

Supplier newsletter

RM 1557x G-Cloud 10

Q1 Apr 2019

CROWN COMMERCIAL SERVICE G-CLOUD TEAM ~ NORWICH

Welcome to the third edition of the G-Cloud 10 supplier newsletter, with news and updates from the Procurement Operations team, who manage the day to day running of the G-Cloud framework.

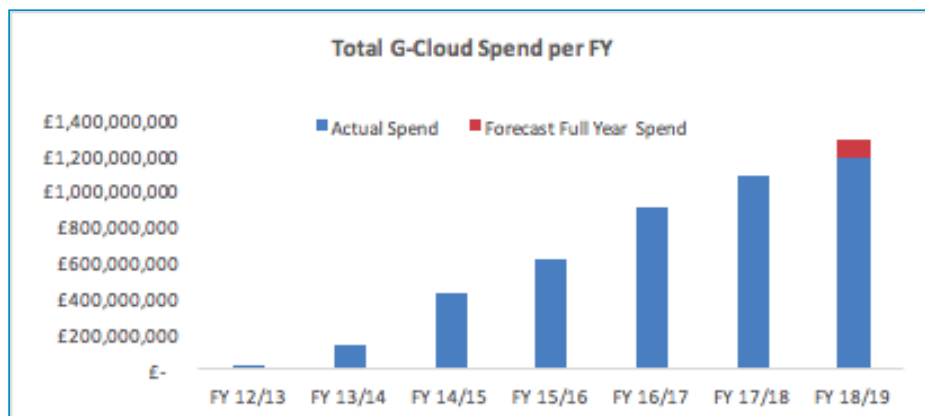
March 25th saw the opening of applications for G-Cloud 11. For further advice regarding the application process, please refer to <https://www.gov.uk/guidance/g-cloud-suppliers-guide> which also explains how you can ask clarification questions.

Fraudulent emails are being sent to suppliers purporting to be from the G-Cloud team. Please ONLY action requests from the following email addresses: g-cloud.team@notifications.service.gov.uk or @crowncommercial.gov.uk

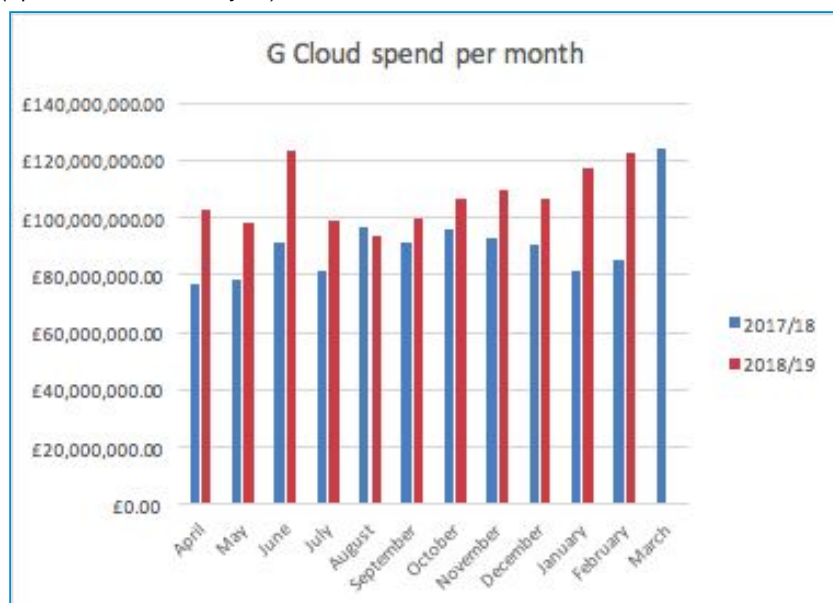
FINANCIALS

As of 3rd April 2019, **£4.3bn** has been transacted on G-Cloud since G1 opened in 2012.

G-Cloud has continually seen year on year growth since its inception in 2012 as shown in the chart below (Chart 1). Financial Year (FY) 18/19 is presented as 11 months (April - February) and highlights spend which exceeds the full year spend of FY17/18, also demonstrated in Chart 2 below.



(April to March financial year)



G-CLOUD SALES / SPEND DATA

Crown Commercial Service (CCS) will now be publishing G-Cloud spend data monthly, via an online dashboard. The data will be refreshed by the end of every month. The dashboard will give suppliers and customers the functionality to interrogate the data more through graphs and tables.

We believe it is imperative you receive spend and performance data more regularly, hence the change from the previously issued quarterly information. Should you have any questions regarding this change or how to interrogate the data, please contact us on the details within the Feedback section.

Anyone visiting the old spend data page will see a link above G-Cloud Sales entitled "[Sales figures for the Digital Marketplace after 31 December 2018](#)" are available on the CCS website"

Please note that the way SME spend is reported has changed. Previously if a supplier's status changed from SME to Large, all spend associated with that supplier, including historical spend, would then be reported as Large. We've now improved our reporting to measure all spend based on the supplier status at the point of invoice

MI RETURNS

The table below 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 (which only need to be reported once) and invoices raised for the period (which need to be reported each time an invoice is raised).

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.

We are currently analysing data on Contracts Finder and working with buying organisations to understand which G-Cloud Call Off Contracts (Orders) have been entered into without the corresponding MI having been reported, in particular where suppliers have reported a nil return. We will give suppliers the opportunity to correct any errors in MI Reporting that we find. However we urge all suppliers to check their own records and ensure that orders and invoices have been correctly reported to MISO. If suppliers refuse to comply, they will be suspended 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	60	3,395	4	N/A
August	123	3,324	8	N/A
September	208	3,234	9	N/A
October	265	3,164	18	N/A
November	351	3,059	31	62
December	381	3,005	46	9
January	418	2,928	79	4
February	456	2,812	148	17

* Total numbers of suppliers vary each month for several different reasons including suppliers being suspended from the framework and/or submitting MI late

** 3 or more non submissions of MI in a 6 month period

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@crownccommercial.gov.uk

RMI

CCS has changed the way suppliers report business (Management Information) received through their frameworks, with the migration from the MISO platform to the RMI platform.

The URL to access RMI is: <https://www.reportmi.crownccommercial.gov.uk/>

The reporting template can only be downloaded. An online completion of the report is no longer possible. Once suppliers have downloaded the template, they can select Report management information. Once a file has been uploaded to submit, the number of contracts (orders) and total invoice value can be reviewed and should anything be incorrect, there is an option to start again.

However if you wish to Report no business (a nil return), you do not need to download the template and should simply click Report no business. It is a self explanatory system and is being iteratively developed in the Beta stage.

INCOMPLETENESS OF SPEND

In early 2019 the G-Cloud team, in conjunction with a wider CCS effort, have initiated an exercise to recover MI returns which previously were unreported. Our engagement with suppliers over the last few weeks has so far assisted in recovering spend to the value of £37 million. Where we are encountering unreasonable supplier resistance and where a supplier has a bad reporting history, formal audits are being initiated. The most common reasons identified for suppliers failing to report spend include sub-optimal internal control systems and a lack of understanding about reporting procedures as well as reporting as a contractual requirement. We therefore encourage suppliers to read the framework agreement and the relevant supplier guidance to re-familiarise themselves with these topics.

G-CLOUD MONTHLY “WHAT CAN I BUY AND HOW” WEBINARS

The last of these webinars for G-Cloud 10 will be held on April 10th at 10.30. Please note there will be no webinar in May and June but they will start again in July when G-Cloud 11 goes live. You will need to register for the webinar. Registration will close 2 days before the 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 here [G-Cloud 10 What Can I Buy and How Webinar](#)

PROMPT PAYMENT POLICY

A new prompt payment policy will be coming into force in September 2019 which will affect suppliers bidding for Government contracts above £5m per annum.

As part of the selection process contracting authorities will be looking back at your payment performance for the previous two 6 month reporting periods. Your business's current performance will therefore be considered and may have an impact on your ability to win business.

This policy was announced last year by Oliver Dowden, Minister for Implementation for the Cabinet Office. It requires bidders (during the selection process) to answer a series of questions about their supply chain management and tracking systems, which will include providing details about payment practices, processes and performance including the percentage of invoices paid within 60 days across both their private and public sector business. Suppliers who are unable to demonstrate that they have systems in place that are effective and ensure a fair and responsible approach to payment of their supply chain may be excluded from bidding.

The aim of this policy is to ensure that the government only does business with companies who pay their suppliers on time, many of which are small businesses. The move will promote a healthy and diverse marketplace of companies providing public services.

GUIDANCE FOR CURRENT CROWN COMMERCIAL SERVICE SUPPLIERS

This guidance covers submission of MI, promoting your place on a CCS agreement, supplier audits, expiring agreements and forthcoming tender opportunities, improving public procurement practice, the Bribery Act 2010 and Government Security Classification Schemes. Please see the [Guidance for current Crown Commercial Service suppliers](#)

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

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 challenges 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.

SUPPORT AND FEEDBACK

The way we provide support has changed.

- To obtain support with selling your services, email cloud_digital@crowncommercial.gov.uk

- To make changes to your supplier account, email enquiries@digitalmarkeplace.service.gov.uk
- 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 and 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 is responsible for the delivery of G-Cloud 11.



Kevin Todd G-Cloud Category Lead

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



Michael Warrington G-Cloud Commercial Agreement Specialist

Assisting and supporting the team with all activities and in particular buyer and supplier queries as well as audits and novations.



Herman Nel G-Cloud Commercial Agreements Executive

Responsible for MI reporting, forecasting, answering activities and in buyer and supplier queries



Mark Tooke G-Cloud Assistant Category

Specialist, assisting and supporting the team with all G-Cloud related activities and in particular buyer and supplier queries.

