



# Cyber Security Services 3 Supplier FAQs

We hope this document will help answer some of the most common questions that suppliers might have. We have split this into 2 sections. Section 1 covers FAQs for interested suppliers who want to know more about the agreement and how to join. Section 2 covers FAQs for appointed suppliers.

## Section 1. FAQs for interested suppliers

### What is covered by this agreement?

- Consultancy and Advice (including risk management and assessment, audit and review, security architecture, training and certification)
- Penetration Testing and IT Health checks
- Incident Management
- Data destruction and sanitation services

### What is out of scope?

- Any/all hardware and infrastructure NOT specifically required to deliver the Cyber Security Services in the Filter Categories covered by this Contract.
- Hosting
- Software NOT specifically required to deliver the Cyber Security Services in the Filter Categories covered by this Contract.
- Networks or connectivity services

### Can I still apply?

Yes, unlike a framework agreement, the DPS is flexible and enables suppliers to join the marketplace throughout the duration of the contract.

### How do I apply?

You can apply through the CCS electronic platform for this DPS via the GOV.UK Supplier Registration System (SRS)

<https://supplierregistration.cabinetoffice.gov.uk/dps>

A Selection Questionnaire (SQ) will have to be submitted in order to join the DPS which includes contact details/ financial details/ mandatory and discretionary type questions. You will need to complete a Dynamic Purchasing System Questionnaire (DPSQ) which includes procurement specific questions e.g. which Cyber Services



filters you can deliver. If you successfully answer all the selection questions, you will enter the agreeing stage on the DPS platform. At this stage, you will be required to agree to the CCS Terms and Conditions electronically before you are officially appointed.

You can download the bid pack from the contract notice on the [Contracts Finder](#) website. Please read this carefully before starting your application.

### **How long does the application process take?**

There is a maximum 10-day turnaround for a decision after submission of an application, unless you are asked to provide additional information.

### **Are the terms and conditions negotiable?**

Terms and conditions are non-negotiable. Buyers are able to add to/amend certain terms to the Order Schedules but will need to share these with all suppliers when they issue their tender documents and you will need to agree to them.

### **Can I ask questions regarding the terms and conditions?**

Yes. You can ask clarification questions through the DPS system when you are applying to be on the DPS. Once you have been appointed you can ask questions through the DPS system or via email to [technologysolutions@crownccommercial.gov.uk](mailto:technologysolutions@crownccommercial.gov.uk).

### **What happens once I have been appointed?**

You will receive an email with further details from the category team which also requests certain documentation from you e.g. insurance documentation and in due course you will receive login details for the MI reporting system.

### **What is the difference between a framework agreement and a DPS?**

- A DPS agreement has no lots, use the filter system to produce a list of potential suppliers based on your needs
- New suppliers and products (within scope) can be added during the life of the agreement.
- quality and price assessment can be tailored to an individual customer's requirements
- an efficient tender process and approach to finding potential solutions, including the option of using a 2 stage competition process and supplier presentations
- fully compliant with UK and EU regulations



### **How does this agreement differ from other CCS agreements such as g-cloud, Technology Products and Associated Services (TePAS) and Digital Outcomes and Specialists (DOS)?**

NCSC assured services and suppliers are out of scope of g-cloud, Cyber Security Services 3 is the only route to market for NCSC assured services.

The only Cyber Security Services that should go through other agreements such as DOS or TePAS would be those offered as part of a wider service offering, standalone services would go through Cyber Security Services 3.

### **Why was the decision taken to expand the scope of this agreement?**

Cyber 2 (the predecessor to this agreement) provided for only NCSC certified suppliers and the lotting structure reflected these certification schemes. Once awarded a place on the framework there was no scope for a supplier to offer additional services if they became accredited by NCSC in another area. It was mostly Central Government who used the Cyber 2 Agreement, the hope is that by expanding the scope we will make this agreement more accessible to WPS and increase competition by having a wider selection of suppliers.

### **What is the duration of this agreement?**

The cyber services 3 DPS is live until 13/02/2023 (3 years).

### **What is the maximum call-off length under this agreement?**

The maximum term for a call-off contract (order contract) under this agreement is 3 years including any extensions.

### **Is Direct Award permitted under this agreement?**

No, unlike some framework agreements, this agreement is further competition only.

### **What is the levy/commission for this agreement?**

CCS will charge you a management levy based on the MI submitted. This is 1% of the total value of customer invoices reported excluding VAT.



## Section 2. FAQs for appointed suppliers

### **How will I be notified of new tenders?**

Further competition (bid) documents will not be sent through the DPS itself, this is essentially a filtering process for buyers to obtain a list of pre-qualified suppliers. Buyers will invite you to tender through their own eSourcing platform, CCS's eSourcing Suite or by email. It is vital therefore that you maintain your contact details up to date on the DPS as these will be the details that buyers use when inviting you to a further competition.

### **Do I have to respond to all tenders?**

You do not need to respond to all tenders, particularly if you are not able to deliver the requirements. However we would encourage you to respond as much as you are able to as this will increase your chances of winning business through the DPS. If you are not able to deliver a particular requirement it is still worth letting the customer know, sometimes this can be done through their eSourcing system itself or sometimes you will need to email.

### **What can I do in terms of marketing/ promoting that our organization is on the DPS?**

CCS has a Supplier Marketing toolkit available to suppliers. You must follow certain guidelines as detailed in the Toolkit. Email [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) for access to the most recent version. Please contact CCS using the same email address for approval of any marketing in relation to this DPS Agreement.

### **When do I submit my MI?**

As per Schedule 5 of the DPS Agreement, you must submit MI to CCS each month and this should be submitted by the 5th working day of each month. You're MI contact will receive a reminder on the first day of the month.

### **How do I submit MI?**

Management Information is submitted via a web portal, monthly, in arrears, for the full lifetime of the agreement (including for call-off contracts where the end date exceeds that of the agreement itself). The web portal is called Report MI (RMI) and you will be issued with login details and instructions following appointment to the DPS.

### **What do I do if I have no spend to report?**

Regardless of whether you have spend to report or not you will still need to report on a monthly basis through the RMI portal. For those suppliers with no spend to report,



there is an option to submit a 'nil return'. This will only take a few seconds and if you have any problems you can contact our MI team by emailing [mi.collections@crowcommercial.gov.uk](mailto:mi.collections@crowcommercial.gov.uk).

### **How do I update my service offering within the DPS?**

You will need to log into the DPS (SRS) and update the answers you have provided in section 2 of the selection questionnaire (SQ). To do this you will need to go into your 'Dashboard / and update the DPS Questions' by de-selecting or selecting the services you can or can't provide. Due to the way this SQ is structured you will not go back into the assessing stage unless you trigger one of the risk flags.

### **What do I do if our organization's contact details change?**

You will need to email [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) to notify the team of the amendment to your contact details in order for CCS to update our systems. Crucially, you will also need to update your contact details within the DPS itself to ensure that customers using the system are able to send their tender documents to the right person.

### **What do I do if I want to use a subcontractor?**

You will need to download the RM3764.3 subcontractor document from our webpage which will require you to fill in the form with the key subcontractor details, including their name, address, company registration, DUNS & VAT number. You will then need to email the form to [technologysolutions@crowcommercial.gov.uk](mailto:technologysolutions@crowcommercial.gov.uk). CCS will carry out some checks on the subcontractor and will confirm by return email that this has been approved. If you plan to use a subcontractor to deliver a piece of work you are bidding for or have been awarded by a buying organisation then they will also need to be informed.

Please note that for NCSC assured services you can only use subcontractors for CHECK and they must also be assured with NCSC.

## **Contact details**

If you have any other queries please email us at [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) or call our Customer Service Desk on 0345 410 2222.