

Digital Outcomes and Specialists 5

RM1043.7

Supplier FAQs

Customer guidance



Crown
Commercial
Service

Digital Outcomes and Specialists 5

Supplier FAQs

This document answers common questions raised by suppliers. Section 1 covers FAQs about how to join the framework. Section 2 covers FAQs for appointed suppliers.

Section 1. FAQs for interested suppliers

What is covered by this agreement?

- Design, build and delivery of bespoke digital outcomes using teams or individuals
- Physical research studio space to conduct user research
- User research participants

What is out of scope?

- hosting, support and maintenance of live application
- supplementing a temporary shortfall in staff with no clear deliverables; working across projects under direction of buyer
- any non-digital role, or a role where there are no clear deliverables

Can I still apply?

No, the deadline for applications closed on Tuesday 17 November and we cannot accept new applications during the life of the framework. We suggest keeping an eye on the [upcoming deals](#) page on the CCS website for details on the next iteration of DOS.

How do I apply?

Digital Outcomes and Specialists is currently hosted on the [Digital Marketplace](#). When the time comes to apply, regardless of whether or not you're an existing supplier, you'll be required to make a new application. When it comes to applying we suggest you read all the tender documents and the application itself thoroughly so you do not miss any important information.

If you are new to the Digital Marketplace you can [sign up for Digital Marketplace alerts](#), where we'll let you know when applications to sell your services will open.

Where can I find the tender documents for DOS 5?

The tender documents are available on [Contracts Finder](#)

How long does the application process take?

The [what to do and when](#) page on Digital Marketplace, provides you with details on the application process and a timetable of key dates as applicable to DOS 5, which can give you an idea of the general timescales for the application process.

Are the terms and conditions negotiable?

Terms and conditions are non-negotiable. Buyers are able to add to/amend certain terms to the Order Schedules but will need to share these with all suppliers when they issue their tender documents and you will need to agree to them.

Can I ask questions regarding the terms and conditions?

Yes. During the application process there is a set time period where you can ask clarification questions through the Digital Marketplace, these will then be answered and posted online. Once you have been appointed you can ask questions via email to technologysolutions@crownccommercial.gov.uk.

What is the duration of this agreement?

Digital Outcomes and Specialist 5 is live until 19/01/2022 (1 year) and has an optional extension period of 12 months.

What is the maximum call-off length under this agreement?

The maximum term for a call-off contract (order contract) under this agreement is 2 years plus a 25% extension of the initial contract period - equivalent to a maximum of 6 months.

Is Direct Award permitted under this agreement?

No, unlike some framework agreements, this agreement is further competition only.

What is the Management Charge for this agreement?

CCS will charge you a Management Charge based on the MI submitted. This is 1% of the total value of customer invoices reported excluding VAT. Full details can be found in Framework Schedule 5 - Management Charges and Information

Section 2. FAQs for appointed suppliers

How will I be notified of new tenders?

You will receive email notifications that will inform you of new opportunities uploaded by a buyer. Alternatively you can visit the Digital Marketplace and select [View Digital Outcomes and Specialists opportunities](#), this will take you to a full list of open and closed opportunities uploaded onto the digital marketplace.

Do I have to respond to all tenders?

No, we would only expect you to respond to tenders where you have the capability and capacity to deliver the required Deliverables.

We would, however, encourage you to log in to your Digital Marketplace account regularly to view published opportunities and to ensure your account details are always kept up to date.

How can I add a new specialist role to my DOS services?

To add additional roles to the services you provide for Lot 2 (Specialists), please complete and submit this [Google Form](#) once received we will be able to add the additional roles to your DOS5 services.

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.

Can I update the maximum day rate for my specialist roles?

No, unlike previous iterations of DOS, your maximum day rate is fixed from when you submitted your application and you are unable to amend the maximum day rate for your specialists. This was made clear in the tender documentation.

Can I put forward more than one specialist for an opportunity?

When applying for a specialist role you cannot put forward multiple individuals, you can only put in one application for each opportunity which has been advertised

What can I do in terms of marketing/ promoting that our organization is on DOS?

CCS has a Supplier Marketing toolkit available to suppliers. You must follow certain guidelines as detailed in the Toolkit. If you need approval of any marketing in relation to this Agreement, please contact cloud_digital@crownccommercial.gov.uk

When do I submit my MI?

As per Framework Schedule 5 - Management Charges and Information, you must submit MI to CCS each month and this should be submitted by the 5th working day of each month. Your MI contact will receive a reminder on the first day of the month.

How do I submit MI?

Management Information is submitted via [Report MI](#), monthly, in arrears, for the full lifetime of the agreement (including for call-off contracts where the end date exceeds that of the agreement itself). You will be issued with login details prior to the first reporting month, if you already have login details you will see DOS 5 added to your task list on the anticipated date of 1 March 2021.

What do I do if I have no spend to report?

Regardless of whether you have spend to report or not you will still need to report on a monthly basis through the RMI portal. For those suppliers with no spend to report, there is an option to submit a 'No Business'. This will only take a few seconds and if you have any problems you can contact our MI team by emailing report-mi@crownccommercial.gov.uk.

What do I do if our organization's contact details change?

You can amend details, which buyers will contact you on such as your email address through your Digital Marketplace account. If you need to change details such as your registered company name, registration number or DUNS number, please contact cloud_digital@crownccommercial.gov.uk

Where can I make a complaint about my experience with this procurement on the Digital Marketplace?

If you believe that the procurement process has not been followed properly, or have a complaint in the way this was carried out, you can submit a complaint to the [Public Procurement Review Service \(PPRS\) Team](#): publicprocurementreview@cabinetoffice.gov.uk

Contact details

If you have any other queries please email us at cloud_digital@crownccommercial.gov.uk or call our Customer Service Desk on 0345 410 2222

You can also learn more about Crown Commercial Service at:

Website:
[crowncommercial.gov.uk](https://www.crowncommercial.gov.uk)

Twitter:
[@gov_procurement](https://twitter.com/@gov_procurement)

LinkedIn:
[Crown Commercial Service](https://www.linkedin.com/company/crown-commercial-service)

