Section / page title	Page description & hint	Question	Description & hint
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?	
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	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?	
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	Web interface	Is there a web interface for your service?	
How users work with your service	Web interface	Describe what users can and can't do using your web interface.	Include: - how users can set up the service through the web interface - how users can make changes through the web interface - any limitations to how users can set up or make changes through the web interface
How users work with your service	Web interface	What accessibility standards does your web interface meet?	
How users work with your service	Web interface	Describe how your web interface is accessible.	Include details of what users can and can't do. EN 301 549 9: Web (link opens in a new tab) includes the features and constraints you should describe.
How users work with your service	Web interface	Describe any web interface testing you've done with assistive technology users.	
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	Which standard automation tools work with your service's API?	
How users work with your service	API	List any other automation tools your service's API uses.	
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	Command line interface	Is there a command line interface for your service?	
How users work with your service	Command line interface	Which operating systems does your command line interface work with?	
How users work with your service	Command line interface	Describe what users can and can't do using the command line interface.	Include: - how users can set up the service through the command line interface - how users can make changes through the command line - any limitations to how users can set up or make changes through the command line
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.
Backups and recovery	Backup and recovery	Does your service provide backup and recovery?	
Backups and recovery	Backup and recovery	What can the service back up?	Examples include files, virtual machines, or databases. 10 words for each backup item, 10 backup items maximum.

Backups and recovery	Backup and recovery	How do users control what backups are performed?	Include, for example, whether users can back up different things on a different schedule.
Backups and recovery	Backup and recovery	What's your datacentre setup?	
Backups and recovery	Backup and recovery	How do users schedule backups?	
Backups and recovery	Backup and recovery	How do users recover backups?	
Analytics	Metrics	Do you provide infrastructure or application metrics?	
Analytics	Metrics	What infrastructure or application metrics do you provide?	
Analytics	Metrics	What other infrastructure or application metrics do you provide?	
Analytics	Metrics	How do you provide infrastructure or application metrics?	
Scaling	Scaling	Does your service scale without the user having to contact your support team?	
Scaling	Scaling	How does your service scale?	
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?	
Scaling	Usage notifications	Do you notify users if usage nears service limits?	
Scaling	Usage notifications	How are users notified if usage nears service limits?	
Scaling	Usage notifications	Describe the other ways users are notified if usage nears service limits	
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.
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: - a public dashboard - an API - email alerts	How does your service report any outages?	Include if there's: - a public dashboard - an API - email alerts
Separation between users	Virtualisation	Do you rely on virtualisation technology to keep applications and users sharing the same infrastructure apart?	Read about the government's 3rd cloud security principle: '˜Separation between users' (link opens in a new tab).
Separation between users	Virtualisation	Who implements the virtualisation technology?	
Separation between users	Virtualisation	What virtualisation technologies are used?	
Separation between users	Virtualisation	Which other virtualisation technology do you use?	
Separation between users	Virtualisation	Which third-party service provider are you using for virtualisation?	
Separation between users	Virtualisation	Describe how different organisations sharing the same infrastructure are kept apart.	
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:
	
	  - 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:
			
			  - the components of your services are tracked through their lifetime
			  - changes are assessed for potential security impact

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:
	
	  - 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:
			
			  - 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:
	
	  - 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:
			
			  - 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: - whether you have pre-defined processes for common events - how users report incidents - how you provide incident reports	Describe your incident management processes.	Include: - 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).
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	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.	
Identity and authentication	Which devices can be used to manage the service? Read about the systems administration models (link opens in a new tab) that can be used to design the administration approach for IT systems.	Which devices can be used to manage the service?	Read about the systems administration models (link opens in a new tab) that can be used to design the administration approach for IT systems.
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?	
Standards and certifications	CSA STAR certification	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	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?	
Energy efficiency	Energy efficiency	Do your datacentres adhere to the EU code of conduct for energy-efficient datacentres?	Read about the EU code of conduct for energy-efficient datacentres (link opens in a new tab).
Energy efficiency	Energy efficiency	Describe how your datacentres adhere to the EU Code of Conduct for Energy Efficient datacentres	
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?	

Pricing	Free or trial versions	Describe the free version of your service.	Include: - what's included - what isn't included - if there's a limited time period
Pricing	Free or trial versions	Provide a link to the free version of your service.	
Documents	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 Read the guidance on accessible documents (link opens in a new tab).	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 Read the guidance on accessible documents (link opens in a new tab).
Documents	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 Read the guidance on accessible documents (link opens in a new tab).	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 Read the guidance on accessible documents (link opens in a new tab).

Documents	Add your pricing 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 Read the guidance on accessible documents (link opens in a new tab).	Add your pricing 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 Read the guidance on accessible documents (link opens in a new tab).
Documents	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: be an Open Document Format (ODF) or PDF/A have a maximum file size of 5MB meet accessibility standards Read the guidance on accessible documents (link opens in a new tab).	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: be an Open Document Format (ODF) or PDF/A have a maximum file size of 5MB meet accessibility standards Read the guidance on accessible documents (link opens in a new tab).