, do we need to register sub-contractors if a sub-contractor delivers more than 10% of the work is classified as a 'key sub-contractor', in which we will need to gain approval from CCS?	At framework level for DOS 5 there is no requirement to notify us of your subcontractors. However, at call-off contract level when bidding for opportunities, you are obliged to state if any subcontractors are being used in the delivery of the services, and the proportion of the work assigned to them. This is detailed in Framework Schedule 1 (Specification), Clause 1.5.1

IR35

Question	Answer
What is the process in defining the end client for the purposes of the off-payroll working legislation?	The Public Sector Body (PSB or 'buyer') is the end client from the perspective of the worker, and they have the responsibility for determining if the off-payroll working rules apply - not the supplier. Where the rules do apply the PSB will need to undertake an IR35 assessment of the worker and communicate their determination using a Status Determination Statement to the worker and the supplier the PSB is contracting with. The process and obligations of the PSB are detailed in the buyers guide , and specifically the guidance from the Tax Centre of Excellence.
Are all specialist roles inside IR35? And Outcomes are a mixture? Or are outcomes all outside or inside? Thanks,	It is for the PSB to determine if they are buying a supply of an outsourced managed service or a supply of resource within the scope of DOS 5 (for delivery of digital outcomes). This can equally apply to Lot 1 Outcomes or Lot 2 Specialists - and will largely be determined by the extent of control and direction the PSB has over the individual workers. It is not a binary conclusion that just because DOS is being used all outcomes are outside IR35; or that if Lot 2 Specialists is being used all outcomes are deemed to be inside IR35. Each engagement will need to be assessed by the PSB on its own terms.
Hi, could we have a short recap on the off-payroll working again, please?	Within the scope of defined digital outcomes buyers are permitted to undertake procurements that are deemed to be a supply of resource ('inside IR35') rather than a fully outsourced managed service ('outside IR35'). The new T&Cs make this explicit and provide a mechanism for the buyer to request, and the supplier an obligation to provide, the necessary information to enable the buyer to meet their off-payroll working obligations. Buyers will be expected to make it clear in their requirements if they are buying an outsourced managed service or a supply of resource. As a supplier, you also have the opportunity to ask a question if this is not clear. Knowing if the engagement is considered to be inside or outside IR35 upfront will allow you, as the supplier, to determine the most appropriate supply chain and staff for the engagement.
Could you expand on the IR35 point. We are a small consultancy with the majority of our staff fully employed PAYE people with a few associates	The off-payroll working rules will only apply where the buyer has determined that they are buying a supply of resource as opposed to an outsourced managed service. In these circumstances the buyer will be obliged to undertake an IR35 assessment to determine the

<p>having direct contracts with us and not using agencies. Is there an implication that our staff might be paid directly under PAYE by a customer?</p>	<p>employment status of the off-payroll worker for that particular contract or piece of work. The worker engagement route for each off-payroll worker will need to be validated by the buyer - so each worker (supplier staff) will be independently assessed.</p>
<p>Hi, where would we find the IR35 status of the opportunity and any guidance on rates. Is the day rate submission inclusive of fee?</p>	<p>The buyer will be expected to state if they are buying an outsourced managed service or a supply of resource in their published opportunity. We will be suggesting they make this clear in the section 'Additional terms and conditions'. Going forward, we are looking to implement a discrete field within the opportunity definition to hold this information. If the buyer opportunity is not clear you can always ask a clarification question.</p>
<p>I have seen a bid recently for an outcome stating the work will be rolled out in individual SOWs and some may be inside IR35, is this compliant?</p>	<p>Yes. Buyers are expected to undertake an IR35 assessment, where appropriate, for each contract or piece of work (for piece of work you can read SOW). As projects progress, the way in which workers are engaged 'on the ground' may change and buyers should look to re-evaluate how they have determined the engagement over time.</p>

MI and Management Charge

Question	Answer
If you supply MI for G Cloud is it on the same form or is it a separate submission?	No, there is a separate template to fill out for DOS and G-Cloud. You will have a task for each G-Cloud iteration you are on and a task for each DOS iteration you are on. For example if you are on G-Cloud 11, G-Cloud 12, DOS 4 and DOS 5, you will have a task in RMI for each.
Do suppliers nominate a contact who should receive reminders for MI Info returns?	Yes, you will receive an onboarding email to the contact you named in your application. If this contact needs to change please reply to the onboarding email to allow the MI team to activate the new user
Does MI for DOS5 align with other CCS agreements? Aka, will the email I currently receive now include DOS5 on the list of framework agreements, or is it done separately?	Yes, the email you receive will also include DOS 5 on the list of framework agreements
When will the MI reporting begin?	March 2021, you will receive your onboarding email with login details shortly before this date. If you already have an RMI account you will receive an email to inform you that you will now be able to report for DOS 5 shortly before this date.
MI Charge, does this mean you will be invoicing suppliers with or without the award of contract?	The MI Charge of 1% is charged from the Invoices Raised tab of the MI template. If you have reported No Business there will be no charge. If you have only reported the contract as you have not raised an invoice as yet, then there will be no charge.
On the MI reporting, do you send out reminders for when these need to be submitted?	You will receive a reminder email on the first day of every month. If you have not submitted by the 5th working day, you will receive a reminder on the 6th working day of the month. If you have not submitted by the 10th working day, you will receive a further email to inform you, you are late on the 11th working day. They will be sent to all MI Contacts that you have supplied us with
Is there any additional charges for working with you earlier on submissions outside of the 1% if awarded?	There is only a 1% management charge raised from the invoices raised tab completed and submitted on the MI return.
I didn't understand 1% of management charges of CCS? will this be charges to Supplier or buyers?	The 1% management charge is charged to suppliers.

when you say 1% is charged for services invoiced each month, can you give an example of the services that will be charged please and does that equate to the value of contracts that we win?	The MI Charge of 1% is charged from the Invoices Raised tab of the MI template. If you have reported No Business there will be no charge. If you have only reported the contract as you have not raised an invoice as yet, then there will be no charge. The management charge is payable 30 days after you have reported the invoice details to us.
When will MI contact us to let us know how to submit returns?	The MI Collection is due to start March 2021, the MI Team will be in touch with you the last week of February 2021
Can we add a different contact to receive the request for MI information?	Yes, You can have as many MI Contacts (users) as you wish
So since March 2021, we have to submit a report every month even though we have no business going on through DOS5? Is there a way to reduce this admin work?	Yes, It is a contractual obligation to provide MI on your organisation's activity on CCS agreements each month. This still applies even if you have not done any business on the agreements. Positive confirmation that you have not conducted any business is required for audit and completeness of income purposes. If you have not done any business on your agreement this month you don't need to complete a template file. Simply declare "no business" by logging in to the online portal, select the "Report no business" button against the relevant task, and confirm the submission.
Is the monthly MI requirement new for DOS5 or has this been in place for previous DOS frameworks? If new, why is it being introduced now?	This is not new. We collect Management Information for all CCS agreements
Where is the monthly MI report template please?	Once you receive your login details to the Report Management Information (RMI) system, at the beginning of the month you will find a task for you to complete. The MI template will be found here, please be aware that each agreement has it's own template so please ensure to download the correct template from the task you are completing.
Can you go over the exact process of submitting the monthly management information, i.e. email address to email to, subject line header, file naming requirements, first due date? Some other CCS frameworks are using a web app to submit the report; can you confirm that's not the case yet with DOS5?	We are currently finalising some guidance to help you with the process, please keep an eye on the Documents tab of DOS 5 webpage on the CCS site, as we will upload this here. You can also find more information in Framework Schedule 5 (Management Charges and Information), which provides details on your responsibilities as a supplier.

<p>How do you report No business with the template? We looked at the template and it wasn't clear how to fill it out in the case of no business?</p>	<p>If you have not done any business on your agreement this month you don't need to complete a template file. Simply declare "no business" by logging in to the online portal, select the "Report no business" button against the relevant task, and confirm the submission.</p>
<p>Hi, you mentioned that you will need management reports submitted on a monthly basis. Will this template be sent to us (in March) or will we need to log in to our accounts to get this?</p>	<p>If you already have a user account for RMI your new task, for DOS 5, will arrive on 1 March 2021. The template will be available from your task each month.</p>
<p>Are there framework charges to suppliers if a project is won?</p>	<p>There is a 1% management charge raised from the invoices raised tab completed and submitted on the MI return.</p>
<p>Can you please touch base on MI failure again please?</p>	<p>You can find the full details around MI Failure's in Framework Schedule 5 (Management Charges and Information).</p>
<p>on MI reporting, will there be seperate MI reports for DOS4 and DOS5 or will it be a consolidated report?</p>	<p>There is a seperate template to fill out for DOS 4 and DOS 5. You will have a task for each DOS iteration you are part of.</p>
<p>I am currently submitting other MI monthly for RM791 and a few others. I am assuming this new framework will also be added to my existing list or will there be a separate login for this framework to use ?</p>	<p>The task for DOS 5 will show on your RMI account as from 1 March 2021. You will be informed before this date by the MI Team.</p>
<p>Do GCloud suppliers have the same MI and management charge requirements?</p>	<p>No, G-Cloud 12 has a management charge of 0.75%, whereas DOS 5 has a Management charge of 1%</p>
<p>I have received emails from CSS Finance relating to supplying invoice details. Are these genuine? Will CSS ever email for that sort of information? It didn't look entirely genuine. Thanks, Jonathan</p>	<p>Yes, there was an email dispatched recently from Finance regarding payment terms and conditions. If you are unsure about any communications you receive please either email ccsfinance@crowcommercial.gov.uk or cloud_digital@crowcommercial.gov.uk.</p>
<p>Can you cover again when and how we will receive the template for monthly reporting please?</p>	<p>You will receive an onboarding email to the contact you named in your application to activate your Report Management Information (RMI) system. The task will be activated in the system as of 1 March 2021 on this task you will be able to download the MI Template.</p>

Data Analysis

Question	Answer
Do you have any data on average contract value?	Of the opportunities shown as awarded on the Digital Marketplace, the average contract value is £875,000. You can carry out your own analysis using the opportunity data, downloadable from View Digital Outcomes and Specialists opportunities and the Sales figures for the Digital Marketplace after 31 December 2018
You mentioned the % stats about how many opportunities were rewarded to SMEs. Do you have the stats for the value of opportunities awarded to SMEs vs not SMEs?	The Sales figures for the Digital Marketplace after 31 December 2018 provides a chart which shows the value for opportunities awarded to SMEs vs not SMEs
Can you share what % of the suppliers were awarded a contract in 2020? So we can understand if a breadth of suppliers are being chosen.	You can carry out your own analysis using the opportunity data, downloadable from View Digital Outcomes and Specialists opportunities and the Sales figures for the Digital Marketplace after 31 December 2018
What proportion of the DOS4 SMEs won contracts?	You can carry out your own analysis using the opportunity data, downloadable from View Digital Outcomes and Specialists opportunities and the Sales figures for the Digital Marketplace after 31 December 2018
can we please have a link where we can check the spend analysis for DOS 4?	The Digital Marketplace sales figures, includes details on Sales figures for the Digital Marketplace after 31 December 2018 . You can filter these further to carry out your own analysis.
Digital Marketplace sales - Figures are only available for on and before 31 December 2018. Where can we get the sales figures from 1 January 2019 till now? As this is very old data and we can't find details of the current suppliers	The Digital Marketplace sales figures, includes details on Sales figures for the Digital Marketplace after 31 December 2018 . You can filter these further to carry out your own analysis.
how many contracts awarded went to the incumbent supplier?	This isn't research we've carried out. You can carry out your own analysis using the opportunity data, downloadable from View Digital Outcomes and Specialists opportunities and the Sales figures for the Digital Marketplace after 31 December 2018

<p>Of the 74% of the opportunities awarded to SME's, what was the actual value awarded to SME's versus large organisations?</p>	<p>We don't have the full figure currently but you can carry out your own analysis using the opportunity data, downloadable from View Digital Outcomes and Specialists opportunities and the Sales figures for the Digital Marketplace after 31 December 2018</p>
<p>If 6% of suppliers are non-SME but they're winning 26% of the business, what kind of companies are these? How much overlap is there from large multinationals on G-Cloud, Tech Services, and DOS?</p>	<p>The Digital Marketplace sales figures, includes details on Sales figures for the Digital Marketplace after 31 December 2018. You can filter these further to carry out your own analysis. This will allow comparison between DOS and G-Cloud. Tech Services isn't available through the same interface but the Tech Services webpage has a 'Reporting pack' you may find useful.</p>