



# G-Cloud 11

Supplier guidance (RM1557.11)



Crown  
Commercial  
Service

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# 1

## Overview

**This G-Cloud supplier guide contains all the information that suppliers would need to constructively engage with CCS and the Digital Marketplace, as well to successfully manage their G-Cloud 11 listings.**

The first two sections following the overview touch on the legal foundations of the framework and call-off agreements while addressing the major contractual obligations that suppliers have in terms of the framework agreement. The latter relates to MI reporting, the management charge, assurance and audits. It is imperative that suppliers familiarise themselves with these topics.

Sections 4 - 6 explains what the Digital Marketplace is and contextualises it against the scope of services that are allowed to be sold through the G-Cloud framework, describes the relevant processes around managing company and service listings on the Digital Marketplace. Lastly, an overview of how customers would make use of the Digital Marketplace is provided – we have found that it is useful for suppliers to be informed around the customer’s point of view, as it may provide valuable insights to suppliers around potential service placements and descriptions.

The last two sections provide information around additional support that is available, communication channels and G-Cloud spend data.

We trust that you will find this document very helpful, and are confident that it eliminates the need for what may sometimes become unnecessarily burdensome communication on the part of the supplier.

*The G-Cloud Team*

# 2

## Contractual information and terms & conditions

### G-Cloud hierarchy / terms & conditions model / order of precedence

- 1 G-Cloud Framework
- 2 Order Form
- 3 Call-Off Terms & Conditions
- 4 Suppliers Terms and Conditions

### Quick Links:

[G-Cloud 11 Framework Agreement](#)

[G-Cloud 11 Call-off Contract](#)

The G-Cloud framework is unlike most other frameworks, in that it incorporates suppliers' terms and conditions. It was recognised that to support the SME agenda, CCS needed to move away from the traditionally lengthy and unrealistic terms and conditions and embrace innovation and change.

CCS, in collaboration with our legal team, were able to determine which compulsory and legally compliant terms were required for this Framework, enabling us to refine the terms and conditions and remove any unnecessary and unrealistic terms.

Although customers have the reassurance that the G-Cloud framework agreement and call-off contract terms will take precedence, ultimately these do not determine the commercial details themselves. Instead, the suppliers' terms and conditions will define the way in which the service will operate.

**Please note:** In the case of any contradiction of terms, the call-off contract and framework agreement terms will take precedence.

### General Data Protection Regulation (GDPR)

GDPR was introduced 25 May 2018. Customers and suppliers should familiarise themselves with GDPR via the Information Commissioner's Office (ICO) [communications](#).

The G-Cloud 11 call-off contract includes GDPR clauses so that customers can populate their data protection details and requirements.

# 3

## Supplier - CCS contractual obligations

### Management Information (MI) reporting

As a G-Cloud 11 supplier, you are contractually obliged to provide complete and accurate Management Information (MI) to CCS on a monthly basis using MI reports and the CCS Management Information System (RMI). MI consists of orders and invoices. The format of the MI report template must not be amended.

Suppliers must report on each order (call-off contract) and/or variation and/or extension agreed with a customer. This must only be done:

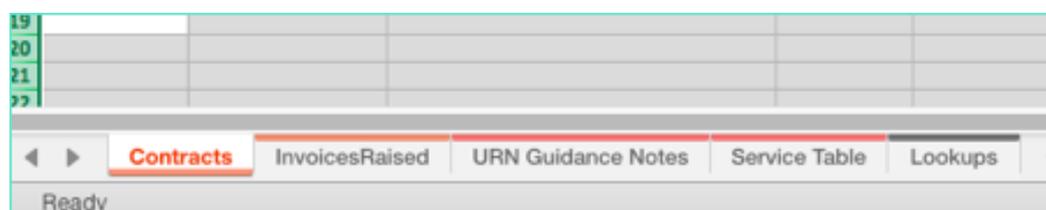
- once
- against the month within which it was agreed with a customer during the next available MI submission window
- on the Contracts sheet found in the MI template (on the left tab in the screen shot below)

Suppliers must also report on each invoice raised or submitted to a customer against any G-Cloud business conducted in the month after they occur on the Invoices Raised sheet, also depicted in the screen shot below.

Digital Marketplace Service IDs to be filled in on these templates are validated by the RMI system, so they must follow the correct format, i.e. xxxx xxxx xxx OR xxxxxxxxxxxxxxxx\*\*\* (where \* denotes a space). Further guidance can be found in the review notes on the template itself.

Suppliers must submit the MI report by the 7th day of the following month, or the nearest working day before the 7th day if it's a weekend or public holiday.

If there has been no activity in a particular month, a nil return must be submitted.



A supplier failing to submit MI reports (including nil returns, where applicable) 3 times within a 6-month period, will be suspended from the framework.

Where there are 2 or more MI return failures within any 3-month rolling period, CCS reserves the right to charge suppliers an administration fee for chasing a supplier to provide the information. Please see the G-Cloud 11 framework agreement, clauses 6.13 – 6.18 for further details.

Suppliers will receive multiple reminders each month about the need to report your Management Information. If the person receiving the email is no longer responsible for reporting MI or they leave your organisation, please notify the MI Collections team at [report-mi@crowncommercial.gov.uk](mailto:report-mi@crowncommercial.gov.uk), and provide them with updated contact details. There is no limit to the number of contacts a supplier can have for RMI. The email address provided above should also be used for any other RMI related queries.

### Management charge

Suppliers must pay CCS the management charge for setting up and running this framework Agreement.

The management charge will be a figure of up to 1% of all charges (excluding VAT) for services invoiced by suppliers to customers. It is currently set at 0.75% of all charges invoiced to customers but may be increased at CCS's discretion.

CCS will submit its own invoices to suppliers for the management charge due each month based on invoice-related MI values provided by suppliers, which must then be paid by suppliers within 30 days of the date of the invoice.

The management charge applies to the full charges specified in each invoice raised by a supplier and will not be varied because of any service credits or other deductions. For invoices raised by CCS, suppliers must pay VAT on the management charge.

### Assurance

Suppliers must keep their service information on the Digital Marketplace up to date for the term of the framework agreement.

At any time throughout the duration of the framework, CCS and its agents reserves the right to review any claims that suppliers made in their framework applications to verify that any information that was submitted is still an accurate reflection of their G-Cloud service and that a particular service is within scope of the framework agreement.

If any service fails the assurance verification process, the relevant service will be removed from the Digital Marketplace. If it is unclear whether a service is within scope, CCS reserves the right to give a supplier the opportunity to rectify the service information, but failing in that, that particular service will be removed from the Digital Marketplace.

### Audits

Suppliers may from time to time be subject to audits and are expected to use reasonable endeavours to provide audit information that is within scope without delay, and provide auditors access to all relevant staff.

Suppliers must provide completed self-audit certificates to CCS within 3 months of the expiry or ending of the framework agreement. This can be found in schedule 2 of the framework agreement.

# 4

## What is the G-Cloud framework and Digital Marketplace?

The G-Cloud framework agreement allows public sector customers to purchase commoditised cloud-based solutions through a framework that is compliant and regularly refreshed allowing CCS to provide our customers with up-to-date innovative solutions.

The [Digital Marketplace](#) is an online platform that showcases all services available through the G-Cloud framework.

All of the suppliers' service information, including comprehensive service definitions, pricing documents and suppliers' terms and conditions is available on the Digital Marketplace and will enable customers to evaluate their capabilities.

The G-Cloud framework supports the 'Cloud First Policy' as a way to access and use cloud-based services in a flexible and agile fashion, buying only the services needed, when they are needed.



# 5

## What services are available / in scope?

The G-Cloud framework facilitates the purchase of commoditised cloud-based services only. These services are off-the-shelf, pay-as-you-go cloud solutions. **Suppliers should at all times ensure that all of their services are within scope of the “lots” as they are defined:**

### Lot 1 - Cloud Hosting

Cloud hosting suppliers provide pay-as-you-go cloud platform or infrastructure services that can help customers:

- Deploy, manage and run software onto cloud infrastructure; customer-created or acquired applications created using programming languages, libraries, services, and tools supported by the provider.
- Provision processing, storage or other fundamental computing resources where the customer is able to deploy and run arbitrary software, which can include operating systems and applications.

The customer does not manage or control the underlying cloud infrastructure, i.e. network, servers, operating systems, or storage, but has control over the deployed applications and possibly configuration settings for the application-hosting environment.

Lot 1 (Cloud Hosting) is equivalent to the National Institute of Standards and Technology (NIST) [definition](#) of ‘Platform as a Service’ and ‘Infrastructure as a Service’.

### Lot 2 - Cloud Software

The customer uses the provider’s applications running on cloud infrastructure. These applications are accessible from various client devices through either a thin client interface, such as a web browser (e.g. web-based email), or a program interface.

The customer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.

The G-Cloud cloud software lot is equivalent to the National Institute of Standards and Technology [definition](#) of ‘Software as a Service’.

### Lot 3 - Cloud Support

Cloud support provides services to help customers set up and maintain their cloud services, for example:

- Planning
- Setup and migration
- Testing
- Training
- On-going support

For clarity the following services are excluded from G-Cloud including, but not limited to:

- Co-location services – see Crown Hosting Services (RM1069)
- Non-cloud related services / consultancy – see Technology Services 2 (RM3804), Management Consultancy RM3745
- Bespoke design and development – see Digital Outcomes & Specialists (RM1043.5)
- Hardware – see Technology Products 2 (RM3733)
- National Cyber Security Centre (NCSC) schemes detailed below. Any cyber security services that have been assured by the following NCSC schemes are out of scope of G-Cloud:
  - Cyber Security Consultancy
  - Penetration Testing (CHECK)
  - Cyber Incident Response (CIR)
  - Tailored Assurance Service

Recruitment – only support relating to the cloud is permitted, not the provision of staff or interims

# 6

## How suppliers access and utilise the Digital Marketplace

**Suppliers and customers interface differently with the Digital Marketplace. Both have accounts, however, where suppliers use their accounts to list and define their services, contact details etc, customers utilise their accounts to conduct and save searches.**

Suppliers' first point of contact with the Digital Marketplace is when they create a supplier account, followed by applying for the latest iteration of the G-Cloud framework, and then on an on-going basis by managing their service on the Digital Marketplace.

While the suppliers' guide provided by Government Digital Service (GDS) on the Digital Marketplace focusses on the application stage, below is a summary of how the various changes in the supplier account can be made while the framework is live:

### Updating your contact details

Suppliers can amend their contact details that appear on each of their G-Cloud 11 services by logging in to their Digital Marketplace account and clicking on Company Details and then on Change on the *What buyers will see* section.

### Updating your service name, service descriptions, features and benefits

Suppliers can amend their G-Cloud 11 service name and description and the wording of the features and benefits of their service listings by logging into their Digital Marketplace supplier accounts, selecting the service that they want to change from the list of G-Cloud services, and then clicking on 'edit' to change the relevant section in a particular service.

Suppliers cannot materially change how the service works and may be asked to prove that it is still the same service.

### **Removing a service**

Suppliers can see a list of their G-Cloud services in their Digital Marketplace accounts. To remove one, select it, scroll to the bottom and click the 'remove service' button.

When this is done, it will not come up in Digital Marketplace search results any more but will still be viewable the service details in the account.

### Updating the pricing document

It is not possible to increase pricing during the term 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 a supplier is proposing a time-limited discount, they should ensure to detail when the time-limited discount

expires and highlight discounted pricing to distinguish it from the standard pricing. To amend pricing documents, please submit two versions; one clean final version and one with track changes for CCS to approve and upload to the Digital Marketplace. These two documents can be sent to: [cloud\\_digital@crowncommercial.gov.uk](mailto:cloud_digital@crowncommercial.gov.uk).

### Updating the service definition document

Suppliers may choose to submit a service definition document at the time of applying to the framework. This document is not mandatory. Should a supplier wish to update their service definition document, they may do so as long as any change does not constitute a material change to the service. Suppliers can update service definition documents by logging into their Digital Marketplace accounts, selecting the service for which they want to update a service definition document from the list of G-Cloud services, clicking on 'edit' in the documents section of that particular service, selecting the document to upload, and then clicking on Save and Return.

### Updating the Modern Slavery policy document

If your organization has an annual turnover of £36m or more, you must comply with the annual reporting requirements of Section 54 of the Modern Slavery Act (2015) and provide a Modern Slavery Statement.

Customers may also choose to include suppliers' Modern Slavery Statements within their MEAT criteria when evaluating suppliers' services.

To update your organisation's modern slavery and human trafficking statement, please send it to [cloud\\_digital@crowncommercial.gov.uk](mailto:cloud_digital@crowncommercial.gov.uk)

### Documentation that cannot be amended by a supplier

As part of their application, suppliers are required to submit a terms and conditions document.

Should a supplier for some reason not submit a terms and conditions document before applications to the framework close, then the terms and conditions of the call-off contract will apply for the duration of the framework.

Terms and conditions cannot be uploaded after the application period has closed.

As per clause 3.9 of the framework agreement, terms and conditions cannot be amended during the term of the framework agreement.

### Updating Company Information

With the exception of a company's address and removing services, company information can only be updated by the G-Cloud team. Below is a summary of how the various changes can be requested:

#### ***Change of trading / company registered name***

In cases where a supplier's trading or company registered name changes but the DUNS number and Company Registered Number remain the same, please submit requests to make the updates to the Digital Marketplace to [cloud\\_digital@crowncommercial.gov.uk](mailto:cloud_digital@crowncommercial.gov.uk).

#### ***Changing the Registered Company Name, Company Registration number and DUNS number.***

In cases where the registered company name and registration number or DUNS number need to be changed, we will need to determine whether a novation needs to take place. Therefore, suppliers need to contact [cloud\\_digital@crowncommercial.gov.uk](mailto:cloud_digital@crowncommercial.gov.uk) to initiate the process.

### **Changes to Company Registered Address**

Suppliers can change the company's registered address by logging into their Digital Marketplace accounts, clicking Company Details, and clicking on Change next to the address line.

### **Any existing contracts to provide the service will still be valid.**

The URL of the service will remain public but a banner will be added to the service page saying when the supplier made the service unavailable.

### **Adding/removing users to a supplier account on the Digital Marketplace**

Suppliers can add or remove users onto their Digital Marketplace supplier accounts by logging in and clicking on Contributors and inviting or removing contributors from there.

### **Retrieving a lost password for your Digital Marketplace account**

Any G-Cloud 11 supplier with a Digital Marketplace account can retrieve a lost password by going to the login screen of the Digital Marketplace, clicking on Forgotten Password, and entering the email address that they use to log into their supplier account.

### **Reporting technical issues relating to the Digital Marketplace**

These issues may include login errors, 404 errors, submission errors where there was an attempt to make changes, etc. All queries of this nature need to be directed to

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

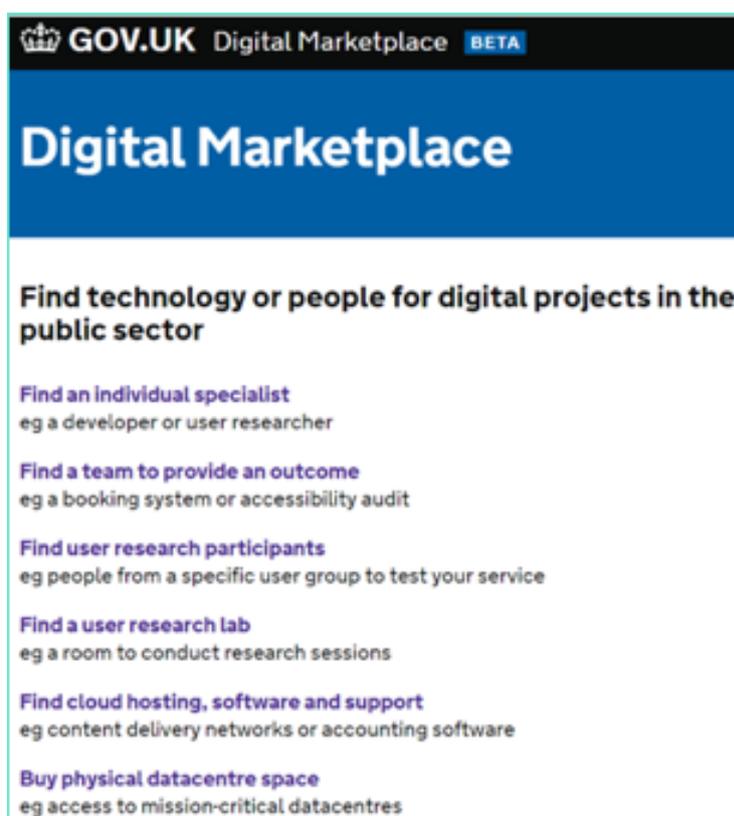
## **The customer's point of view**

It can be very useful for suppliers to know how customers can and should utilise the Digital Marketplace. We therefore provide an overview of the search and prescribed buying processes, respectively.

### **Search**

Customers can access the Digital Marketplace catalogue here. This information is useful for suppliers to understand the process that customers go through to find suppliers' cloud services.

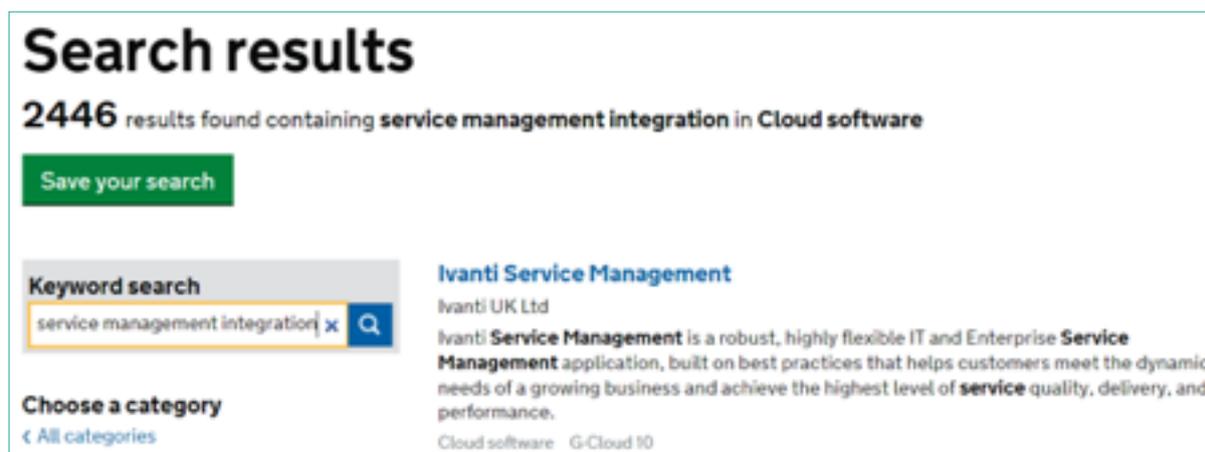
To start the search for G-Cloud services, click on Find cloud hosting, software and support. The first four items on the list in the screenshot below relates to the Digital Outcomes and Specialists 3 Framework, and the last item to Crown Hosting. It is important to note that these frameworks are not related to G-Cloud.



After clicking on Find cloud hosting, software and support, carefully read through the listed steps before click on Start New Search.

The Digital Marketplace showcases all services available under the G-Cloud Framework. Customers must search the Digital Marketplace to find services that best meet their requirements. To help customers refine their searches, they may wish to use double quotation marks when searching phrases in the Digital Marketplace search box - i.e. "service management integration".

The reason for this, is when you type multiple words into the search box, the search will look for services that contain all those words entered individually. However, by including double quotation marks, it will search for the entire phrase and not individual words. Example below:



**Search results**  
2446 results found containing **service management integration** in **Cloud software**

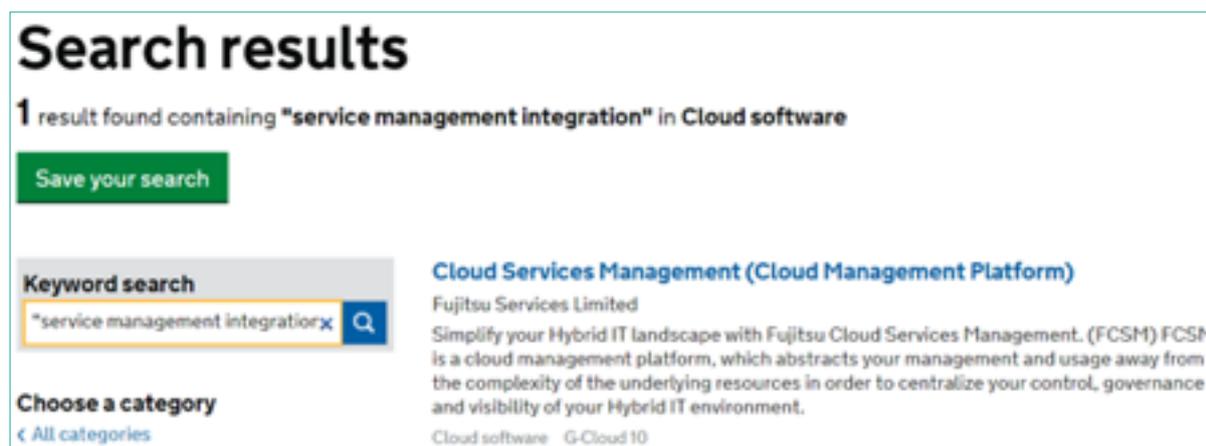
Save your search

**Keyword search**  
service management integration x

**Choose a category**  
All categories

**Ivanti Service Management**  
Ivanti UK Ltd  
Ivanti **Service Management** is a robust, highly flexible IT and Enterprise **Service Management** application, built on best practices that helps customers meet the dynamic needs of a growing business and achieve the highest level of **service** quality, delivery, and performance.  
Cloud software G-Cloud 10

When making use of double quotation marks, the same keywords provide results where the keywords occur next to each other. Example below:



**Search results**  
1 result found containing **"service management integration"** in **Cloud software**

Save your search

**Keyword search**  
"service management integration" x

**Choose a category**  
All categories

**Cloud Services Management (Cloud Management Platform)**  
Fujitsu Services Limited  
Simplify your Hybrid IT landscape with Fujitsu Cloud Services Management. (FCSM) FCSM is a cloud management platform, which abstracts your management and usage away from the complexity of the underlying resources in order to centralize your control, governance and visibility of your Hybrid IT environment.  
Cloud software G-Cloud 10

Customers can also incorporate an asterisk (\*) as a wildcard which will enhance their search. Wildcard characters allow definition of partial search terms. In addition to this, they can also use the plus symbol (+) to join words instead of using quotes and utilise the minus (-) function which enables them to eliminate words or phrases which are not appropriate to your search.

## Buying process

The online catalogue ensures that all service information is available up front to enable customers to evaluate services based upon best fit and/or price. This functionality facilitates a contract award following the prescribed buying process. Therefore, if either a customer or supplier deviates from this process through mini competition, RFP, RFQ, RFI, negotiation or issuing an ITT, they will actively breach the terms of the framework.

Non-compliant buying will directly impact the legality and reputation of the framework and call-off and is strictly prohibited. Customers and suppliers who do not follow the correct buying process will be at risk, and the terms of the framework agreement and call-off contract will be null and void.

The G-Cloud buying process comprises six important steps. These steps must be followed to ensure that a compliant process is adhered to.

### G-Cloud buying process



Prepare



Search and  
longlist



Longlist  
to  
shortlist



Evaluation  
and selection



Award



Benefits

**Step 1 - prepare**

Before exploring the market place, customers need to understand what it is they are looking to buy. Therefore, they are recommended to work with procurement and technical professionals to establish high-level requirements/service outputs and time-scales. Procurement expertise ensures that a compliant buying process is adhered to, whereas technical experts evaluate the capabilities of the services available to buy within the Digital Marketplace.

**Step 2 - search & longlist**

The purpose of formulating a long list is so that customers can refine the broad range of services available and find the service offering which best fits their high level requirements within the Digital Marketplace.

At tender stage, you as suppliers are not restricted as to how you describe your service offerings. This means that you can use your own language and terminology to best describe your service offering within the short description. In order for customers to formulate their long list of services, and not to exclude any potential suppliers, it is essential that they run multiple searches using different semantics and terminologies. For example eProcurement, eTendering, eSourcing ultimately mean the same thing. This in turn will ensure that a comprehensive and robust long list of services is filtered from the Digital Marketplace.

When formulating their long list, it is important that customers keep an auditable trail of their search criteria so as to demonstrate how and why they chose a specific service. It is important that customers can provide sufficient evidence to mitigate any risk of challenge. To assist with this there is now a 'Save Search' button on the Digital Marketplace.

**Step 3 - developing longlist into shortlist**

On the Digital Marketplace, there is a list of filters which will help customers to refine their searches. Through applying multiple filters, their longlist will reduce to a manageable shortlist of services, each of which can then be evaluated individually.

Customers must establish which filters meet their specific requirements and apply as necessary.

Customers must ensure that they have captured and audited the filtering process for each catalogue search criteria. It may be useful to "print-to-PDF" the webpage once all filters have been applied.

Before proceeding with their shortlist evaluation, CCS advises that customers contact the shortlisted suppliers directly to confirm they hold the resource capabilities to deliver to their timescales, if they were to be successful in the shortlist evaluation.

**Step 4 - evaluation and selection**

Before customers begin their shortlist evaluation process, they must understand that terms are fixed at the point of tender and are therefore non-negotiable. Services which are available on the Digital Marketplace cannot be deviated from and are the only services available from suppliers. The comprehensive information and documentation published by a supplier on the Digital Marketplace is what will form the basis of the contract.

To enable customers to evaluate services, they need to review the shortlisted services following their search and assess suitability against their requirements. When customers assess shortlisted supplier service documents, they have to demonstrate that each service was evaluated in a fair and transparent manner.

Shortlisted suppliers can be evaluated in two ways:

- Most economically advantageous tender (MEAT) criteria
- Contract award on lowest price - only if they are comparable/equivalent services

The most efficient way in which to compare services is using the MEAT evaluation criteria which will allow customers to consider best functional fit, quality and whole life-cost accordingly.

Direct Award Criteria	
1	Whole life cost: Cost effectiveness; price and running costs
2	Technical merit & functional fit: coverage, network capacity and performance as specified in relevant service levels
3	After sales service management: help desk, account management function and assurance of supply of a range of services
4	Non-functional characteristics

If needed, further evaluation templates can be found [here](#).

If it's not possible to distinguish between service offerings, other than by price, customers should consider comparing in terms of lowest price alone. Customers' findings should be compiled into an evaluation matrix or similarly auditable format in order to identify the 'best fit' service.

Ultimately how customers weight/evaluate suppliers is up to them; however, the overall selection process must be auditable, fair and transparent.

Some of the information customers use to evaluate a supplier's service e.g. service definition and terms and conditions is fixed at point of tender and therefore cannot be materially changed or negotiated.

Suppliers are, however, allowed to reduce a service's price at any time during the lifetime of the Framework. Before customers can accept this price reduction, suppliers must update their pricing documents on the Digital Marketplace to reflect this new revised price as detailed in section 7, paragraph of this supplier guide.

The information on a supplier's service offering forms and defines the call-off contract. This information must be correct and up-to-date before a customer proceeds to award.

**Note:** It is not permissible for suppliers to negotiate and offer individual price discounts to customers. Suppliers are to treat all CCS customers as 'one'.

### Handy Hint

#### Clarification of understanding

**If a customer has any uncertainty regarding your service offering, they can contact you directly to seek 'clarification' of their understanding, however, you are not allowed to materially change your service offering. This clarification can be done either by email or conference call, as long as the customer has a clear audited process and all short-listed suppliers should be treated equally and fairly.**

## Step 5 – award / buy

Once a customer has evaluated and ascertained which service best meets their requirements, they are then in a position to enter into a contract award. In order to proceed, the customer must complete the call-off contract. Within the contract, guidance notes can be seen in green and mandatory fields are highlighted in yellow. The call-off contract can be found by following this [link](#).

Within the call-off contract, customers must clearly stipulate their service requirements up front in line with the service defined on the Digital Marketplace. Once complete, a copy of the call-off contract must be signed by both the customer and supplier before the call-off contract can commence.

An initial call-off term of up to 24 months can be extended by two periods of up to 12 months each, giving a G-Cloud agreement a maximum term of 48 months. Please note that customers must ensure they have a robust exit plan prior to placing any order. The supplier must also provide an 'additional exit plan' to approve at least 8 months before the call-off contract ends.

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.

At the end of a call-off contract, if the customer's scope has not changed and a service is still required, they must conduct a re-evaluation of services available on the Digital Marketplace at the time. This is to ensure that the customer continues to receive the best value for money and that they are aware of any alternative services that may have been added on the Digital Marketplace in the latest iteration of the G-Cloud framework at the time.

As a matter of best procurement practice, CCS advises that customers build in a standstill period after they have notified the successful and unsuccessful shortlisted suppliers. CCS would also suggest that in order to help aid the maturity of the marketplace, customers should offer feedback relating to all of the supplier's services which have been evaluated. This feedback will help suppliers to implement improvements if they choose to re-tender and improve your service offerings, adding value to both new and existing services.

# 7

## Communication, support and training

### Giving feedback to CCS

If you wish to get in touch with queries or feedback, please email [cloud\\_digital@crownccommercial.gov.uk](mailto:cloud_digital@crownccommercial.gov.uk).

We welcome and capture your feedback as to what changes you would like to see in future iterations of the G-Cloud framework or the Digital Marketplace. Any feedback will receive due consideration, although no guarantees can be made that a particular change will be affected.

### Talking about being a supplier on the Digital Marketplace

When your services have been accepted on to the G-Cloud 11 framework on the Digital Marketplace, you can let people know that they're available. However you will need to follow certain guidelines as detailed [here](#).

### Case Studies

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

- The requirement (What the customer set out to do: what challenges they faced, what goals they had and why they chose CCS)
- 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)
- The result (What savings and other benefits were achieved? Feel free to provide figures and statistics)

Should you wish to provide a case study, please let us know by emailing [cloud\\_digital@crownccommercial.gov.uk](mailto:cloud_digital@crownccommercial.gov.uk) and we can provide you with a case study template or arrange for an interview.

### CCS' communication with you

A G-Cloud supplier newsletter for all live (non-suspended) suppliers on the G-Cloud 11 framework is published on a quarterly basis and sent via Gov.Notify to the individual listed on a supplier's G-Cloud 11 service listing on the Digital Marketplace.

Please ensure these contact details are kept up to date.

The Gov.Notify message directs you to the CCS website where all copies of the newsletter can be found under the Documents tab:

[www.crownccommercial.gov.uk/agreements/RM1557.11](http://www.crownccommercial.gov.uk/agreements/RM1557.11)

### G-Cloud spend data

CCS publishes the G-Cloud spend data monthly via an [online dashboard](#). The data is refreshed at the end of every month, and provides suppliers and customers the functionality to interrogate the data 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 how to interrogate the data, please contact us on the details provided in the Feedback section above.

## Supplier support and training

Further support and training can be provided through ad hoc webinars that provide an overview of the information given in this supplier's guide, supplier newsletter, utilising the Digital Marketplace for service listings and account management, and submitting MI returns on the RMI platform. To register for a webinar please go to [Eventbrite](#).

GDS also provide a suppliers' guide hosted on the Digital Marketplace which focusses on the application process when a new iteration of the framework opens. This can be found [here](#).

The CCS SME Crown Rep offers a variety of support to SMEs including free webinars, events and blogs aimed at helping UK SMEs identify opportunities, network with other businesses for tips on supplying to government and ultimately win government business. Details of these webinars, events and blogs can be found [here](#).



## Contact us

If you have any questions or queries relating to the G-Cloud framework or prescribed buying process please contact our helpdesk for further support on:

0345 410 2222

[cloud\\_digital@crownccommercial.gov.uk](mailto:cloud_digital@crownccommercial.gov.uk)

[www.crownccommercial.gov.uk](http://www.crownccommercial.gov.uk)

 [@gov\\_procurement](https://twitter.com/gov_procurement)

 [Crown Commercial Service](#)

**Kevin Todd** – Commercial Agreement Lead

**Liz Freeman** – Commercial Agreement Manager

**Herman Nel** – Commercial Agreement Manager

**Mick Warrington** – Commercial Agreement Specialist

**Mark Tooke** – Commercial Agreement Specialist