#	Question	Response
1	Will the slides be shared later ?	Yes the slide pack and Q&A responses will be published on the agreement page under the 'Documents' section on WC 30th March 2020.
2	Re changes to the bid pack - amendment to the core terms etc and and Q&A asked, is there a way an email notification can be sent to the current list of suppliers on the DPS to let them know of the changes?	CCS has a feature to send broadcast messages to suppliers via the Supplier Registration Service (SRS) platform.
3	Can you clarify how we will get notified if buyers publish competition using their own e-sourcing tools?	Buyers will be able to download their shortlist of eligible suppliers formed using the DPS platform and enter this into their own eSourcing tool. Most eSourcing tools have a communication function with suppliers built in as standard to support the buyer sourcing team to run their procurement and contact suppliers.
4	Once we have been accepted is there anything else to do to ensure visibility to buyers?	Ensure you are actively bidding for work when you're informed of this through the eSourcing tool - this means that you're an eligible supplier. CCS also recommends making full use of the CCS supplier marketing toolkit.
5	Can we amend the categories we originally stated we can provide as a supplier once already registered to the DPS?	Yes the DPS is flexible so if a supplier's service offerings increase throughout the DPS term they can select to join more services on the DPS (as long as these services are within the original scope of the DPS filters/ subfilters).
6	How long does it take to be awarded onto DPS from submission?	The standard turnaround time is stated in the DPS needs document. CCS have 15 working days to assess supplier eligibility for the DPS. This can be extended if the team is awaiting either evidence from suppliers or the results of compliance checks.
7	As this DPS framework is very broad and complex and is new to many. Has it been considered how the buyers will use the filters if they don't understand the technology or even what they really need?	CCS are taking a number of steps to support customers in their buying journey. 1) All customers have access to the bid pack documents including the DPS Buyer Needs document and DPS Schedule 1 (Specification) which lists the services available under the DPS as well as their descriptions. 2) The first filter (Build) and its associated subfilters offer customers the opportunity to explore where and how automation and technologies could be used within their department/organisation. 3) We are working closely with Cabinet Office's Automation Taskforce to help customers understand their requirements and which services under the DPS filters/subfilters are appropriate to these requirements.

8	What's the difference between Automation DPS and the Artificial Intelligence (AI) DPS ?	The Automation DPS focuses on planning, designing and implementing automation technologies and solutions within department processes and systems to perform repetitive, monotonous tasks with no human intervention. The AI DPS has a more ' intelligent' slant with a focus on using technologies and solutions which mimic and supersede human behaviour and intelligence by constantly seeking patterns, learning from experience and using this 'intelligence' to self-select the appropriate responses in situations based on that. There is likely to be some crossover between Automation and AI but we will continue to work closely in the team to make sure the appropriate agreement is chosen based on customer requirements.
9	We have submitted our SQ and await the outcome. Should we start preparing the evidence on insurances , financial standing ? How many days would we have available to prepare the evidence ?	We recommend preparing your evidence for submission asap after submitting your initial application for the DPS (SQ and DPS Q). CCS cannot appoint suppliers to the DPS without this evidence and associated compliance checks. CCS have 15 working days to assess supplier eligibility for the DPS. This can be extended if the team is awaiting the submission of supplier evidence and/or the results of compliance checks.
10	I assume someone else has asked this, but what is CCS going to do to market this to the organisations that may not be aware of automation and its applications?	We will be working closely with our colleagues in the CCS Customer Experience Directorate to market and advertise the DPS with potential customers. The directorate has a reach in central government and the wider public sector. We will also be marketing the DPS through the normal channels including the social media posts, newsletters, published articles and customer webinars etc.
11	At the DPS submission stage, what level of detail is required from the supplier in terms of the offers available. Is it simply selecting the nature of the services we are able to offer, with no further detail required until mini-competition?	Yes we expect suppliers to select the services they are able to offer during the DPS application process. Any further detail required will be provided by buyers at the order (call-off) level and will form part of their requirement.
12	May I also ask what is being done to promote SME suppliers (if anything), on this framework and push towards the £1 is three that the guidelines say should be spent with them?	The premise of the DPS is that it offers flexibility to suppliers (particularly SMEs) as they can join at any point during the DPS term. Suppliers can add to their service offerings throughout the DPS term here; suppliers can select to join more services on the DPS (as long as these services are within the original scope of the DPS filters/ subfilters).
14	If we don't have Cyber Essentials but will have it before the first buyer contract, do we answer 'Yes' to the relevant question in the SQ? I think we can't submit, if we answer 'No'.	You must answer 'No' to the question within theStandard Selection Questionnaire (SSQ) if you do not have the Cyber Essentials certification. You will not fail the SSQ because of this. CCS recognise not all suppliers will have this in place immediately when applying to the DPS. You must ensure you have Cyber Essentials certification in place at the point of first contract award.
15	There are several contact information that is provided when applying for the DPS, which email address precisely will buyers use to	Within the Registered 2 section the supplier is required to enter contact details and at the final stage are asked for confirmation of this. This information is updatable.

	contact suppliers?	
16	Do we have an estimated duration for each call-off (in terms of weeks)?	This is buyer dependent and depend on each buyer's individual requirements.
17	Can you tell us more about publishing case studies in the DPS? What advantage will suppliers have in doing this if they all need to compete in a mini competition and the buyer has to invite all who signed up to provide a certain service to the competition?	We encourage suppliers to take the time to develop case studies to showcase the benefits of the agreement and the savings customers have successfully achieved by working with you, as these will help other customers make the commitment to use the DPS. We encourage you to work with the agreement's category manager to develop your case studies and a template is provided in the CCS Supplier marketing toolkit to help you. Completed case studies should be sent to your category manager and, once approved, will be added to our website and used in our customer communications. You can also use them in your marketing activity.
18	Is information on historical revenue let via this framework published and to what level of detail?	The data can be published and is subject to a FOI request however this would be at a high level of detail and would most likely be broken down into total spend across the DPS per financial year. We are a public sector organisation and so we must be transparent about our spend data through any commercial vehicle.
19	It seems that the application portal is generic. This means some questions don't need answering but this isn't obvious. Overall I found the application process confusing, e.g. terminology didn't match that in the bid pack. please can you review the application portal and make each 'form' specific to the DPS. also navigation is horrendous. Perhaps a UX specialist could look at improving this?	The DPS needs document (within the bid pack) outlines all questions which are not required to be answered.
21	If we make changes, after approval to the DPS, are we temporarily 'removed' from the DPS while our changes are being approved? Or are we still 'visible' to buyers while that assessment is being processed?	The supplier would go back into the assessing stage, CCS will need to review and place the supplier back into the agreeing stage ready for the supplier to agree to the T&Cs again and be reappointed.
22	When can we apply to join the AI DPS?	The initial date for OJEU publication was July 2020. This is provisional and due to Covid-19 will likely be delayed. Please monitor the RM6200 AI upcoming deals page for any real time updates.
23	The Automation DPS dashboard has sections, such as "Locations" & "Products". How do we populate these, so buyers can decide if we are suitable suppliers for their needs?	The Read First DPS Needs document details how suppliers can progress through the registration process. During the registration process suppliers will need to provide details of locations and products by answering the relevant questions.
24	Is the AI DPS a separate application?	Yes the AI DPS requires a separate supplier application which will entail the Standard Selection Questionnaire and the DPS Questionnaire. If you have applied for the Automation Marketplace DPS you can use the same Standard Selection Questionnaire responses. However the DPS Questionnaire and its questions will vary between the DPSs (due to different services being offered)

		therefore you will need to complete these from scratch.
25	What is the max term of call-offs in terms of value and time?	Maximum call-off in terms of time is 3 years. There is no maximum value at the call-off (order) level however we expect buyers to keep this proportionate to their requirement. The OJEU value for the DPS across the four year term has been set at £100 million.
26	With regards to the application process, it was frustrating that you had to put information in for every answer before moving along to the next page so we had no idea what was coming up so our process became one where we would source the information on that page, upload it, move forward, repeat. It was overly time consuming. A release of all of the questions at the start would really help.	The questionnaire is held in attachment 6 of the bid pack documents so suppliers can anticipate the questions they will be asked before they start the questionnaire online.
27	The process itself, (SQ, DPSQ) and the associated bid pack explanations were overly convoluted. Being able to submit everything as part of one process would really help rather than several gateways.	CCS will pass this feedback onto our Sourcing team and the platform developers NQC.
28	Follow-up questions. We are already an approved supplier & these areas are not populated on the dashboard	Please contact the NQC team directly for support with this (see contact details below).
29	I asked a clarification question two weeks ago and have had no answer, as yet. I have chased via the email info@crowncommercial.gov.uk.	This clarification question has now been answered and published.
30	Finally, the sheer volume of T&Cs was troublesome to deal with prior to submission as not everything will be relevant to what we would be working on, yet still had to agree to these terms. It might be best in future to try to see if specific terms are assigned to each call off.	The T&Cs work at two levels: the DPS contract level and the order level (call-off level). We provide suppliers with the full set of T&Cs so they have a full awareness of the T&Cs from the outset.
31	Will this pack be circulated after the call?	Yes the slide pack and Q&A responses will be published on the agreement page under the 'Documents' section on WC 30th March 2020.
32	Please provide contact details for NQC	6th Floor, The Hive, 51 Lever Street, Manchester, M1 1FN, United Kingdom T: +44 (0) 161 413 7983	E: info@nqc.com
33	We (as prime contractor) have Cyber Essentials. It is also a requirement for all of our subcontractors to have a certificate?	Clause 2.5 of DPS Schedule 9 states "The Supplier shall ensure that all Sub-Contracts with Subcontractors who Process Cyber Essentials Data contain provisions no less onerous on the Subcontractors than those imposed on the Supplier under this Contract in respect of the Cyber Essentials Scheme under Paragraph 2.1 of this Schedule." Full T&Cs are available in the bid pack documents.