

## **Customers**

### **Q) How do I know what is out of scope for G Cloud 11?**

A) The following are out of scope for G Cloud 11:

- Services that aren't cloud related
- Consultancy for non-cloud purposes
- Recruitment or contractor (contingent labour) services or services that are inside IR35
- Co-location services for example space the Buyer rents from a Supplier's data centre
- Hardware
- Bespoke Application design or development

### **Q) How do I do a search on the Digital Marketplace?**

A) Log on to the Digital Marketplace <https://www.digitalmarketplace.service.gov.uk>

Click on Find Cloud Technology & Support

Enter your keywords related to your requirement in the white search box and click show services to produce a long list.

If you use " " around your keywords, the search will look for all suppliers whose descriptions contain both words and this can help to reduce the size of your long list.

### **Q) Is pricing available?**

A) Pricing is available on the Digital Marketplace.

### **Q) Can I direct award on this framework?**

A) Yes the award of a Call Off Contract is after you have followed the six step buying process

### **Q) I'm getting too big a list of suppliers when I search on the Digital Marketplace. How do I refine my search to get a more manageable list?**

A) If you haven't already used " " around your keywords and used additional keywords to refine your search, you may also wish to use the filters, for example selecting a minimum contract period of one month or selecting support accessible to any third party.

### **Q) What kind of financial due diligence has CCS done on suppliers on the G Cloud 11 framework and what do I need to do as a customer?**

A) As a customer you might want to use a Credit Reference Agency to carry out due diligence and assess a supplier's economic and financial standing before appointing them. The CRA report should be used to determine the level of financial risk that appointing a supplier would represent. If the level of financial risk is above average, you can reserve the right not to appoint a call off agreement.

### **Q) Where can I get a copy of the Call Off Contract for the G Cloud 11 framework?**

A) You will find a copy on the Digital Marketplace

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

Scroll to the bottom of the homepage and click on G-Cloud framework. Scroll down to Buy services from the G Cloud framework and click on G Cloud 11 Services and look under Legal Documents.

**Q) What is the maximum length of a Call Off Contract under the G Cloud 11 framework?**

A) A Call Off Contract issued under the G Cloud 11 framework is valid for 24 months, with the option to extend for up to 12 months on 2 occasions. The maximum duration of a G Cloud 11 Call Off Contract would therefore be 48 months.

However Central Government customers must agree any 1 year extension with GDS spend controls so they can check the buyer has a suitable and robust exit strategy.

**Q) Is there a minimum term for the Call Off Contract?**

A) There is no minimum term for the Call Off Contract, however some suppliers may attempt to persuade buyers that a minimum term applies.

**Q) Can I let a Call Off Contract for 36 months from the start?**

A) No, the maximum duration of the initial term is 24 months, however you can put for example "Term: 24 months with the option to extend for up to 12 months".

**Q) I am using the same supplier to deliver multiple services for me. Do I need to let a separate Call Off Contract for each service or can I just let one to cover all of the services the supplier will provide?**

A) You can just let one Call Off Contract covering all of the services delivered by the supplier. However you will need to ensure the Call Off Contract is completed in full and that all of the services being procured are described and all of the lots are detailed. When undertaking a search on the Digital Marketplace, ensure you run a long list and refine it for each individual service required. When completing the Customer Benefits Record, make sure you complete one for each service procured.

**Q) I have followed the 6 step buying process for G Cloud 11 and awarded my Call Off Contract which has been completed and signed. Is there anything else I need to do?**

A) You will need to publish your Call Off Contract to Contracts Finder and complete a "Customer Benefits Form" and submit this to CCS.

**Q) Where can I find a copy of the "Customer Benefits Form" and where do I need to submit it to?**

A) It can be found on CCS' G Cloud 11 agreement page. Link here: Customer benefits form. Once completed, please email a copy to [gcloud-benefits@crownccommercial.gov.uk](mailto:gcloud-benefits@crownccommercial.gov.uk)

## Suppliers

### **Q) Once I have uploaded my signed Framework Agreement, is there anything else I need to do as a supplier?**

A) Once you receive an order, you need to report through CCS' Management Information portal that you have received it. You will need to submit your Management Information report by uploading it to the RMI system.

### **Q) I have been successful in applying to the G Cloud 11 framework and want to issue a press release, what should I do?**

A) Please send any press release you wish to issue to [cloudpr@crowncommercial.gov.uk](mailto:cloudpr@crowncommercial.gov.uk) for them to review the wording . The below link provides the CCS logos and guidance on marketing [Crown Commercial Service supplier logo and brand guidelines](#)

## **G Cloud 11 Framework Supplier Operational Questions**

### **Q) I have been successful in getting onto the G Cloud 11 Framework and want to amend my pricing. How do I do this?**

A) You can request to reduce your prices by emailing [cloud\\_digital@crowncommercial.gov.uk](mailto:cloud_digital@crowncommercial.gov.uk) You will have to wait until the next iteration of the framework and apply for that in order to increase your prices.

### **Q) I want to put my prices on sale for a limited period. Can I do this?**

A) Yes you can do a sale for a limited period, for example you might choose to put your prices on sale for 3 months but you must do so for all customers and you must specify the start and end date of the sale. Realistically, the sale should be for a minimum term of about a month.

### **Q) I want to change my pricing on the digital marketplace can I do this?**

A) Yes you can, however you can only decrease prices or add discounts. You cannot increase prices.

### **Q) I want to amend my service description. How can I do this?**

A) Suppliers can now amend their service name, service descriptions, features and benefits, and edit their service definition document by logging on to their supplier account. If you have any problems, please email [cloud\\_digital@crowncommercial.gov.uk](mailto:cloud_digital@crowncommercial.gov.uk) You may vary but cannot materially change your service description. Proposed changes must be approved by CCS first.

**Q) I want to remove a service. How do I do this?**

A) Suppliers can remove a service by logging on to their supplier account on the Digital Marketplace.

**Q) I want to update my supplier name on the Digital Marketplace. How do I do this?**

A) Please email [enquiries@digitalmarketplace.service.gov.uk](mailto:enquiries@digitalmarketplace.service.gov.uk)

**Q) I want to amend my supplier details (contact name and email address) How do I do this?**

A) You can edit your contact name and email address from your supplier account on the Digital Marketplace. Log in using this link to do so:

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

**Q) I want to amend my terms and conditions. How do I do so?**

A) Your terms and conditions that were submitted as part of your application to the G Cloud 11 Framework cannot be amended during the lifetime of the Framework Agreement. If this is a rebranding exercise then it is permitted as long as the contents do not change.

**Q) I see I have to pay a management charge of 0.75% based on all orders buyers place with me via G Cloud 11? What other charges will I have to pay while on G Cloud?**

A) There are no other charges incurred by suppliers while they are on the G Cloud 11 framework, unless MI submitted is incorrect or MI is not returned within the agreed timescales, in which case an admin fee will be charged if CCS incurs costs as a result. Details of the admin fees chargeable can be found using the link in clause 6.15 of the Framework Agreement.

**Q) I am having issues with RMI and have not been receiving my invoices. Who do I need to inform?**

A) Please inform the CCS Financial team by emailing [ccsfinance@crowncommercial.gov.uk](mailto:ccsfinance@crowncommercial.gov.uk)

**Q) Our contact details for the person responsible for submitting Management Information to RMI have changed. Who do I need to inform?**

A) Please inform the CCS MII team by emailing [mi.collection@crowncommercial.gov.uk](mailto:mi.collection@crowncommercial.gov.uk)

**Q) When buyers search on the Digital Marketplace, what will they be searching against?**

A) They will be searching across the service name, service description, features and benefits.

**Q) Can I make changes to my G-Cloud catalogue offering? If so what can I change and how?**

A) You can change your contact name, email address and phone number, you can also amend your G-Cloud service name, description, features and benefits and your service definition document. You can make all of these changes by logging into your Digital Marketplace account. You must be sure that any changes you make to your listings do not constitute a material change to your offering.

Should you wish to amend your pricing, then you can only decrease it. It is not possible to increase your pricing during the life of the framework. 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 [cloud\\_digital@crownccommercial.gov.uk](mailto:cloud_digital@crownccommercial.gov.uk)

Time limited offers should clearly and explicitly state start and end dates on the revised pricing document.

If approved pricing documents the Volume Related discounts and permanent reductions will be uploaded to the Digital Marketplace without track changes and replace any previous pricing.