**G-Cloud 12 Application Process - Frequently Asked Questions**

**Framework: G-Cloud 12 (RM1557.12)**

**Start Date: 02/07/2020**

**End Date: 01/07/2021**

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**Q. Where can I find an overview of the G-Cloud 12 application process?**

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

A. To apply for G-Cloud 12 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 on 22 April 2020.

You will also see a banner at the top of the application page that states: ‘Your application will be submitted at 5pm BST, Wednesday 22 April 2020. 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 apply on the Digital Marketplace. To download the

invitation to apply on your Digital Marketplace account please go to:

<https://www.digitalmarketplace.service.gov.uk/suppliers/frameworks/g-cloud-12/updates>

For further information on applying please go to: [https://www.gov.uk/guidanceg-cloud-suppliers-guide](https://www.gov.uk/guidance/g-cloud-suppliers-guide).

**Q. Is there a fee to register on G-Cloud 12?**

A. There is no fee to register or apply to be on the G-Cloud 12 Framework Agreement.

**Q. Can I apply if I am an EU provider from outside the UK?**

 A. Yes, applications will be accepted from EU providers outside the UK.

**Q. Do you have to have been a previous G-Cloud Supplier to apply to the new Framework?**

A. You do not need to have had a previous service on G-Cloud or be a Supplier to CCS to apply for G-Cloud 12.

**Q. I am a reseller, can I submit a G-Cloud application?**

A. Yes, resellers can apply to G-Cloud 12 as long as they are resellers of cloud services.

**Q. Can I copy over my previous G-Cloud application?**

A. 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

**Q. How do I copy services information from G-Cloud 11 to 12?**

A. You can copy services from an earlier iteration of G-Cloud to your G-Cloud 12 application:

* click on ‘Add, edit and complete services’ section of the Supplier declaration (stage 3).
* click on 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 11’.

This will show all services that were previously submitted and you will be able to copy them to your G-Cloud 12 application. Please 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

For guidance on copying over services please see: <https://www.gov.uk/guidance/g-cloud-suppliers-guide#copying-services>

**Q. When is the deadline for cIarification questions?**

A. You can ask clarification questions about G-Cloud 12 until 5pm BST 1 April 2020. All clarification questions and responses will be published by 15 April 2020.

**Q. Where can I find copies of the G-Cloud 11 Framework Agreement and Call-Off Contract?**

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

* [https://www.gov.uk/government/publications/g-cloud-11-framework-agreement](https://www.gov.uk/government/publications/g-cloud-11-framework-agreement%2A)
* [https://www.gov.uk/government/publications/g-cloud-11-call-off-contract](https://www.gov.uk/government/publications/g-cloud-11-call-off-contract%2A)

**Q. Where can we find the base terms and conditions for G-Cloud 12?**

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

**Q. What should I do if I keep getting an error message?**

A. You can report technical issues to cloudanddigital@crowncommercial.gov.uk . The Digital Marketplace team will investigate and get back to you.

**Q. Where can I obtain editable offline copies of the declaration and other templates I might need to list my services?**

A. You can download the declaration and service questions in a CSV format. You can download them from the ‘Communication’ section of the ‘Updates’ page of your Digital Marketplace Account: <https://www.digitalmarketplace.service.gov.uk>

**Q. Are the Supplier Declaration questions available in a single Excel file?**

A. The questions are only provided in two separate CSV files.

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

A. 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.

**Q. We are a supplier on G-Cloud 11 and have recently changed our name although our company number remains the same. How will this affect my application to G-Cloud 12?**

A. You can change your registered name on your G-Cloud 12 application. To change

this you will need to submit a request to the CCS support team by emailing:

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.

CCS will check your application to ensure it is compliant with the Invitation to Tender and that your responses are valid. Any request to change a registered name will have to be completed before the applications close on 5pm BST, Wednesday 22 April 2020.

**Q. What should I do if we want to consolidate our two companies already on the G-Cloud into one entry on G-Cloud 12. Can I transfer the existing declaration or services?**

A. 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.

**Q. How will I know if my application is successful?**

A. If your application is successful you will receive an email informing you of your successful application and instructions to sign the Framework agreement' instructions about how to sign a copy of the G-Cloud 12 Framework Agreement

**Q. How many applications can we submit under the same Lot?**

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

**Q. Can I change Lots if I have put a service under the wrong Lot?**

A. You cannot move or transfer a service from one Lot to another. You would have to remove the service from the wrong Lot and recreate it as a new service under the correct Lot.

**Q. Can I submit one service definition document that encompasses all my G-Cloud services?**

A. You must submit a service definition document for each different service.

**Q. How many services can I have under each Lot?**

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

**Q. Can I update my application after I have submitted it?**

A. You cannot update an application once it has been submitted. Completed applications will automatically be submitted on 5pm BST, Wednesday 22 April 2020. 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 July 2020.

**Q. Can I sign a G-Cloud 12 Framework Agreement before the application process has been completed?**

A. You do not need to sign anything at the moment. If your application is successful you will get instructions about how to sign a copy of the framework agreement.

**Q. What should I do if I have uploaded an incorrect document on my service listing?**

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

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

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

**Once you are on G-Cloud 12**

**Q. How will I know if a Buyer is interested in our product or service on G-Cloud 12? Will I receive a notification?**

A. There is no system notification; a Buyer who is interested in your service will contact you directly.

**Q. Do Buyers have to apply to join the Digital Marketplace?**

A. While anyone can view services on the Digital Marketplace, potential Buyers will have to register for a Digital Marketplace account.

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

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

**Q. What should I do if I have no Supplier’s Terms and Conditions?**

A. 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.

**Q. Can I be on G-Cloud 12 without having any service listings?**

A. All suppliers must add services, this is a mandatory requirement as it is how Buyers will search and find services on the Digital Marketplace.

**Q. How will Buyers find my services on the Digital Marketplace?**

A. Buyers select a specific Lot or all Lots, this selects all Services that may meet the Buyers requirement. The shortlist is then further refined using the keyword/keyphrase search function and an array of filters on the Digital Marketplace.

For further information on the process that Buyers will follow, please go to:

<https://www.gov.uk/guidance/g-cloud-buyers-guide>