Supplier newsletter

RM 1557x G-Cloud 10

Q3 Sep 2018

**Crown Commercial Service G-Cloud team ~ Norwich**

Welcome to the first edition of the G-Cloud 10 supplier newsletter from the Procurement Operations team, who manage the day to day running of the G-Cloud framework. The newsletter will follow on from those published for the G-Cloud 9 suppliers and provide news and updates from the G-Cloud team.

G-Cloud 10 has bedded in successfully and picked up where G-Cloud 9 left off. With G-Cloud 10 we've seen an increase in suppliers (approximately 3,500 versus circa 2,850 on G-Cloud 9 and 1,900 on G-Cloud 8) offering almost 25,000 services and the usual high ratio of SMEs (90%).

<u>Financials</u>

As of 19th September 2018, **£3.6bn** has been transacted on G-Cloud since G1 opened in 2012.

The first chart below shows how G-Cloud spend has increased since 2012. Actual spend for FY18/19 shows cumulative spend over the first five months (April - August). The second chart shows spend per month over the first five months of 2018/19 compared with the same period last year.
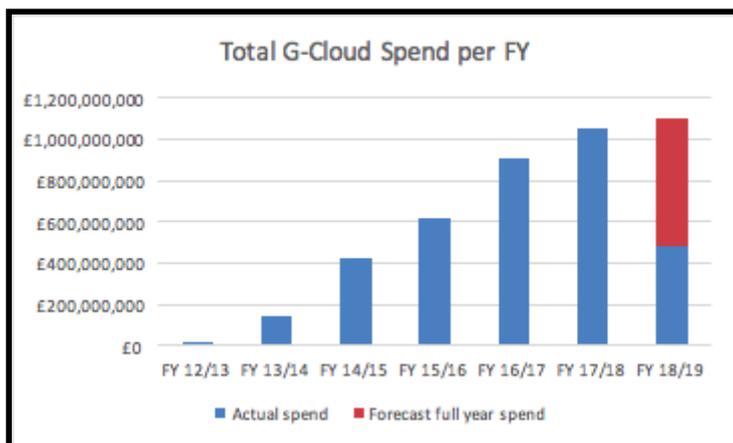
(April to March financial year)
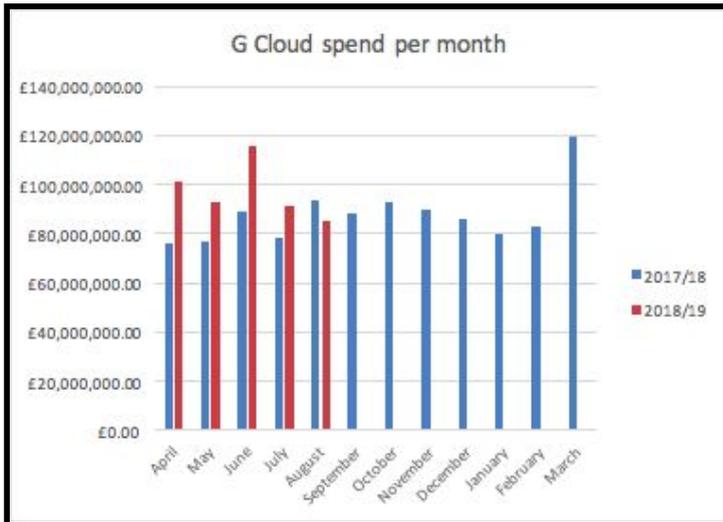
The next full G-Cloud spend data is due to be published in October 2018. The last full G-Cloud spend data was published in August 2018 LINK - From November 2018, CCS will be publishing an online dashboard which includes the spend data.

MI Returns….

The table shows the status of G-Cloud 10 MI returns for the current financial year*. There is still a large number of MI returns that have not been reported. Even if there is no activity for a month, you **must submit** a nil return for that month, as per the terms of the Framework Agreement. Returns must be submitted by the 7th day of every month (or the nearest working day before the 7th day if it's a weekend or public holiday) during the framework period and thereafter until all call-off contracts have expired. This includes both orders (call off contracts) received and invoices raised for the period.

Please ensure that you submit any outstanding returns. Failure to provide timely and accurate returns may result in you being invoiced an admin fee for the costs of chasing or rectification and/or you being removed from the framework.

Management Information	Number of suppliers that have reported orders and/or invoices	Number of suppliers that have submitted a nil return	Number of suppliers that have not reported any Mi	No. of suppliers suspended for MI breaches**
July	57	3,186	206	N/A
August	116	2,978	353	N/A

Should you have any difficulty accessing the MISO portal to submit your return, or need advice on how to do so, or if the person responsible for submitting MI within your organisation has changed, please contact: mi.collection@crowncommercial.gov.uk

* Total numbers of suppliers vary each month for several different reasons including suppliers being set up on G-Cloud 10 having submitted signed frameworks and clarified outstanding issues with DUNS and Company Registration numbers, as well as some suppliers being suspended from the framework and/or submitting MI late
** 3 or more non submissions of MI in a 6 month period

Changes between G-Cloud 9 and G-Cloud 10

Under G-Cloud 9 cyber security services assured by the following NSCS schemes were out of scope:
- Cyber security consultancy
- Penetration Testing (CHECK)
- Cyber Incident Response (CIR)
- Tailored Assurance services

Under G-Cloud 10, these are back in scope, under Lot 3

GDPR clauses have been added to the G-Cloud 10 framework agreement and call off contract template

G-Cloud 10 Performance Statistics

Some months ago suppliers got in contact to ask if we could publish some statistics relating to the performance of the G-Cloud framework.

Accordingly, please find below the statistics requested:

How many first-time suppliers joined G-Cloud 10?

1,243 suppliers joined the G-Cloud 10 framework, having not been a supplier on G-Cloud 7, 8 or 9.

How many of these suppliers are SMEs?

1,167 of the 1,243 suppliers who joined the G-Cloud 10 framework, having not been a supplier on G-Cloud 7,8 or 9, are SMEs.

G-Cloud monthly "what can I buy and how" webinars

Although traditionally held for potential G-Cloud 10 buyers, suppliers are welcome to attend the monthly G-Cloud 10 webinars. You will need to register for them and registration closes 2 days before each webinar. You will receive a link to access the webinar the day before. The webinar is not recorded but CCS will send out a copy of the slides, together with any Q&A after the webinar.

The link for registering for a webinar is given below. You may select the month in which you wish to attend G-Cloud 10 What Can I Buy and How Webinar

Provision of additional services under Lot 3 (Cloud Support) of G-Cloud 10

There have been a number of requests from suppliers to update their Lot 1 (Cloud Hosting) or Lot 2 (Cloud Software) pricing to include day rate pricing for additional services to assist with the deployment of a Lot 1 or Lot 2 service.

To be clear, had a Lot 1 or Lot 2 supplier wanted to offer additional services to support the deployment of a Lot 1 or Lot 2 service, then they would have needed to apply to Lot 3 of the G-Cloud 10 framework to offer these.

Lot 3 (Cloud Support) is specifically for services that help buyers set up and maintain their Cloud services including:
- Planning;
- Setup and migration;
- Testing;
- Training;
- On-going support

How to offer discounts on G-Cloud

It is not possible to increase pricing during the life of the framework, however you can add volume related discounts, permanent reductions or time limited discounts. All discounts **MUST** be made available to all customers. If you are proposing time limited discounts, please ensure you detail when the time limited discount expires and detail your discounted pricing as well as the standard pricing. Please amend your pricing documents and submit with track changes for CCS to approve and send to: gcloudupdate@crowncommercial.gov.uk

Making edits to your service listings on the Digital Marketplace

A reminder that in addition to being able to change your contact name, email address and phone number on the Digital Marketplace yourself, you can now amend your G-Cloud service name, description, features and benefits and you are now able to edit your service definition document. Terms and conditions however cannot be amended.

Issues with G-Cloud 10 applications and what needs to change for G-Cloud 11

Huge numbers of G-Cloud 10 suppliers provided incorrect DUNS & Company registration numbers (CRN) during the G-Cloud application process, as well as incorrect company address details. Each case has to be investigated, before suppliers can be set up on CCS systems including Salesforce and MISO. This also delays the signing and counter signing of commercial agreements. Please therefore ensure that when you are providing your DUNS & CRNs, that they both refer to the same organisation and that that organisation is the one you are applying to G-Cloud as.

Growth of the G-Cloud Framework

We will shortly be focussing on growth opportunities across the Public Sector (both Central Government and Wider Public Sector) regarding the G-Cloud Framework. We would be interested in hearing your ideas about how to grow opportunity and engagement with the Public Sector using the G-Cloud framework.

Case Studies

We welcome case studies from you and are happy to publish these once finalised through our Comms and Marketing team.
Should you have a suitable G-Cloud case study in mind, we would want you to outline:

1) the requirement (what the customer set out to do: what challenge they faced, what goals they had and why they chose CCS)
2) the solution (how you did it using the G-Cloud framework and how this helped the customer get over their challenge and solve the problem)
3) the result (what savings and other benefits you achieved. Feel free to provide figures and statistics)

Should you wish to provide a case study, please let us know by emailing cloud_digital@crowncommercial.gov.uk and we can provide you with a case study template.

Get in touch

The way we provide support has changed.

To get support with selling your services email cloud_digital@crowncommercial.gov.uk
To make changes to your supplier account email enquiries@digitalmarkeplace.service.gov.uk

Feedback

If you can think of any improvements or if there's anything you would like to see in our newsletter, please get in touch.

To contact the team please email cloud_digital@crowncommercial.gov.uk

G-Cloud team

The Cloud team, available to support you and answer any queries you may have, now comprises:

Liz Freeman G-Cloud Category Manager
Looks after buyers' support and education
She hosts monthly webinars which are
primarily aimed at buyers but which
suppliers are welcome to attend.

Lucy McCormack G-Cloud Category Manager
Looks after suppliers' support and education
and the financial management of G-Cloud,
forecasting, data and supplier MISO returns.

Kevin Todd G-Cloud Category Lead
Heads up the G-Cloud team, leading
on new initiatives. He also acts as a
 point of escalation, when required.

You may have noticed that Sandra Milburn has moved to another team within CCS. Additionally Rob Macleod retired at the end of July this year and has been replaced by Kevin Todd. There will be further announcements hopefully in the next newsletter regarding new members joining the team.