

G-Cloud 10 Webinar Chat Capture

Are you recording this session and would it be available to attendees?

This one isn't as we had a few technical issues in the beginning, but we are aiming to record one of the sessions so it will be available with the slides.

Will the slides be available after the Webinar?

We will publish these on the website later in the month along with the collated Q&A and you will receive an email with a link to where to find them

If people are looking for G-Cloud and not finding it easily, would it not make sense to change the label?

This has been and will be raised again with the Digital Marketplace.

Additional services requested by the buyer, can those be added without changes to the framework?

No new services can be added to the framework while it is live.

Does that mean email as well as making edits?

You can amend the short description, features and benefits as long as these do not materially change the core service.

When submitting application it said very clearly that we could submit a service definition document after the deadline. Is this still the case please?

Yes it is - you can make this amendment by logging in to your Digital Marketplace account

Surely it should be 'Consultancy except consultancy related to the cloud is *NOT* permitted'? Services scoping/ planning a cloud solution ok?

Yes, general consultancy is out of scope of G-Cloud 10 but cloud specific consultancy is in scope

Is MI needed even if no sales or invoices?

Yes, if you have done no business in the previous month, you will need to submit a 'nil return'

Can you publish a schedule for the monthly MI reporting?

This will be provided by the MI team when they make contact later in the month.

The slide that compared DOS and G-Cloud had a bullet point that stated No Agile development. Does that mean that Agile development is not allowed for G-Cloud Projects?

Correct. Agile Development is not allowed on G-Cloud

Are we allowed to add new service listings?

No you are not allowed to add new service listings. You will need to await G-Cloud 11 to do this

Just to clarify - do we have to get prior approval for blogs, case studies and social media posts? I have previously been told we do not and it is only press releases that need approval.

It is just press releases that need prior approval

Can you supply a link to a template for submitting returns after the webinar?

This will be provided by the MISO team to the MI contact nominated within your application to G-Cloud 10, along with a link to the training video and your login details

Is there a single place (URL) where all the documentation/toolkits are listed? Searching the web and finding lots of different places to look at.

All information can be found here:

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

Re sale of cloud software, how are upgrades treated - i.e. ones that go beyond the scope of the service definition?

This sounds more like the introduction of a new service and would not be allowed

Suggestion for G-Cloud 11: allow SaaS Service to introduce new sub-services or extra 'plugins' during the framework agreement. This will us (suppliers) to rapidly introduce new features for the benefit of customers.

This will be fed back to our GDS colleagues and Strategic Category at CCS for further user research to feed in to the design of G-Cloud 11

Would like the ability to change Ts & Cs for new customers

Again this will be fed back to our GDS colleagues and Strategic Category at CCS for further user research to feed in to the design of G-Cloud 11

Will you be going into more detail on the branding i.e. show some examples of good logo usage etc?

All the information you require can be found here:

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

<https://www.gov.uk/government/publications/crown-commercial-service-supplier-logo-and-brand-guidelines>

What do we need to change for us to come up in keyword search?

You are able to edit your service name, description, features and benefits to impact how you feature in keyword searches

Can you update the search listings?

If you mean the order of results, then no these are random.

At the moment you link back to the website if there's a free trial, can you link to our website even if we don't have a free trial? It's a great way for them to get a feel for the company.

No. This was a specific question in the application as to whether a free trial was available.

Can anyone tell me how to access MISO? Do we have to create an account, or will one get created for us?

An account will be created for the nominated MI contact you provided within your G-Cloud 10 application and the login details will be sent to that contact 4 or 5 days before the 1st of the month in which you are expected to start reporting MI returns (August 2018)

So essentially everyone is going to be flooding listings with keywords rather than description. Wouldn't it make more sense to make a stricter criteria selection box like an eBay listing? Currently we haven't seen listings flooded with keywords. All we suggest is think like a buyer would think and use words they are likely to search with. Also see how your competitors word their services as this may give you some pointers.

I still don't know what DOS is, do I need to know as a new member?

DOS stands for Digital Outcomes and Specialists and is a separate framework to G-Cloud. More information on DOS can be found here: <https://www.digitalmarketplace.service.gov.uk/> The latest iteration of the DOS framework, DOS 3, will be coming soon. You need an account to receive notifications about when you can apply

When is my first MI due?

The first MI return is due by the 5th working day in August 2018

Can you advise when DOS 3 is due to be released?

Mid July, please keep an eye on the Digital Marketplace for the timetable.

Do we get stats from the system to show how many times we appeared in searches etc.?

No the platform does not currently provide this data

There are a lot of services on G-Cloud under support (Lot 3) that seem to be out of scope - what happens next?

Our team of 2.6 people will conduct supplier assurance activities as part of the running of the G-Cloud framework. However with circa 25,000 services to assure, as you can imagine, this will take some time. We would be happy to investigate any assurance queries suppliers and buyers bring to our attention as urgent. When we do assure a service, we always give the supplier in question the opportunity to prove if and how their service is in scope. If it is found to be out of scope, it will be removed from the Digital Marketplace.

How do Suppliers know that they have been reviewed as part of a Search and then how do we get notified of an enquiry?

You will only know if a buyer contacts you as part of their procurement. We do encourage them to notify suppliers, whether this is because they are successful or unsuccessful.

Are you going to do anything with MISO. During the submission date it runs like a dog and often coughs up numerous errors

The MISO platform is in the process of being replaced. When we find out more, we will let you know

Where do we get notified of an interested customer?

You will either already be talking to them or potential buyers will contact you as part of their search.

It would be very useful to know what search criteria the public sector are using - is there any way that can be distributed or made available?

We do not have this data. Furthermore, it is a function of the Digital Marketplace, not G-Cloud. The Digital Marketplace is owned and run by GDS - you could try asking them by emailing enquiries@digitalmarketplace.service.gov.uk

Will we receive a notification to apply/ register for DOS 3?

If you have a Digital Marketplace account, you will receive notifications about when you can apply

Can we access the same tool suppliers use to find us? (so we can understand the performance of our keyword searches)

Yes you can - simply go to <https://www.digitalmarketplace.service.gov.uk/> to start your search

We're seeing a lot of public sector bodies still creating lengthy tenders rather than using the CCS Digital Marketplace, is anything being done to educate them on how to find these services?

This is something that is covered in Buyer Webinars. Unfortunately we can only guide them and educate them that it's more expensive and time consuming to carry out a full blown tender. Should you receive requests for RFQs or tenders relating to G-Cloud, please let us know and we will get in touch with the buyer and inform them of the correct process.

When is the last webinar?

The last webinar is on the 19th July at 10.30am - you will need to have registered for it by 10.00am on the 18th July

Can we have a report on how many searches we are appearing in?

The Digital Marketplace does not currently record this

How do buyers contact us as a new supplier?

If you appear in their shortlist and they wish to clarify any aspect of your service offering, then they will contact you using your contact details on your service listing. Otherwise they will contact the successful supplier following their assessment of suppliers using the same method.

Can a customer just keep going back to their favourite supplier and bypass the search tool?

Again this is something that is not encouraged and isn't how G-Cloud should be used. It should always be the service that is searched. However, buyers can factor in the cost of moving to an alternative provider.

Please can you share with us the buyer's online purchasing experience?

We would be happy to do this through the Supplier Newsletters which will be issued quarterly, if and when buyers do let us know about their experience

Which bit of our profile should we enhance to improve the possibility of being found through "search terms"?

Service name, short description, features and benefits are the areas searched and suppliers can amend.

I understand that development is out of scope for G Cloud, however surely agile is relevant beyond pure development? It is a project method not confined to development.

You are correct that Agile is a methodology and should you wish to work in that way, that is fine. What we are saying is that Agile Development is out of scope of G-Cloud

Can we add new pricing models for existing products during the term of the agreement?

You can add extra bands/volumes if that's how you price. You can also reduce, but not increase. Any request to amend pricing will be closely looked at and needs to be approved by CCS before we agree to publish.

The MISO system just runs slowly, would it not be easier to extend the period in which suppliers can submit their returns?

The MISO system is in the process of being replaced and hopefully the issues suppliers are experiencing with the submission of their MI returns will be addressed when the replacement system comes in

Is there appetite to have a more flexible (modern) approach to the framework in the future?

It is currently too early to say what future iterations of the framework will look like. However extensive supplier and buyer user research is always conducted in advance of a new iteration and should you wish to be involved, please let us know.

If more than 1 user, will any alerts go to all of the users?

If this relating to MISO then yes, all contacts will be alerted.

Buyers often stipulate a requirement for 'ISO 9001 and ISO 27001 or equivalent'. ISO certifications are often prohibitively expensive for SMEs so could you qualify what could be considered as 'equivalents'. We find that a lot of buyers don't consider Cyber Essentials as relevant

We would advise to get CE or CE+ now as it is highly likely we will make mandatory for G11. There is much happening in security now, with the minister already having announced plans to push Cyber Security down supply chains to government. NCSC is looking to do much more in this area.

MISO - what is the process if you have reported an invoice raised which then doesn't get paid and is subsequently cancelled. Is there a refund available for the MISO fee paid?

Yes you can be refunded - you will need to contact both the MISO team (mi.collection@crownccommercial.gov.uk) and CCS Finance (ccsfinance@crownccommercial.gov.uk)

Can we modify service description? if we are not showing in search rankings effectively?

You can amend the short description, features and benefits as long as these do not materially change the core service.

How could I get access to the newsletter about how to get the best out of the framework that was sent in December 2017 for GCloud 9? Do you have a blog section for suppliers on your website?

Use this link and you will find the newsletter. Currently there isn't a blog facility.
<https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1557ix>

Does the newsletter go out to all registered users ?

No - just the main contact on the Digital Marketplace service listing, but please be aware that it is your responsibility to keep this information up to date.

If looking at the supplier A-Z link - that shows the GC9 list, not GC10 nor GC9 + GC10 - this is confusing as they are not identified as GC9 listings (web page footer link).

This will be taken up with GDS.

When a buyer has gone through a search / selection to shortlist a supplier can a competitor challenge this?

If the competitor knows about the buyer's search and buying process and believes it was not lawful, then yes they can challenge with the buyer. You can also use the mystery shopper service at CCS (MysteryShopper@crownccommercial.gov.uk) or 0345 010 3503.

So there is no way to see what customers are asking for, we have to wait for them to come to us?

This is currently the case.

How do we get at the top of a listing once the prospective buyer types in keywords assuming multiple suppliers have the same keyword

You don't.

If a buyer is using a keyword to search, please can you allow suppliers to update the keywords for which they appear? I believe this means we need to update the "Features" and "Benefits" sections?

Yes buyers can update the keywords that the search draws on by updating their service name, description, features and benefits and can do this by logging on to their supplier account on the Digital Marketplace

Can we view how many times we are longlisted or shortlisted per month / quarter etc.. Will we receive a report for example? This may help when considering a rework of our SD or keywords.

There isn't the facility to do this.

Does my account on Digital Marketplace mean I will receive an update re DOS 3? is that what is meant by an account?

Yes if you have an account on the Digital Marketplace, you will receive notifications about when you can apply

Surely this is something that should be provided to suppliers? Is this something that could be considered for GC11/ made mandatory?

It is currently too early to say what future iterations of the framework will look like. However extensive supplier and buyer user research is always conducted in advance of a new iteration and should you wish to be involved, please let us know.

Should be mandatory to let suppliers know if they have not been successful so they can stop wasting their own time and focus on improving

We can advise, but not mandate it.

Sorry can anyone tell me where the supplier marketing toolkit is?

The Supplier Marketing Toolkit can be found here:

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

If no search analytics, how does CCS and we know if there are gaps in the search?

We don't

If we as suppliers are expected to contribute MISO every month, why aren't BUYERS also expected to report on their use of G cloud transparently.

Buyers are expected to submit a Customer Benefits Record after completing and signing their Call Off Agreement, detailing who they have entered into a Call Off Agreement with, for how long and at what cost

I've just been on to Digital Marketplace and can't actually search without creating a Buyer account.

Go to this link:

<https://www.digitalmarketplace.service.gov.uk/buyers/direct-award/g-cloud/choose-lot> the only thing you can't do is save a search.

The point about the search is it would be useful to us ALL to know what criteria the public sector is using so we can ALL orient accordingly

With nearly 25,000 services it would be impossible to list every eventuality.

Can you confirm if Cyber is going to remain in G-Cloud 11 or will it be replaced with something different

It is too early to say for definite.

How many decades does the public sector need for its 'education'? Why not have a method whereby poor tenders can be reported by suppliers to your GC team?

We haven't quite reached 10 years yet, but I'm sure it will be an ongoing exercise. If a buyer is using G-Cloud incorrectly by requesting a tender then tell us and we will contact them.

To be honest, it should be mandatory for them to not waste time creating tenders and actually use gCloud. Saves everyone time and makes the process overall more efficient. Again, we can advise, not mandate.

Could you explain how the challenge/complaints system works for suppliers?

We suggest you would try to resolve with the buyer in the first instance. If all else fails CCS have a Mystery Shopper facility so if a supplier has a legitimate complaint then please contact them MysteryShopper@crownccommercial.gov.uk

I take it that we would report this to cloud_digital@crownccommercial.gov.uk?

This will be the preferred mailbox: MysteryShopper@crownccommercial.gov.uk

Agreed - but one of the problems with procurement is that it can't be a one size fits all - although I do believe G Cloud should be more widely used. One of the key problems is that public sector do not generally understand what they are procuring.

Again, this can only be achieved through education. We are here to help the buyers as well as suppliers.

What does it mean to not be able to make 'material changes' to our service definition?

You can not significantly change what was originally submitted as the service offering. An enhancement is acceptable, but a substantial change is not. You should get advice from a procurement lawyer about whether a change would be material - generally it would be one that changes your competitive position

Where should we direct buyers who are struggling to use Gcloud or Digital marketplace. We are working with 2 buyers who are at risk of delaying the project = costs because of their procurement teams being so slow and seeming to misunderstand how to use GCloud to their advantage?

Please point them in the direction of the monthly buyer webinars

<https://www.eventbrite.co.uk/e/g-cloud-10-what-can-i-buy-and-how-can-i-buy-it-tickets-40899134412> if they are unsure, or get them to email cloud_digital@crownccommercial.gov.uk and we'll be more than happy to assist.

If a buyer does continue to just go back to their favourite supplier does said supplier have to inform CCS?

They will need to report in their monthly MI that they have entered into another contract and the buyer will need to submit the Customer Benefit Record.

I presume that Buyers will contact the Suppliers directly if they are interested in our services?

Yes they will. All supplier contact details are listed with each service offering on the Digital Marketplace, and we do encourage buyers to engage with suppliers.

Is spend data published?

Yes it is published quarterly by GDS

here:<https://www.gov.uk/government/collections/digital-marketplace-sales>

Can we edit our free trial link? our URL has changed since original submission (although the original link does re-direct)

Yes, please provide details: the service ID of the service listing you wish to update, together with the new link and we can do this for you

Elasticsearch should retain search criteria log as this informs its recommendation.

This will be referred to GDS

Could you possibly clarify: am I right in thinking that buyers can make direct awards through G Cloud, but not run mini-tenders?

That is correct

What do you mean by agile development? Does that mean we cannot use agile development for creation of our software? If we already have a client who wants us to extend the existing modules of the platform and this will require new development. is not now included as it still supports the offering

If you are using agile methodology in your organisation that is fine. You cannot however offer agile development to your buyers as a service. This would be for you to offer through DOS

What does further competition mean please?

A further competition is otherwise known as a tender which is the process used on the DOS framework with buyers posting opportunities on the Digital Marketplace for suppliers to bid for.

If a client wants us to reconfigure the platform we have to make it more bespoke to them, would this not be covered, i.e. if they want to add a module onto the existing framework can they do so.

You can not significantly change what was originally submitted as the service offering. An enhancement is acceptable, but a substantial change is not. You should get advice from a procurement lawyer about whether a change would be material - generally it would be one that changes your competitive position

Can you add new services? What if you have a new additional module that has been developed recently and just been released?

No new services can be added to the framework while it is live.

What is difference between Digital Outcomes and Specialists 2 vs Digital Outcome Specialist 3 (just received email saying it's going to be open soon)

Digital Outcomes and Specialists 3 is the new iteration of the framework which will replace the current iteration (Digital Outcomes and Specialists 2)

Is there any obligation on a supplier to offer a discount to a customer who has already purchased something at previously higher price?

No there is no obligation on any supplier to offer any discounts

What if a competitor is claiming they have 85% of the government market in their description when they don't - how are such false claims properly challenged?

If you wish to raise a concern about a supplier's service listing, please do so via cloud_digital@crownccommercial.gov.uk and the G-Cloud Commercial Agreement Team will investigate with the supplier concerned through their assurance process

Can we see search terms buyers have used?

No because these are not captured by the Digital Marketplace and shared with CCS

Can you confirm that software license other than a licences to use an online service for the term of the Call-Off, is out of scope.

Traditional COTS type software with no connection to cloud delivery of services is out of scope.

Can you also confirm what the process is if one finds an out of scope service on the Digital Marketplace - can you confirm that if this service is out of scope through some material matter, then the Service will be removed and any change would be material and thus cannot be made.

If the G-Cloud Commercial Agreement Team finds what they believe to be an out of scope G-Cloud service on the Digital Marketplace, they will write to the supplier concerned and ask them to prove that their service is within scope. If this cannot be done, then the service will be removed from the G-Cloud framework.

How are we prompted to do the reporting? Is it just us putting a reminder in to do it or are we requested with a task from CCS?

The MI team at CCS will send an email reminder to submit your MI returns on the 1st of each month

Do you send us a form to report the MI?

Once you have received your email with your login details and training video, you can log in to MISO and either complete the return online or download it

Do we need to submit 1 report per Service? Or just 1 per account?

Suppliers should submit one return per month split out on line item detail i.e. when reporting on invoices raised, you report one invoice MI return per month but each line will relate to an individual service being provided and charged for

Is the MI reporting for G Cloud 9 the same as G Cloud 10?

Yes but the template is slightly different. Note that the MISO platform is in the process of being replaced however. When we have more details to share with you, we will do so

Does the suspension relate to nil returns when sales have been proven, perhaps by FOI, to be made?

Suppliers will be suspended if they have had 3 or more MI failures within a 6 month period which includes both incorrect reporting and non reporting

Can fixed term IaaS be included in G Cloud, ie fixed term hosted telephony and Contact Centre where hardware is hosted by vendor?

You would seem to be asking two questions here:

Fixed term IaaS is permissible although the whole point of G-Cloud is to get away from fixed term contracts for IaaS and use a pay as you go consumption model.

Cloud services by their very definition would have the associated hardware owned and managed by the service provider but I don't think that is what you are trying to ask.

If you are asking me can hardware be provided under G-Cloud the answer is no.

What do we do for July reporting?

Invoices raised in July are expected to be reported in the August MI return

So if our press release mentions g-cloud and not CCS then that's ok?

You need to tell CCS about any document or web page that uses the supplier logo or refers to your services being available on the Digital Marketplace.

Are the call-off contracts the same as G-Cloud 9. If not, where can we download the right forms?

The G-Cloud 10 Call Off Contract can be found

here:<https://www.gov.uk/government/publications/g-cloud-10-call-off-contract>

Who can I contact for Cyber Security Framework?

Please email cloud_digital@crownccommercial.gov.uk and you will reach the Commercial Agreement manager for Cyber Security

When is GCloud 11?

There is no fixed date for G-Cloud 11 yet, however when we do know more, you will be able to find information about it through OJEU, the Digital Marketplace and the CCS Website - Upcoming Opportunities

Can the DUNS number be shown on each Service page please.

This will be fed back to our GDS colleagues and Strategic Category at CCS for further user research to feed in to the design of G-Cloud 11

Liz how will we know if our DUNS details are a problem?

The G-Cloud Commercial Agreement team are investigating the issues with the DUNS and Company Reg numbers from next week, so will be in touch with those suppliers concerned shortly

Do the buyers search in supplier bio or services descriptions?

The Service Name, Service Description, Features and Benefits are searched when a buyer does a keyword search

Some suppliers are declaring much lower prices on the summary page when the price in the pricing document is 10x 20x higher. Do you have control over these inaccuracies?

We do not know about them unless they are reported to us but then this will be picked up as part of the assurance activity

Do you need to attach your t&cs on the back of the call off document, or is the call off document all that is required?

When the buyer awards a contract, they only need to download, complete and sign the Call Off Agreement.

Do buyers have their top 10 suppliers that they go with or the buyer simply prepare the new requirements for new suppliers

Buyers are expected to follow the G-Cloud buying process as outlined here, meaning that each time they have a new requirement, they complete an independent search and assess each of the shortlisted suppliers as to their suitability to meet their requirement

If it's purely catalogue, with no 'competition' how would unsuccessful suppliers even know they were unsuccessful? Should buyers proactively debrief all the suppliers on their desk based short list?

Buyers are recommended to debrief all suppliers on their shortlist but in reality, unless buyers have been in contact with every supplier on their shortlist to clarify an aspect of their service listing that they do not understand, unsuccessful shortlisted suppliers will not know they were unsuccessful

It sounds like it is very much based on cost and not necessarily experience, quality etc? saying this because you said they need to show all quotes to explain why they chose the one they did?

As per clause 3.19 of the G-Cloud 10 Framework Agreement, the Buyer will appoint a Supplier based on Most Economically Advantageous Tender (MEAT). Buyers will apply their own weighting to each of the direct award criteria to award the Call-Off Contract to the Supplier. Such criteria are detailed in clause 3.20 of the Framework Agreement and cover whole life cost, technical merit and functional fit, after sales service management and non functional characteristics

If the buyer initially requires 20 users for a service and then half way through the contract then they want to add a further 10 users- how is this handled through GCloud?
Suppliers often price in bands and in any case you will only pay for what you use. We encourage buyers to allude to the upper number they may require however.

On the invoices for the management fee - is it possible to separate this into line items for each separate contract?

This is unlikely to be the case because it's not how the CCS Finance system is set up. You could email ccsfinance@crownccommercial.gov.uk for a more detailed conversation

Is there no MI reporting to be done unless you've sold something on G-Cloud. Is this correct?

No even if you sell nothing you still need to do submit a Nil Return on MISO. It takes seconds

The price per user per year on the portal is not from any of our pricing documents we submitted and which were attached. How was the headline price determined?

Sorry this is a function of the Digital Marketplace and we have referred your query to them

How does the Self audit certificate (at the end of the framework) work?

Suppliers have to provide a completed self audit certificate (see Schedule 2 of the Framework Agreement) to CCS within 3 months of the expiry or Ending of this Framework Agreement.

But may I ask, what if a Customer wants a new feature added to your software or an amendment of the software? Do you have to provide that via DOS?

You can't make any material changes to your Services via DOS or any other means during the term of the Framework

Can technical capabilities development through co-implementation under G-Cloud under Lot 3?

As part of Cloud onboarding we would see technical development of buyer staff as within scope

Can you confirm that the contract duration is limited to 2 yrs +1 +1 as it was on G Cloud 9?

Yes the call off contract has a term of up to 24 months with 2 optional extensions of 12 months each. However any extension by a Central Government customer is subject to spend controls approval.

What fields are searched when buyer does a keyword search? Is it 'Service Name' and or 'About Your Service' or does the search include terms used in all fields?

The Service Name, Service Description, Features and Benefits are searched when a buyer does a keyword search

So if a customer purchases, but then needs some new feature built in - we cannot do that for them?

Yes, if a service is not simply being updated but instead is being materially changed, then this is out of scope of the G-Cloud framework.

How does a buyer extend beyond the 24 months?

For Central Government departments prior approval must be obtained from the Government Digital Service (GDS) under the spend controls process before extending beyond 24 months. Please note that buyers must ensure they have a robust exit plan prior to placing any order to prevent supplier lock-in. The supplier must give an 'additional exit plan' to approve at least 8 months before the contract ends

When is the first MI report due for G-Cloud 10? August 5th?

The first report is due by the 5th working day in August

If G-Cloud work is awarded in July-18 when is this call off reported. ie 5th Aug?

If a supplier enters a Call Off contract in July 2018, then this will be reported in the August MI return

Does a buyer have to inform you formally that they are extending beyond the 24 months

A buyer does not have to inform CCS that they are extending a Call Off beyond 24 months

In relation to publicity of call offs and/or supplier services available on GCloud-10 - Do we need to seek permission from the buyer (i.e. CCS on behalf of central gov dept) or from the end user?

You need to seek approval from CCS for press releases about your services, subject to the detail in the supplier marketing toolkit. Should you wish to do a case study about a call off you have entered into with a buyer, you would need to work with CCS and the buyer to do so

Currently we are providing service in Gcloud support services only, can we add additional services in cloud hosting or cloud software?

No. You would need to await G-Cloud 11, the next iteration of the framework, to apply to provide services in other lots. You can only provide the services you have been awarded for G-Cloud 10, in whatever Lot they may be

What % of the buyers use this g-cloud feature in order to search for suppliers?

CCS would not know that

Is there a way to better understand who the buyers are? What is the range of buyers?

Should buyers proactively debrief all the suppliers on their desk based short list?

All public sector buyers, whether Central Government or Wider Public Sector, can use the G-Cloud framework. The spend data that GDS publishes quarterly details who the buyers are that have bought from G-Cloud since its inception. As per clause 3.21 of the Framework Agreement, buyers may notify all unsuccessful shortlisted suppliers so they can review and improve their Service Descriptions but it isn't mandatory to do so.

There are many matters in the Order Form that would be considered Material. As these are not part of the Supplier's Tender or the original Call-Off, how can they be binding via a Direct Award under a Framework Contract - you may want to check this with GLD.

The Order form is part of the Call Off Contract which is to be completed between buyer and supplier, once the successful supplier has been appointed. There is no supplier tender as the G-Cloud framework does not allow for further competitions.

In the marketing toolkit, I can only see the Crown Commercial logo. Is there a logo for G-Cloud 10?

There isn't a logo for G-Cloud 10. There is only a logo for Crown Commercial Service

If a buyer is in a contract on G-Cloud 9 and they want to buy something else from you on G-Cloud 10, what's the process? What contract do they use - just the new call off document?

If a supplier has a new requirement, they will need to follow the G-Cloud buying process as outlined in the Buyer's Guide, using a keyword search to establish first a long and then a shortlist of suppliers to be assessed, before the successful supplier can be appointed via direct award.

Do you have a media package with the official logos/banners etc. that we can use as suppliers?

This can all be found here:

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

What % of the buyers use this G-Cloud feature in order to search for suppliers? Do buyers have their own top 10 suppliers? if so, how can a new supplier like us be their eye candy? CCS do not have information on the % of buyers. Buyers may know of suppliers they would like to use based on previous experience or recommendation but they must follow the prescribed buying process. Buyers cannot simply award to whoever they wish. We advise all suppliers to ensure they have completed their service listing to the best of their ability

What if they just want to add users?

There are 2 ways you can add contacts, firstly to MISO which is the platform on which you report your monthly Management Information returns.

To add users to MISO, you will need to send an email to mi.collection@crownccommercial.gov.uk

If you wish to add a user to your Digital Marketplace supplier account and are the prime user, you should be able to do this yourself by logging on to your Digital Marketplace supplier account

If you aren't the prime or can't figure out how to do this, please email enquiries@digitalmarketplace.service.gov.uk

The initial search page

(<https://www.digitalmarketplace.service.gov.uk/buyers/direct-award/g-cloud/choose-lot>) doesn't have a prompt regarding (i.e. for buyers) the filtering options (" " etc)- it's also not on the subsequent results and additional filters page.

[Under "How to access and utilise the Digital Marketplace" in the CCS Buyer's Guide, there is guidance on the use of double quotes and the use of filters](#)

We strive to keep our LMS up to date and roll out new features as they are created. Would we have to keep the customer on an older version of the LMS so it still falls in line with the original agreement entered? So as long as it is internal change and not agile dev it is ok?

[If you are not offering agile development services to buyers but use agile development internally to develop your products, that is fine. With regards to the pushing out of new features, you cannot significantly change what was originally submitted as the service offering. An enhancement is acceptable, but a substantial change is not. You should get advice from a procurement lawyer about whether a change would be material - generally it would be one that changes your competitive position](#)

If we feel our search isn't appearing as high as it should on certain keywords can we edit the bullet points that went into the 10 'features' and 'benefits' descriptions?

[Yes you can edit your service name, description, features and benefits yourself, simply by logging on to your Digital Marketplace account](#)

Can services already on the G-Cloud Framework be moved from one Lot to another? i.e from Lot 1 to Lot 2?

[No they cannot](#)

Are the buyers obliged to publish their scoring and weightings that they've applied before awarding the contract? And is this open to challenge?

[Buyers do not have to publish their scoring and weightings before awarding the contract](#)

Can you get a feed / automatic notification of keywords via DOS?

Please pose this question to the DOS team by emailing

cloud_digital@crownccommercial.gov.uk

Can you give advice on the following "Some suppliers are declaring much lower price on the summary page when the price in the pricing document is 10x 20x higher. Do you have control over these inaccuracies or you leave it to the buyer to spot?"

[CCS do not have control over all of these inaccuracies. We would of course investigate if it were brought to our attention. We advise buyers look at the full pricing document however as part of their assessment of suppliers.](#)

We have a buyer who started negotiating with us on G Cloud 9 and wants to stay on G Cloud 9. Is there a deadline date they need to sign by, or do they have to move to G Cloud 10 now?

[All buyers will need to have awarded and signed their Call Off Agreement with their chosen supplier by August 2nd 2018](#)

Sorry to labour a point you've sort of addressed; I'd assumed we can still develop our products throughout the year and push out improved functionality etc through major/minor releases? Whether we use agile development or another methodology internally to do so would be immaterial though, as we're not engaging in client led/owned development? If you are not offering agile development services to buyers but use agile development internally to develop your products, that is fine. With regards to the pushing out of improved functionality, you cannot significantly change what was originally submitted as the service offering. An enhancement is acceptable, but a substantial change is not. You should get advice from a procurement lawyer about whether a change would be material - generally it would be one that changes your competitive position

Under DOS, can any supplier engage with government client whilst an active application to DOS3 is underway?

Please direct your query to the DOS team by emailing cloud_digital@crowncommercial.gov.uk

We get a lot of emails from companies and individuals offering to help us "get noticed" on both Frameworks GCloud and DOS. Worth doing? Or, is the answer the our company's own marketing?

CCS cannot comment on the effectiveness of such companies. We do however suggest you take a look at the "Tips to help you sell on G-Cloud" paragraph in the December 2017 G-Cloud 9 Newsletter, found under the Documents tab here:

<https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1557ix>

You could also look at your competitors' service listings to see if your own listing should be amended/ improved.

What is contract finder? Is that different to the Digital Marketplace and do we need to be on the Digital Marketplace registered to apply to contracts finder projects?

Contracts Finder lets you search for information about contracts worth over £10,000 with the government and its agencies. You can use Contracts Finder to: search for contract opportunities in different sectors, find out what's coming up in the future, look up details of previous tenders and contracts. You can create an account to get email updates and save your searches. You can still search and apply for contracts without an account. You do not need to be registered on the Digital Marketplace to search and apply for contracts you find on Contracts Finder.

The Digital Marketplace is the platform that hosts 3 Crown Commercial Services frameworks, DOS, G-Cloud and Crown Hosting

RE: agile devt - if they want this then they go through the marketplace, if they want 'off the shelf', then this is G-cloud - is that right?

If a buyer requires Agile Development, they should use the DOS framework, whereas G-Cloud is for off the shelf commodity services

If an entity does not have appear on the URN list but wishes to use GCloud-10 should a supplier still engage?

We suggest a supplier liaises with the G-Cloud Commercial Agreement team who can check whether the buyer is a genuine public sector buyer but simply needs a URN to be created for them.

if we are submitting returns on G Cloud 9 monthly, do we still have to do nil returns on G Cloud 10

Yes, if you are a supplier on both frameworks, you need to submit MI returns on both frameworks until told otherwise

Where can we point our questions around receiving signed framework contract?

Suppliers will receive a copy of their framework agreement via their Digital Marketplace supplier account. They need to download it, review and sign it and physically make any amendments needed, if needed, then reupload to the Digital Marketplace. Please note changes should be limited to corrections of company registered address, company registration number, DUNS number etc. Any changes a supplier makes will be picked up by CCS' sourcing team when they come to review and countersign and Sourcing will pass these on to the G-Cloud Commercial Agreement team to investigate.

Will Brexit affect G-Cloud 10 after March?

We don't know yet. We don't expect the impact to be huge as many of our suppliers are UK based. We suppose currency fluctuations will be where the impact is felt the most

How can we find out more about the buyers?

CCS does not provide any marketing services for suppliers. Spend data showing who has bought what is available on the digital marketplace here: [LINK](#)

Please provide the location where the call-off is in Word. My account on the Digital Marketplace only provides a pdf download.

You can find a word (along with a pdf and odt) copy of the G-Cloud 10 Call Off Contract template here: <https://www.gov.uk/government/publications/g-cloud-10-call-off-contract>

If it is a desk based search, long listing and then shortlisting and then desk based assessment and award, how would unsuccessful suppliers know they were even considered?

Unsuccessful suppliers would not know they were considered unless buyers contacted them with a clarification query at the shortlist stage or to let them know they had been considered.

With regard to MISO reporting and subsequently your stats do you really drill down to the detail on unit of purchase, price per unit, quantity and expenses when all you really want is the total per line on how much has been invoiced each month?

The MISO return data is used for different things by different people. An exercise is underway currently within CCS to establish the minimum amount of information required on a MI return

Previously we were able to skip an iteration, are we going back to that format?

We used to have both frameworks up at the same time. This caused confusion as the UI did not allow search of one or the other, meaning that buyers started to cross compare which is not a valid way to Award.

What does it mean not to be able to offer Agile development? Most modern development is done in an Agile way? Does it mean it has to be Waterfall?

If you are using agile methodology in your organisation that is fine. You cannot however offer agile development to your buyers as a service. This would be for you to offer through DOS

When making a change to a Service Definition document do we need to submit the document with Tracked Changes showing?

Suppliers can amend and upload service definition documents themselves by logging in to their supplier account, so we don't need to see the track changes.

Will the buyer need to sign the supplier T&C's?

No they don't need to, but might want to keep a copy with the call-off contract.

previosly, any price reductions affected everything for the life of the framework. sounds like that's not the case now?

No, suppliers always had the option of a time limited discount if they so wished.

Can we add NEW service definitions?

You can add a new service definition document, but not a new service.

Can you clarify the 'bulk discount pricing' process to follow please?

If it is a discount for all your pricing then please submit a new document clearly showing the changes. Alternatively it might be a time limited discount, in which case do the same, but clearly show a from and to date that this discount applies.

I understand we cannot increase our current prices. However, if we reduce them - can we put them back up to where they are now?

You can only revert back to the original pricing if you clearly state on the pricing document the time period of the discount.

What is IR35?

This relates to tax implications. Please see this link for more information, although shouldn't really affect G-Cloud suppliers/buyers, but the onus is on them to check <https://www.gov.uk/guidance/ir35-enquiry-by-hm-revenue-and-customs>

Would 'Managed services' for cloud come under cloud management? By this I mean the provision of proactive monitoring, incident management, update management, availability and capacity management aspects

This would more logically fall under Lot 3, Cloud Support.

What process do organisations have to go through to procure via the framework?
Buyers need to follow the six step buying process which is clearly described within the buyers guides, both on the Digital Marketplace and on the CCS website.

As a G-Cloud 10 supplier do you automatically become part of the Digital Outcomes and Specialists framework?
No you will need to apply for DOS separately.

Could you clarify the "stand-alone" qualifier for the bespoke development exclusion please?
The stand alone part really relates to a buyer / organisation wanting something built from scratch or developed specifically for them e.g. new website. This would be out of scope.

Assume Monthly reporting is only required if services have been actively sold via GC10?
You will need to submit a nil return if no business has been conducted through G-Cloud for a particular month

Will you be covering how vendors can better find suppliers using the framework?
G-Cloud is a catalogue and buyers search for their requirements not their preferred suppliers. There is an A-Z list of suppliers, but this doesn't state what services they offer, just that they are on the framework.

May I just check - With my live chat system, depending on the package they buy we offer a 1 day in house training and for other packages or if they need more we offered additional in-house training on setup and practical use of our system. Is that not permitted?
Training is permitted under Lot 3 - Cloud Support.

Are suppliers prompted to submit the MI by email or some other mechanism ?
Email alerts are sent each month.

Are there recommendations re: approach to evidence VFM back to internal decision making boards / audit / etc?
Buyers should follow the six step buying process and keep a record of their searches, clarification, evaluation etc so they have a complete audit trail that will hold up to scrutiny if needs be.

Do we need to evidence fair access or can we really just pick from the supplier list? If the latter, is there any written documentation we can see (to provide to clients to ease their concerns)?
G-Cloud is a catalogue and buyers search for their requirements not their preferred suppliers. There is an A-Z list of suppliers, but this doesn't state what services they offer, just that they are on the framework.

If it's one off invoice for annual basis - can we report only once during the month of invoicing?

You will report the invoice in the month it is raised, and if there is no subsequent invoices then simply submit a nil return.

How should we deal with changes/amendments to call-off contracts? I know that DOS has a CCN process and notice but this is not included within G-Cloud. For example, what if the Buyer does want to increase or decrease the volume of services?

Buyers need to follow their own procurement guidelines and if necessary seek approval from spend controls if they are a central government body. There is also more details for them here:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/560262/Guidance_on_Amendments_to_Contracts_-_Oct_16.pdf

If there is a variation then this is simply done between the buyer and supplier.

Can you prepare an MI return based on the template from the prior month. We have a significant amount of services invoices which can only be invoiced after completion of the prior month. This can take a number of days to complete - how am I meant to have the final invoices for that month across to you by the 5th?

If you are unable to meet the deadline of the 5th working day of the month, please let the MISO team know, who in turn can let the Commercial Agreement managers know. You will not be suspended for late submission of MI, only inaccurate and non reported MI 3 times within a 6 month period.

What is the MI in simple terms? What is it for?

MI is Management Information and we need this to report to government the spend going through the framework.

We were on G-Cloud 9 and now on G-Cloud 10 do we have to report on both frameworks?

Yes. You need to report on all live call-off contracts for the life of those contracts even if the framework has expired, so if you have contracts on G-Cloud 7,8,9 and 10 all will need reporting on each and every month.

As a supplier, does direct award mean that we could be missing out on a lot of opportunities? How can we raise our profile in light of that?

Have a look at what other comparable services there are on the Digital Marketplace to make sure you are describing your service in the best way. The Direct / Contract award should not mean you miss opportunities as it is the services that are searched, not the supplier.

What are the scope and value limits of what can be commissioned from a supplier through this route?

There is no maximum limit for the value of a contract placed through G-Cloud as long as it remains within the £600m of the framework.

What if the services require some additional terms not currently included within the Call-Off Contract terms or supplier terms and the buyer consents- can we include those additional terms in the Call-Off contract with Buyer consent?

There is a box for buyer specific requires on Part A (order form) of the call-off contract.

Has there has been any changes to the guidance for organisations about how to procure services from the framework?

GDS always like to modify their guidance which is held on the Digital Marketplace but the CCS Buyer's Guide simply reflects the changes between G-Cloud 9 and 10 i.e. Cyber Security now being within the scope of G-Cloud 10 and GDPR provisions being built into the Framework Agreement and Call Off Contract templates

For G-Cloud 11, a ramp up to application opening >3 weeks would be very welcome, with early sight of ITT docs, etc.

We will pass this feedback on to our colleagues designing G-Cloud 11

Is there a timeframe for G-Cloud 11?

A timeframe for G-Cloud 11 has not yet been agreed

RE MISO reporting if you include orders received and invoices sent doesn't this record the value twice?

No because when reporting on spend, CCS only look at the invoices reported. The orders /call off contracts reported helps CCS to chase buyers who have not declared a Customer Benefits Record (CBR).

I thought G-Cloud 9 ended at the point G-Cloud 10 started?

G-Cloud 9 has not yet been retired but will be at the end of September 2018

I was last on GCloud 7 (I think!) and didn't get a single enquiry - is this because I didn't market myself to G Cloud (can you do that) or simply my services didn't appear on any searches - so the question is can I market my services through G Cloud or am I reliant on searches your end? If the latter how do I get feedback on why not appearing on any tender lists?

The answer could be both because you did not market your services through e.g. press releases, blogs, case studies and on twitter and because your services did not appear in any customer searches. We advise you to look at competitor offerings and see if your services are described in the best way possible. Look at the article "5 reasons why you might not be selling on G-Cloud" for further advice:

https://advice-cloud.co.uk/insights/5-reasons-g-cloud-sales/?utm_content=63021735&utm_medium=social&utm_source=twitter

Is there a way to find out others who offer the same services as us?

Look at your own service listing and the words you used to describe your service name, description, features and benefits and do some keyword searches using these words and you should find your competitors

How does the buyers search relate to our products? The specification or any words within our application?

Service name, short description, features and benefits are the areas of a service listing searched upon when a buyer conducts their keyword search

Can suppliers request that buyers fill out a Benefit form and how?

Yes CCS would be very grateful if suppliers would speak to their buyers and remind them to complete and submit a Customer Benefits record.

Can CCS publish a list of the services selected for award. Presumably the buyer has to record this.

CCS does not have visibility of this data, however individual buyers will record their searches on the Digital Marketplace and are advised to keep a record of their longlisting to shortlisting process, as well as their evaluation results for audit purposes

Is there any advice or best practise available on how suppliers have optimised their presence on G Cloud? We would appreciate such advice and if there is any specific support available on this topic.

We suggest you take a look at the "Tips to help you sell on G-Cloud" paragraph in the December 2017 G-Cloud 9 Newsletter, found under the Documents tab here:

<https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1557ix>

You could also look at your competitors' service listings to see if your own listing should be amended/ improved.

For the monthly report, should we report on all orders as well as call off contracts?

You only need report on a Call Off Contract once, in the month after you have entered into one with a buyer. However each time you raise an invoice to a buyer, this needs to be reported.

I probably missed this earlier - however when we update our live chat system (as we have since applying) we've added additional features. Should we/are we able to add them to our list?

You can not significantly change what was originally submitted as the service offering. An enhancement is acceptable, but a substantial change is not. You should get advice from a procurement lawyer about whether a change would be material - generally it would be one that changes your competitive position

Are all government departments forced to use G-Cloud where services are available there?

No government department is forced to use G-Cloud but if it is the commercial agreement that best meets a buyer's needs, it is recommended to use it

How many potential buyers (companies) can use the digital marketplace?

All public sector buyers can use the commercial agreements held on the Digital Marketplace, be they Central Government or Wider Public Sector buyers

Is there a document that says exactly how the direct award process works?

There are 2 buyers' guides. One can be found on the Digital Marketplace here:

<https://www.gov.uk/guidance/g-cloud-buyers-guide> and one can be found on the CCS website here under the Documents tab:

<https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm155710>

If you have offered discount pricing, that is then offered to all buyers, does your pricing have to stay at that rate for the length of the contract/award?

It depends on the type of price reduction that you are offering. If you are offering a time limited discount, then when the time period is up, your pricing will revert to what it was previously. If you offer a permanent reduction in your pricing or volume related discounts, then these will be permanent reductions and your pricing will stay at that rate.

Q about G cloud v DOS. Can you explain buying behaviour between the 2? - Some of the outcomes listed on the Digital Marketplace would be met by implementation of G- Cloud listed software. Do you have to do a separate application?

G-Cloud and DOS are 2 separate commercial agreements. G-Cloud allows for a Direct Award following a six step prescribed buying process, with buyers conducting a search on the Digital Marketplace to produce a long list of suppliers. They then apply filters to get to a shortlist of suppliers that they can evaluate in order to choose the supplier that best meets their requirements. DOS allows for further competitions so buyers will post their requirements on the Digital Marketplace and suppliers who wish to will respond to those requirements with a tender response.

Does the video that you mentioned (that is going to be emailed to us) have a step by step guide how to complete the MI spreadsheet?

Yes it does

As this is our first time on G-Cloud, do you have any stories of successful ways that suppliers have let Government departments know that they are on G-Cloud?

Suppliers can let Government departments know that they are on G-Cloud through a variety of approaches e.g. press releases, blogs, twitter, social media posts

Regarding pricing if we have a price range e.g. up to 50,000 dependant on organisation size, there is not a set figure per buyer is this acceptable?

You may offer price bands e.g. 0-50,000; 50,001 - 100,000 and in any case buyers will only pay for what they use. Please bear in mind that your pricing needs to be as clear and detailed as possible in order for buyers to be able to work out what it would cost to use your service and allow them to make a decision

With 25,000 services on G10 that's a lot for buyers to search. If search criteria were published we could a) help buyers understand how to improve searches b) understand which services buyers aren't so interested in. It would be good to have this transparency. Is there any reason why this information could not be made available.

We suggest you contact GDS about this on enquiries@digitalmarketplace.service.gov.uk as they are the decision makers with regards to the publication of search criteria

What is the % over the initial contract value which we can invoice as part of the contract?

We are unsure what you are asking here. If you are asking whether the supplier can invoice more than the contract value, that would all depend if the buyer consumed more than they contracted for or expanded the scope of the contract etc. So the answer is possibly yes but it all depends on what the buyer has consumed. In any case, any increase in invoice value over contract value should be with the buyer's knowledge and agreement.

Are we correct in understanding that government departments within the bounds of the G-Cloud framework may only buy services from providers approved on the G-Cloud? For example I notice that Eventbrite are not on G-Cloud 10 and this provider is being used by CCS. Or is this a case of a G-Cloud 9 contract that is in its contract term?

Government departments should use the commercial agreement that best meets their particular requirement. However should G-Cloud be the commercial agreement that best meets their needs, then they can only award to a G-Cloud supplier and can only issue a Call Off Agreement to a live G-Cloud supplier on the latest version of G-Cloud (G-Cloud 10)

If you do make a mistake on a return, do you get a chance to amend it or does that count as a failure?

If you find a mistake within your MI return, please contact the MISO team on mi.collection@crownccommercial.gov.uk and they can explain how you can make a correction

On the question of searching and keywords, etc. would it not be easier for buyers to tell us how they think to prevent this second guessing.

You are welcome to get in touch with buyers to ask this

Are there any existing case studies available?

Existing case studies can be viewed here:

<https://www.gov.uk/government/collections/ccs-case-studies>

Is there a list of government departments/bodies that are mandated to buy their services off the G-Cloud?

Government departments/ bodies are not mandated to buy service from G-Cloud however there is a Cloud first policy. All public sector buyers can buy from G-Cloud.

Do you promote/score supplier ratings based on e.g. performance/quality, similar to other digital platforms?

We do not currently do this

If our business no longer offers certain services previously declared, can we just edit our profile accordingly or do we submit a request to you first?

You can self remove a service on the Digital Marketplace if it is no longer offered.

What is the minimum time limit price discount period - one month?

There is no minimum time limit price discount period as such, although we recommend a minimum of one month