

Welcome to G Cloud 10 and thanks for joining

We mute your phone on entry, to cut down on background noise

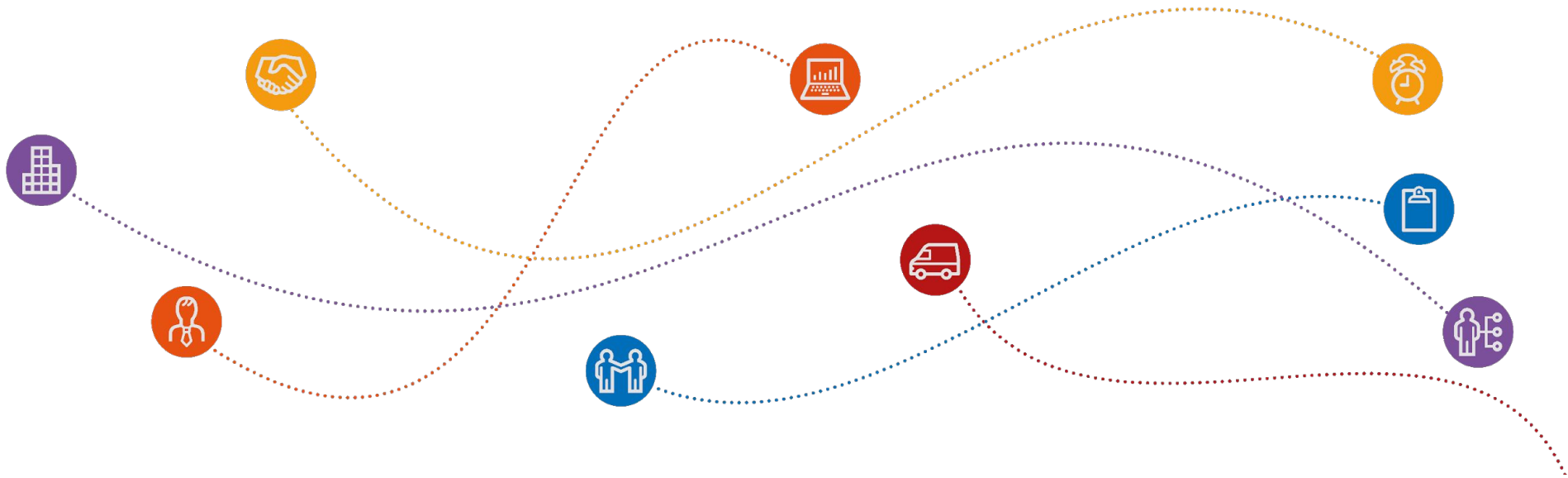
Please ask questions via the chat box, to the host

The chat box is located on the top right of your screen



Crown  
Commercial  
Service

# Welcome to G-Cloud 10



## Agenda for today

Digital Marketplace overview including.....

- ★ Lot structures and G-Cloud background
- ★ Making changes to pricing and other documents
- ★ What is not allowed on the framework
- ★ Importance of monthly MI reporting
- ★ Supplier Marketing Toolkit
- ★ Changes for G-Cloud 10
- ★ Considerations for the future
- ★ G-Cloud buying process and hierarchy of terms
- ★ Contact details



# Digital Marketplace

**Digital capability**  
(Digital Outcomes  
and Specialists)

**Cloud services**  
(G-Cloud)

**Physical data  
centre space**  
(Crown Hosting)



### **G-Cloud**

- Commodity services
- Contract award
- Supplier T&C's
- Supplier IPR/Source code
- No Agile development  
configuration only

### **DOS**

- Bespoke services
- Further competition
- Government T&C's
- Customer IPR/Source code
- Agile development - iterative

## Find technology or people for digital projects in the public sector

- **DOS** Find an individual specialist
  - eg a developer or user researcher
- **DOS** Find a team to provide an outcome
  - eg a booking system or accessibility audit
- **DOS** Find user research participants
  - eg people from a specific user group to test your service
- **DOS** Find a user research lab
  - eg a room to conduct research sessions
- **G-Cloud** Find cloud technology and support ←
- eg content delivery networks or accounting software
- **Crown Hosting** Buy physical datacentre space
  - eg for services that can't be migrated to the cloud

1

## Cloud Hosting

*Covers Infrastructure and Platform as a Service - previously Lots 1 & 2 (IaaS & PaaS) - on G-Cloud 8*

2

## Cloud Software

*Is an application or service that can be run over the internet or cloud - previously Lot 3 software (SaaS) - on G-Cloud 8*

3

## Cloud Support

*Support your transition to IaaS, PaaS and SaaS - previously Lot 4 - on G-Cloud 8*

If you were not on G-Cloud 9 but were on previous iterations of G-Cloud, then you will notice the above change in the Lot structures.

## G-Cloud Background

- Offers off the shelf, commoditised, cloud based systems and services
- Over 3,500 suppliers
- Nearly 25,000 services
- Nearly 90% of the suppliers are SME's
- Over 3.4 billion pounds of spend to date
- Over 45% of historic spend goes to SME's





## How to change documents

- Terms and conditions cannot be changed
- Service Definition document can be amended as long as there are no material changes.
- Email all changes to [gcloudupdate@crownccommercial.gov.uk](mailto:gcloudupdate@crownccommercial.gov.uk) for approval
- Please submit amended documents with track changes clearly showing
- Contact details / change of address / phone numbers, service name, description, features and benefits can be changed by logging in to your supplier account

# How to change pricing documents

- It is not possible to increase pricing during the life of the commercial agreement
- You can add volume related discounts, permanent reductions or time limited discounts
  - Please note all of the above **MUST** be made available to all customers

Please amend your pricing documents and submit with track changes for CCS to approve to [gcloudupdate@crownccommercial.gov.uk](mailto:gcloudupdate@crownccommercial.gov.uk)

## Services out of scope

- Co-location services for example equipment the buyer rents from a supplier's data centre
- Non-cloud related services
- Stand-alone bespoke design and development
- Hardware
- Recruitment or contractor services (contingent labour) or services that are inside IR35
- Consultancy except consultancy relating to the cloud is permitted

## Monthly MI Reporting

This is extremely important information to us as it enables us to capture accurate spend and savings that we must report to Government (link to 2 minute video)

Information must be reported every month by the 5th working day during the commercial agreement period and thereafter until all call-off contracts have expired. **This includes both orders (call off contracts) received and invoices raised for the period.**

The supplier must submit a monthly return even if it is a 'nil return' when there is no business to report, otherwise CCS have no way of knowing whether any business took place. A supplier failing to submit MI 3 times in a 6 month period will be suspended from the commercial agreement.

## Monthly MI Reporting continued

All G-Cloud 10 suppliers will receive an email from the CCS MI team 4 or 5 days before the 1st of the month in which they are expected to start reporting MI, with a link to a very detailed training video and their log in details.

If the person receiving this email is not the person responsible for reporting MI, please let the MISO team know and provide the name and contact details of who is responsible for reporting the MI by emailing: [mi.collection@crowncommercial.gov.uk](mailto:mi.collection@crowncommercial.gov.uk)

This email address is also the one to use for any MISO related queries

There is no limit to the number of contacts a supplier can have for MISO\*

# Supplier Marketing Toolkit

- Supplier Marketing Toolkit - guidance on communications to your customers
- Identity Guidelines
- Case Study Template - this will be loaded to the CCS website from the end of July.
- Supplier logos
- Please send any press release that mentions Crown Commercial Service to us for prior approval - [cloudpr@crownccommercial.gov.uk](mailto:cloudpr@crownccommercial.gov.uk)

All of the above can be found here:

<https://www.gov.uk/guidance/how-to-talk-about-being-a-supplier-on-the-digital-marketplace>

## Changes for G-Cloud 10

Cyber Security - 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, logically under Lot 3\*

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



# Considerations for G-Cloud 11

- From the launch of a new iteration of the framework the G-Cloud Commercial Agreements Team welcome and capture both supplier and buyer feedback as to what changes they would like to see in future iterations.
- There is no guarantee that suggested changes can be implemented, however these are shared with GDS who will conduct user research.



# DUNS & Company Registration Numbers

- Huge number of suppliers providing incorrect DUNS & Company registration numbers (CRN) during G-Cloud application process
- Implications as each has to be investigated.
  - The setting up of suppliers in CCS systems including MISO
  - The signing and counter-signing of Framework Agreements
- Recommendation:
  - Ensure 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.

## G-Cloud Buying Process



Prepare



Search and  
Long List



Long List to  
Short List



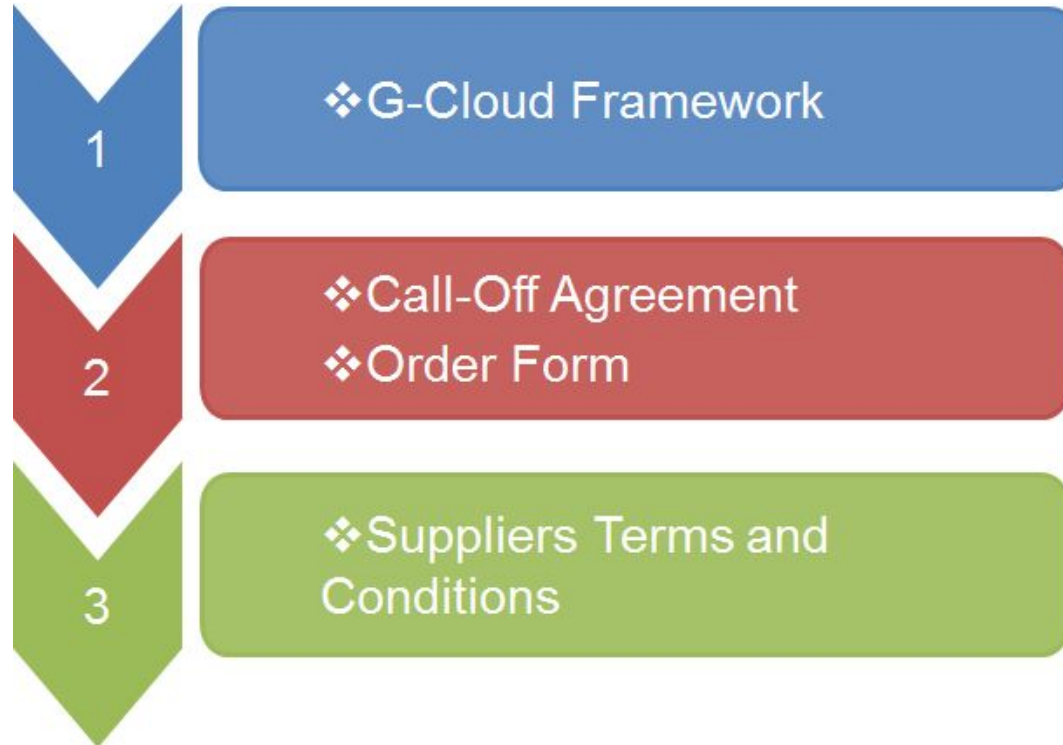
Evaluation  
and Selection



Award



Benefits





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[gcloudupdate@crowncommercial.gov.uk](mailto:gcloudupdate@crowncommercial.gov.uk)

[cloudpr@crowncommercial.gov.uk](mailto:cloudpr@crowncommercial.gov.uk)



<https://www.digitalmarketplace.service.gov.uk/>



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