



Attachment 3 - Frequently Asked Questions

RM1557.14 G-Cloud 14

Question: Where can I find an overview of the G-Cloud 14 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 14 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 relevant service under each Lot you apply for.

Once these sections have been completed your application will be submitted automatically at 15:00 BST on 7 May 2024.

You will see a banner at the top of the application page that states: Your application will be submitted at 15:00 BST 7 May 2024. 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/9637a011-f05e-4fce-a4b9-e5fd98321150>

Question: Is there a fee to register on G-Cloud 14?

Answer: There is no fee to register or apply to be on the G-Cloud 14 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 14.

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

Answer: Yes, resellers can apply to G-Cloud 14, as long as they are resellers of services which meet the Lot scope of G-Cloud 14.

Question: Can I copy over my previous G-Cloud declaration question responses over to my G-Cloud 14 application?

Answer: No, you will not be able to copy declaration question responses from previous G-Cloud iterations, including G-Cloud 13. All suppliers applying to G-Cloud 14 will need to submit a response to all questions within the application via the Digital Marketplace.

Question: How do I copy service information from G-Cloud 13 to G-Cloud 14?

Answer: To copy services from G-Cloud 13 to your G-Cloud 14 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 13'

This will show all services that were previously submitted and you will be able to copy and edit them in your G-Cloud 14 application.

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

Answer: You can report technical issues to cloud_digital@crowncommercial.gov.uk.

Question: We are a Supplier on G-Cloud 13 and have recently changed our name although our company number remains the same. How will this affect my application to G-Cloud 14?

Answer: You can change your registered name on your G-Cloud 14 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 15:00 BST 7 May 2024.

Question: What should I do if we want to consolidate our 2 companies already on the G-Cloud into one entry on G-Cloud 14. 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 Contract.

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 relevant 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 before the application submission deadline.

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: 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 7 May 2024. You can update your application before this date.

Question: Can I sign a G-Cloud 14 Framework Contract 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 electronically sign the Framework Contract.

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, prior to the application close date at 15:00 BST 7 May 2024. 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 and Conditions for each. Can I include two separate sets of Supplier Terms and Conditions?

Answer: You can only submit one set of Terms and Conditions per service offering.

Question: What should I do if I have no Supplier 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 Supplier Terms and Conditions to supplement the G-Cloud terms.

Question: Can I be on G-Cloud 14 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