

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.	
Service features and benefits	Service features and benefits	List the service features.	Include the features that best describe your service, for example 'system design and assurance' or 'help choosing systems and vendors'. 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 'reduces deployment times' or 'reduces business risk and costs'. 10 words for each benefit, 10 benefits maximum.
Planning	Planning	Do you provide planning services for the implementation of cloud hosting or cloud software?	Planning services include business analysis, solution design and security architecture.
Planning	Planning	Describe how you help buyers plan how they'll implement cloud hosting or software services.	
Planning	Planning	Is your planning service for specific hosting or software services?	
Planning	Planning	Which hosting or software services is your planning service for?	
Setup and migration	Setup and migration	Does your service help buyers migrate to the cloud or between cloud services?	Migration services should help organisations set up or move between cloud hosting or cloud software services.
Setup and migration	Setup and migration	Describe how you help buyers migrate to the cloud or between cloud services.	
Setup and migration	Setup and migration	Is your migration service for specific cloud services?	

Setup and migration	Setup and migration	Which cloud services do you work with?	
Quality assurance and performance testing	Quality assurance and performance testing	Do you provide quality assurance and performance testing?	
Quality assurance and performance testing	Quality assurance and performance testing	Describe how you help buyers do quality assurance and performance testing.	
Security services	Security services	Do you provide security services?	Security services include: <ul style="list-style-type: none"> - security strategy - security risk management - security design - cyber security consultancy - security testing - security incident management - security audit services
Security services	Security services	What kind of security services do you provide?	
Security services	Security services	What other kinds of security services do you provide?	
Security services	Security services	Is your security testing performed by certified security testers?	Security testing includes penetration testing and IT Health Checks.
Security services	Security services	Which security certifications do your security testers have?	
Security services	Security services	What other security certifications do your testers have?	
Training	Training	Do you provide training for cloud software and hosting services?	
Training	Training	Describe the training you provide.	
Training	Training	Is your training for specific cloud hosting or software services?	
Training	Training	Which cloud hosting or software services is your training for?	
Ongoing support	Ongoing support	Do you support cloud hosting or software services?	

Ongoing support	Ongoing support	Which services do you support?	
Ongoing support	Ongoing support	How do you support cloud hosting or software services?	Include the hosting or software services you support.
Service scope	Does your service have any constraints that buyers should know about? Constraints might include support only being available remotely.	Does your service have any constraints that buyers should know about?	Constraints might include support only being available remotely.
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	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
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).
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?	

		<p>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):</p> <p>Fighting climate change Covid-19 recovery Tackling economic inequality Equal opportunity Wellbeing</p>	<p>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.</p> <p>Your response could be used by buyers as part of their desk top Most Economically Advantageous Tender based evaluation criteria.</p>
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?	

Documents	<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:</p> <ul style="list-style-type: none"> be an Open Document Format (ODF) or PDF/A have a maximum file size of 5MB meet accessibility standards <p>Read the guidance on accessible documents (link opens in a new tab).</p>	Add your service definition document	<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:</p> <ul style="list-style-type: none"> be an Open Document Format (ODF) or PDF/A have a maximum file size of 5MB meet accessibility standards <p>Read the guidance on accessible documents (link opens in a new tab).</p>
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Documents	<p>Add your pricing document 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/A have a maximum file size of 5MB meet accessibility standards <p>Read the guidance on accessible documents (link opens in a new tab).</p>	Add your pricing document	<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/A have a maximum file size of 5MB meet accessibility standards <p>Read the guidance on accessible documents (link opens in a new tab).</p>
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