

| Section / page title | Page description & hint | Question | Description & hint |
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| Service attributes | Service type | Service type | |
| Service name | What's your service called? Include your service name only. Don't use extra keywords. | What's your service called? | Include your service name only. Don't use extra keywords. |
| About your service | Provide a summary describing what your service is for. | Provide a summary describing what your service is for. | |
| About your service | Which categories does your service fit under? | Which categories does your service fit under? | |
| About your service | Does your service support Multi-cloud? | Does your service support Multi-cloud? | |
| Service features and benefits | Service features and benefits | List the service features. | Include the technical features of your service, for example 'real-time reporting' or 'remote access'. 10 words for each feature, 10 features maximum. |
| Service features and benefits | Service features and benefits | List the service benefits. | Include the benefits that show how your service helps users improve their working processes. Use active phrases, for example 'publish content from multiple devices' or 'quickly manage content on the move'. 10 words for each benefit, 10 benefits maximum. |
| Service scope | Add-ons and extensions | Is your service an add-on or extension to other software services? | |
| Service scope | Add-ons and extensions | What other software services is your service an extension to? | |
| Service scope | Is the service a public, private, community or hybrid cloud service? | Is the service a public, private, community or hybrid cloud service? | |
| Service scope | Does your service have any constraints that buyers should know about? Constraints might include planned maintenance arrangements or support being limited to specific hardware configurations. | Does your service have any constraints that buyers should know about? | Constraints might include planned maintenance arrangements or support being limited to specific hardware configurations. |
| Service scope | What system requirements does your service have? Examples of system requirements might be whether buyers have specific software licences or anti-virus technology for virtual machines. 10 words for each requirement, 10 requirements maximum. | What system requirements does your service have? | Examples of system requirements might be whether buyers have specific software licences or anti-virus technology for virtual machines. 10 words for each requirement, 10 requirements maximum. |
| Reselling | Supplier type | Are you reselling another organisation's services? | |
| Reselling | Supplier type | Which organisation's services do you resell? | |
| User support | Email or ticketing support | Do you provide email or online ticketing support? | |
| User support | Email or ticketing support | How quickly do you respond to questions? | Say if response times are different at weekends. |
| User support | Email or ticketing support | Can users manage the status and priority of their support tickets? | |
| User support | Email or ticketing support | What accessibility standards does your online ticketing support management meet? | |
| User support | Phone support | Do you provide phone support? | |
| User support | Phone support | When can users get phone support? | Choose the closest match to your phone support hours. |
| User support | Web chat support | Do you provide web chat support? | |
| User support | Web chat support | When can users get web chat support? | Choose the closest match to your web chat support hours. |
| User support | Web chat support | What accessibility standards does your web chat meet? | |

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| User support | Web chat support | Describe how your web chat is accessible. | Include details of what users can and can't do. |
| User support | Web chat support | Describe any web chat testing that you've done with assistive technology users. | |
| User support | Do you provide onsite support? | Do you provide onsite support? | |
| User support | Describe your support levels Describe: - the support levels you provide - how much the different support levels you provide cost - whether you provide a technical account manager or cloud support engineer | Describe your support levels | Describe: - the support levels you provide - how much the different support levels you provide cost - whether you provide a technical account manager or cloud support engineer |
| User support | Can third parties engaged by the buyer access the support features of your service? | Can third parties engaged by the buyer access the support features of your service? | |
| How users work with your service | Browsers | Is your service accessed through a browser? | |
| How users work with your service | Browsers | What browsers does your service work with? | |
| How users work with your service | Installation | Is there an application that users install to use your service? | |
| How users work with your service | Installation | Which operating systems does your service work with? | |
| How users work with your service | Mobile | Has your service been designed to work on mobile devices? | |
| How users work with your service | Mobile | Describe any differences between the mobile and desktop service. | |
| How users work with your service | Service interface | Is there a service interface? | |
| How users work with your service | Service interface | Describe the service interface | |
| How users work with your service | Service interface | What accessibility standards does your service interface meet? | |
| How users work with your service | Service interface | Describe how your service is accessible. | Include details of what users can and can't do. |
| How users work with your service | Service interface | Describe any interface testing you've done with users of assistive technology. | |
| How users work with your service | User support | What accessibility standards can you support the user with? | |
| How users work with your service | API | Is there an API for your service? | |
| How users work with your service | API | Describe what users can and can't do using your API. | Include: - how users can set up the service through the API - how users can make changes through the API - any limitations to how users can set up or make changes through the API |
| How users work with your service | API | Do you provide API documentation for your service? | |
| How users work with your service | API | How is your API documented? | |
| How users work with your service | API | Is there a sandbox or test environment for your API? | |

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| How users work with your service | Customisation | Can buyers customise your service? | |
| | | | Describe: - what can be customised - how users can customise - who can customise |
| How users work with your service | Customisation | How can users customise your service? | |
| Onboarding and offboarding | How do you help users start using your service? Include, for example, whether you provide onsite training, online training, or user documentation. | How do you help users start using your service? | Include, for example, whether you provide onsite training, online training, or user documentation. |
| Onboarding and offboarding | Documentation | Do you provide documentation for your service? | |
| Onboarding and offboarding | Documentation | What formats do you provide documentation in? | Read about the open standard requirements for government documents (link opens in a new tab). |
| Onboarding and offboarding | Documentation | What other formats do you provide documentation in? | |
| Onboarding and offboarding | Documentation | What accessibility standards does your documentation meet? | |
| Onboarding and offboarding | Documentation | Describe how your onboarding and offboarding documentation is accessible. | |
| Onboarding and offboarding | How do users extract their data when the contract ends? | How do users extract their data when the contract ends? | |
| Onboarding and offboarding | Describe what happens at the end of the contract. Describe what's included in the price of the contract and what's an additional cost. | Describe what happens at the end of the contract. | Describe what's included in the price of the contract and what's an additional cost. |
| Data importing and exporting | How do users export their data? | How do users export their data? | |
| Data importing and exporting | Data export formats | What open formats can users export their data in? | Read about the open standards requirements for government documents (link opens in a new tab). |
| Data importing and exporting | Data export formats | What other formats can users export their data in? | |
| Data importing and exporting | Data import formats | What open data formats can users upload their data in? | Read about the open standards requirements for government documents (link opens in a new tab). |
| Data importing and exporting | Data import formats | What other formats can users upload their data in? | |
| Analytics | Metrics | Do you provide service usage metrics? | |
| Analytics | Metrics | Describe the service metrics you provide. | |
| Analytics | Metrics | How do you provide service metrics? | |
| Scaling | How do you guarantee users aren't affected by the demand other users are placing on your service? | How do you guarantee users aren't affected by the demand other users are placing on your service? | |
| Public sector networks | Public sector networks | Does your service connect to any public sector networks? | |
| Public sector networks | Public sector networks | What public sector networks is the service directly connected to? | |
| Public sector networks | Public sector networks | Which other public sector networks is your service connected to? | |

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| Data-in-transit protection | Protection between networks | How do you protect data between the buyer's network and your network? | Read about the government's 1st cloud security principle: 'Data-in-transit protection' (link opens in a new tab). |
| Data-in-transit protection | Protection between networks | Describe how else you protect data between the buyer's network and your network. | |
| Data-in-transit protection | Protection within your network | How do you protect data within your network? | Read about the government's 1st cloud security principle: 'Data-in-transit protection' (link opens in a new tab). |
| Data-in-transit protection | Protection within your network | Describe how else you protect data within your network. | |
| Asset protection | Data storage and processing locations | Do you know where your data is stored and processed? | Read the government's cloud security guidance for data storage (link opens in a new tab). |
| Asset protection | Data storage and processing locations | Where is data stored and processed? | |
| Asset protection | Data storage and processing locations | Can users specify where data is stored and processed? | |
| Asset protection | With which standards does your datacentre security setup comply? Read about the government's 2nd cloud security principle: 'Asset protection and resilience' (link opens in a new tab). | With which standards does your datacentre security setup comply? | Read about the government's 2nd cloud security principle: 'Asset protection and resilience' (link opens in a new tab). |
| Asset protection | Penetration testing | How often do you do penetration testing? | |
| Asset protection | Penetration testing | What is your approach to penetration testing? | |
| Asset protection | Protection of data at rest | How do you protect data at rest? | Read about the government's 2nd cloud security principle: 'Asset protection and resilience' (link opens in a new tab). |
| Asset protection | Protection of data at rest | Describe how else you protect data at rest. | |
| Asset protection | Data sanitisation process | Do you have a data sanitisation process? | Read about the government's 2nd cloud security principle: 'Asset protection and resilience' (link opens in a new tab). |
| Asset protection | Data sanitisation process | What type of data sanitisation process do you have? | |
| Asset protection | How do you dispose of equipment? Read about the government's 2nd cloud security principle: 'Asset protection and resilience' (link opens in a new tab). | How do you dispose of equipment? | Read about the government's 2nd cloud security principle: 'Asset protection and resilience' (link opens in a new tab). |
| Availability and resilience | Describe the level of availability you guarantee. Include any service level agreements (SLAs) you have for availability and how users are refunded if you don't meet guaranteed levels of availability. | Describe the level of availability you guarantee. | Include any service level agreements (SLAs) you have for availability and how users are refunded if you don't meet guaranteed levels of availability. |

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| Availability and resilience | Describe how your service is designed to be resilient. Include how your datacentre setup is resilient. If you don't want to make this information public, you can say that it's available on request. Read about the government's 2nd cloud security principle: '"Asset protection and resilience' (link opens in a new tab). | Describe how your service is designed to be resilient. | Include how your datacentre setup is resilient. If you don't want to make this information public, you can say that it's available on request. Read about the government's 2nd cloud security principle: '"Asset protection and resilience' (link opens in a new tab). |
| Availability and resilience | How does your service report any outages? Include if there's: <ul style="list-style-type: none"> - a public dashboard - an API - email alerts | How does your service report any outages? | Include if there's: <ul style="list-style-type: none"> - a public dashboard - an API - email alerts |
| Governance | Does your organisation have a named person with board-level (or equivalent) authorisation who's responsible for the security of all of your services? Read about the government's 4th cloud security principle: '"Governance framework' (link opens in a new tab). | Does your organisation have a named person with board-level (or equivalent) authorisation who's responsible for the security of all of your services? | Read about the government's 4th cloud security principle: '"Governance framework' (link opens in a new tab). |
| Governance | Security governance | Is your security governance certified to a standard? | |
| Governance | Security governance | What security governance standards do you comply with? | |
| Governance | Security governance | List the other standards your governance standards comply with. | |
| Governance | Security governance | Describe how you approach security governance. | |
| Governance | What information security policies and processes do you follow? Include your reporting structure and how you ensure policies are followed. | What information security policies and processes do you follow? | Include your reporting structure and how you ensure policies are followed. |
| Operational security | Which configuration and change management processes does your organisation comply with? Read about the government's 5th cloud security principle: '"Operational security' (link opens in a new tab). | Which configuration and change management processes does your organisation comply with? | Read about the government's 5th cloud security principle: '"Operational security' (link opens in a new tab). |
| Operational security | Describe your configuration and change management processes. Include details of how: <ul style="list-style-type: none"> - the components of your services are tracked through their lifetime - changes are assessed for potential security impact | Describe your configuration and change management processes. | Include details of how: <ul style="list-style-type: none"> - the components of your services are tracked through their lifetime - changes are assessed for potential security impact |

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| Operational security | Which vulnerability management processes does your organisation comply with? Read about the government's 5th cloud security principle: '"Operational security' (link opens in a new tab). | Which vulnerability management processes does your organisation comply with? | Read about the government's 5th cloud security principle: '"Operational security' (link opens in a new tab). |
| Operational security | Describe your vulnerability management process? Include details of how: <ul style="list-style-type: none"> - how you assess potential threats to your services - how quickly you deploy patches to your services - where you get your information about potential threats from | Describe your vulnerability management process? | Include details of how: <ul style="list-style-type: none"> - how you assess potential threats to your services - how quickly you deploy patches to your services - where you get your information about potential threats from |
| Operational security | Which protective monitoring processes does your organisation comply with? Read about the government's 5th cloud security principle: '"Operational security' (link opens in a new tab). | Which protective monitoring processes does your organisation comply with? | Read about the government's 5th cloud security principle: '"Operational security' (link opens in a new tab). |
| Operational security | Describe your protective monitoring processes. Include: <ul style="list-style-type: none"> - how you identify potential compromises - how you respond when you find a potential compromise - how quickly you respond to incidents | Describe your protective monitoring processes. | Include: <ul style="list-style-type: none"> - how you identify potential compromises - how you respond when you find a potential compromise - how quickly you respond to incidents |
| Operational security | Which incident management processes does your organisation comply with? Read about the government's 5th cloud security principle: '"Operational security' (link opens in a new tab). | Which incident management processes does your organisation comply with? | Read about the government's 5th cloud security principle: '"Operational security' (link opens in a new tab). |
| Operational security | Describe your incident management processes. Include: <ul style="list-style-type: none"> - whether you have pre-defined processes for common events - how users report incidents - how you provide incident reports | Describe your incident management processes. | Include: <ul style="list-style-type: none"> - whether you have pre-defined processes for common events - how users report incidents - how you provide incident reports |
| Staff security | How do you manage staff security clearance checks? Read about the government's 6th cloud security principle: '"Personnel security' (link opens in a new tab). | How do you manage staff security clearance checks? | Read about the government's 6th cloud security principle: '"Personnel security' (link opens in a new tab). |
| Staff security | If the role requires it, what level of security clearance are you prepared to make sure your staff have? Read the government guidance on security vetting and clearance (link opens in a new tab). | If the role requires it, what level of security clearance are you prepared to make sure your staff have? | Read the government guidance on security vetting and clearance (link opens in a new tab). |

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| Secure development | How does your organisation demonstrate that it adheres to best practice in secure software development? Read about the government's 7th cloud security principle: '"Secure development' (link opens in a new tab). | How does your organisation demonstrate that it adheres to best practice in secure software development? | Read about the government's 7th cloud security principle: '"Secure development' (link opens in a new tab). |
| Identity and authentication | User authentication | Do users need to be authenticated when using your service? | |
| Identity and authentication | User authentication | How do you authenticate users when they access the service? | Read about the government's 10th cloud security principle '"Identity and authentication' (link opens in a new tab). |
| Identity and authentication | User authentication | Describe how you authenticate users when they access the service. | |
| Identity and authentication | Describe how you restrict access in management interfaces and support channels. | Describe how you restrict access in management interfaces and support channels. | |
| Identity and authentication | How often do you test your access controls? | How often do you test your access controls? | |
| Identity and authentication | Management access | How do you authenticate management access to your service? | |
| Identity and authentication | Management access | Describe how you authenticate management access to your service. | |
| Audit information for users | Audit for buyers' users' actions | How do buyers access audit information about the actions their users have taken? | Read about the government's 13th cloud security principle: '"Audit information for users' (link opens in a new tab). |
| Audit information for users | Audit for buyers' users' actions | How long do you store users' audit data for? | |
| Audit information for users | Audit for suppliers' users' actions | How do buyers access audit information about the actions your organisation has taken? | |
| Audit information for users | Audit for suppliers' users' actions | How long do you store your organisation's audit data for? | |
| Audit information for users | How long are system logs stored for? Buyers may want reassurance about your ability to investigate security incidents. | How long are system logs stored for? | Buyers may want reassurance about your ability to investigate security incidents. |
| Standards and certifications | ISO/IEC 27001 certification | Do you have a current ISO/IEC 27001 certification (2005 or 2013) that covers the security of your service? | |
| Standards and certifications | ISO/IEC 27001 certification | Who accredited the ISO/IEC 27001 certification? | |
| Standards and certifications | ISO/IEC 27001 certification | When was the certification accredited? | eg 31/12/2016 |
| Standards and certifications | ISO/IEC 27001 certification | What is not covered by your ISO/IEC 27001 certification? | |
| Standards and certifications | ISO 28000:2007 certification | Do you have a current ISO 28000:2007 certification that covers the security of your supply chain? | |
| Standards and certifications | ISO 28000:2007 certification | Who accredited the ISO 28000:2007 certification? | |
| Standards and certifications | ISO 28000:2007 certification | When was the certification accredited? | eg 31/12/2016 |
| Standards and certifications | ISO 28000:2007 certification | What is not covered by your ISO 28000:2007 certification? | |

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| | | Do you have a current CSA Security, Trust & Assurance Registry (STAR) certification that covers the security of your service? | |
| Standards and certifications | CSA STAR certification | | |
| Standards and certifications | CSA STAR certification | When was the certification accredited? | eg 31/12/2016 |
| Standards and certifications | CSA STAR certification | What level is the certification? | |
| Standards and certifications | CSA STAR certification | What parts of your service are not covered by your CSA STAR certification? | |
| Standards and certifications | PCI certification | Do you have a current Payment Card Industry Data Security Standard (PCI DSS) certification? | |
| Standards and certifications | PCI certification | Who accredited you? | |
| Standards and certifications | PCI certification | When was the certification accredited? | eg 31/12/2016 |
| Standards and certifications | PCI certification | What is not covered by your PCI DSS certification? | |
| Standards and certifications | Cyber essentials | Do you have a current Cyber Essentials certification? | |
| Standards and certifications | Cyber essentials | Do you have a current Cyber Essentials Plus certification? | |
| Standards and certifications | Other security certifications | Do you have any other security certifications that cover this service? | |
| Standards and certifications | Other security certifications | What other security certifications do you have? | |
| Social Value | | You must provide further information about how your G-Cloud service provision will deliver against one or more of the following Social Value themes outlined in PPN 06/20 (opens in new tab): Fighting climate change Covid-19 recovery Tackling economic inequality Equal opportunity Wellbeing | It is expected that public sector buyers will request clarifications on Social Value and/or the information you provide as part of the G-Cloud buying process. Your response could be used by buyers as part of their desk top Most Economically Advantageous Tender based evaluation criteria. |
| Social Value | | Fighting climate change | Your answer must be at least 10 words |
| Social Value | | Covid-19 recovery | Your answer must be at least 10 words |
| Social Value | | Tackling economic inequality | Your answer must be at least 10 words |
| Social Value | | Equal opportunity | Your answer must be at least 10 words |
| Social Value | | Wellbeing | Your answer must be at least 10 words |
| Pricing | How much does the service cost (excluding VAT)? This is an indicative price. Users will be able to refer to your pricing document for more information. | How much does the service cost (excluding VAT)? | This is an indicative price. Users will be able to refer to your pricing document for more information. |
| Pricing | Do you offer special pricing for educational organisations? | Do you offer special pricing for educational organisations? | |
| Pricing | Free or trial versions | Do you provide a free trial option for your service? | |

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| | | | include: - what's included - what isn't included - if there's a limited time period |
| Pricing | Free or trial versions | Describe the free version of your service. | |
| Pricing | Free or trial versions | Provide a link to the free version of your service. | |
| | <p>Add your service definition document Read the suppliers' guide (opens in new tab) for guidance on what to include. This document will not be indexed by search on the Digital Marketplace. Your document should: be an Open Document Format (ODF) or PDF/A have a maximum file size of 5MB meet accessibility standards</p> <p>Read the guidance on accessible documents (link opens in a new tab).</p> | | <p>Read the suppliers' guide (opens in new tab) for guidance on what to include. This document will not be indexed by search on the Digital Marketplace. Your document should: be an Open Document Format (ODF) or PDF/A have a maximum file size of 5MB meet accessibility standards</p> <p>Read the guidance on accessible documents (link opens in a new tab).</p> |
| Documents | | Add your service definition document | |
| | <p>Add your terms and conditions document This document will not be indexed by search on the Digital Marketplace. Your document should: be an Open Document Format (ODF) or PDF/A have a maximum file size of 5MB meet accessibility standards</p> <p>Read the guidance on accessible documents (link opens in a new tab).</p> | | <p>This document will not be indexed by search on the Digital Marketplace. Your document should: be an Open Document Format (ODF) or PDF/A have a maximum file size of 5MB meet accessibility standards</p> <p>Read the guidance on accessible documents (link opens in a new tab).</p> |
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| Documents | <p>Add your Skills Framework for the Information Age (SFIA) rate card This document will not be indexed by search on the Digital Marketplace. Your document should:</p> <ul style="list-style-type: none">be an Open Document Format (ODF) or PDF/Ahave a maximum file size of 5MBmeet accessibility standards <p>Read the guidance on accessible documents (link opens in a new tab).</p> | <p>Add your Skills Framework for the Information Age (SFIA) rate card</p> | <p>This document will not be indexed by search on the Digital Marketplace. Your document should:</p> <ul style="list-style-type: none">be an Open Document Format (ODF) or PDF/Ahave a maximum file size of 5MBmeet accessibility standards <p>Read the guidance on accessible documents (link opens in a new tab).</p> |
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