



Attachment 3: Frequently asked questions

RM1557.13 G-Cloud 13

Question: Where can I find an overview of the G-Cloud 13 application process?

Answer: An overview of the process is on the GOV.UK website at:
<https://www.gov.uk/guidance/g-cloud-suppliers-guide>

To apply for G-Cloud 13 you must:

1. Create a supplier account on Digital Marketplace and confirm your company details
2. Complete your supplier declaration
3. Add at least one service

Once these sections have been completed your application will be automatically submitted at 15:00 BST 18th May 2022.

You will also see a banner at the top of the application page that states: Your application will be submitted at 15:00 BST 18th May 2022. You can edit your declaration and services at any time before the deadline.

CCS will evaluate the information you provide in your application against the criteria published in the invitation to tender on the Contracts Finder website. To download the invitation to tender from Contracts Finder go to:

<https://www.contractsfinder.service.gov.uk/Notice/52e2fd33-e6f3-4a4c-8697-d25ab76ea0a9>

Further information: <https://www.gov.uk/guidance/g-cloud-suppliers-guide>

Question: Is there a fee to register on G-Cloud 13?

Answer: There is no fee to register or apply to be on the G-Cloud 13 Framework.

Question: Do you have to have been a previous G-Cloud Supplier to apply to the new framework?

Answer: You do not need to have had a previous service on G-Cloud or be a supplier to CCS to apply for G-Cloud 13.

Question: I am a reseller, can I submit a G-Cloud application?

Answer: Yes, resellers can apply to G-Cloud 13, as long as they are resellers of cloud services.

Question: Can I copy over my previous G-Cloud application?

Answer: Yes, if an organisation has not changed its details, it can copy a previously successful G-Cloud application.

You will get the option to re-use answers from your declaration and copy services from your previous G-Cloud application. You will still need to review and resubmit to confirm each of the stages of the application:

1. Company details
2. Supplier declaration
3. Supplier services

Question: How do I copy services information from G-Cloud 12 to 13?

Answer: You can copy services from an earlier iteration of G-Cloud to your G-Cloud 13 application:

- select 'Add, edit and complete services' section of the Supplier declaration (stage 3)
- select the link for the type of service you want to copy over (either Cloud Hosting, Cloud Software, Cloud Support)
- above 'Draft services' you will see a link that says 'View and add your services from G-Cloud 12'

This will show all services that were previously submitted and you will be able to copy them to your G-Cloud 13 application. Note however that you will only be able to edit the following details:

- title
- description
- features and benefits

You will not be able to change:

- the Lot
- the service itself or how it works

Question: When is the deadline for clarification questions?

Answer: You can ask clarification questions about G-Cloud 13 until 15:00 BST 14th April 2022. All clarification questions and responses will be published by 28th April 2022.

Question: Where can I find copies of the G-Cloud 12 Framework Agreement and Call-Off Contract?

Answer: The Framework Agreement and Call-Off Contracts are on the GOV.UK website:

- <https://www.crowncommercial.gov.uk/agreements/RM1557.12>

Question: Where can we find the base terms and conditions for G-Cloud 13?

Answer: Terms and conditions are included in the Framework Agreement and Call-Off Contract.

Question: What should I do if I keep getting an error message?

Answer: You can report technical issues to cloud_digital@crowncommercial.gov.uk. The Digital Marketplace team will investigate and respond.

Question: What should we do if we are a group of companies and each one is registered as a company in its own right?

Answer: If you trade under more than one registered company you will need to set up an account for each company and submit services for that company.

Question: We are a supplier on G-Cloud 12 and have recently changed our name although our company number remains the same. How will this affect my application to G-Cloud 13?

Answer: You can change your registered name on your G-Cloud 13 application. To change this you will need to submit a request to the CCS support team: cloud_digital@crowncommercial.gov.uk.

The CCS support team will check that the change is accurate and aligns with the data on Companies House. Once this is done the request is reviewed and approved by the CCS team before being implemented.

Any request to change a registered name will have to be completed before the applications close at 15:00BST, 18th May 2022.

Question: What should I do if we want to consolidate our 2 companies already on the G-Cloud into one entry on G-Cloud 13. Can I transfer the existing declaration or services?

Answer: You are not able to transfer declaration answers or services from one Supplier account to another. You will need to re-add any declaration answers or services to the account you want to consolidate.

Question: How will I know if my application is successful?

Answer: If your application is successful you will receive an email informing you of your successful application and instructions to sign the Framework Agreement.

Question: How many applications can we submit under the same Lot?

Answer: Only one application can be submitted per Supplier, though a Supplier can submit multiple services under each of the Lots.

Question: Can I change Lots if I have put a service under the wrong Lot?

Answer: You cannot move or transfer a service from one Lot to another. You should remove the service from the wrong Lot and recreate it as a new service under the correct Lot.

Question: Can I submit one service definition document that encompasses all my G-Cloud services?

Answer: You must submit a service definition document for each different service.

Question: How many services can I have under each Lot?

Answer: There is no limit to the number of services a Supplier can apply to provide within each Lot.

Question: Are the Service questions available in a single Excel file?

Answer: The Service questions are provided in 3 separate CSV files that can be found in the ZIP folder Attachment 11 - Service questions CSV files in the bid pack.

Question: Can I update my application after I have submitted it?

Answer: You cannot update an application once it has been submitted. Completed applications will automatically be submitted at 15:00 BST, 18 May 2022. You can update your application before this date and, if your application is successful, you will be able to amend your service descriptions after the Framework goes live in September 2022.

Question: Can I sign a G-Cloud 13 Framework Agreement before the application process has been completed?

Answer: You do not need to sign anything at the moment. If your application is successful you will receive instructions about how to sign the framework agreement.

Question: What should I do if I have uploaded an incorrect document on my service listing?

Answer: You can replace the incorrect document by uploading a new one. This will overwrite the old one.

Question: Is there a limit to the number of contributors that I can invite to have access to my Supplier Account on the Digital Marketplace?

Answer: There is no limit to the number of contributors that a supplier can invite to their Supplier Account.

Question: I have multiple product offerings with different Supplier Terms for each, can I include two separate sets of Supplier terms?

Answer: You can only submit one set of terms and conditions per service offering.

Question: What should I do if I have no Supplier's Terms and Conditions?

Answer: If you do not have your own terms you will need to submit a document stating that you have no additional terms to supplement the G-Cloud terms.

Question: Can I be on G-Cloud 13 without having any service listings?

Answer: All suppliers must add services, this is a mandatory requirement as it is how Buyers will search for and find services