



Crown
Commercial
Service

Agreement Article

Including **FAQ**, Who can use
& **Scope of Products/Service**

Agreement Number & Name: RM1557.14 G-Cloud 14 (lots 1 to 3) and RM1557.14L4 (lot 4)

Start Date: Lot 1-3 09/11/2024, Lot 4 09/11/2024

End Date: Lot 1-3 28/04/2026, Lot 4 28/04/2026

Note if agreement has been extended: No

No of Lots: 4* (see agreement number above)

DPS: N

Commercial Agreement Manager's Name: Liz Freeman (Lots 1-3) and Emma Shanks (Lot 4)

What Pillar does **RM1557.14 agreement belong to:** Technology

What category does **RM1557.14 agreement belong to:** Cloud & Hosting

Link to agreement page:

[G-Cloud 14 Webpage](#)

[G-Cloud 14 Lot 4 Webpage](#)

Link to digital tool: [Public Procurement Gateway](#)

Frequently Asked Questions

Q1. Who can use this agreement?

A1. All public sector organisations

Q2. What is the scope of the agreement?

A2. An online catalogue where public sector customers can buy cloud-based computing services such as hosting, software, and cloud support. Includes many off-the-shelf, pay-as-you-go cloud solutions.

Q3. How many lots are in the agreement?

A3. RM1557.14 - 3 lots

Lots 1-3 Description:

- Lot 1 Cloud Hosting (PaaS, IaaS)
- Lot 2 Cloud Software (SaaS)
- Lot 3 Cloud Support

RM1557.14L4 - 1 lot

Lot 4 Description:

- Lot 4 Cloud Support - Further Competition

Q4. How do I access the agreement?

A4. RM1557.14 CCS website, link to Contract Award Service (CAS). Prior to accessing CAS, customers will need to sign up to the [Public Procurement Gateway](#)

A4. RM1557.14L4 CCS website Customers can use the CCS eSourcing Suite (Jaggaer) unless the customer uses their own e-Sourcing tool.

Q5. What additional assistance does Crown Commercial Service (CCS) provide to help customers use the agreement?

A5. RM1557.14 A Customer Guidance document will be available on the CCS website and [monthly customer webinars](#) will be held after go live. Thereafter a recording will be available to buyers.

Q6. Which documents are customers required to complete if they decide to use the agreement?

A6. RM1557.14 Call-off contract document (including Order Form) and [Customer benefits record](#).

A6. RM1557.14L4 Call-off contract and joint schedules. Please refer to the CCS [webpage](#) where the documents section highlights which schedules are read only, require completion or are optional.

Q7. Can I run a Further Competition, if so how do I do this?

A7. RM1557.14 No, Further Competition is not permitted on Lots 1 -3.

A7. RM1557.14L4 Yes. CCS website, link to Contract Award Service (CAS). Customers can use the CCS eSourcing Suite (Jaggaer) unless the customer uses their own e-Sourcing tool.

Q8. Can I Direct Award, if so how do I do this?

A8. RM1557.14 Yes, after you have followed the buying process. Please see the Customer Guidance for the buying process available on the G-Cloud 14 webpage after go live.

A8. RM1557.14L4 No, Direct Award is not permitted through Lot 4.

Q9. As a customer, can I award multiple suppliers?

A9. No, one call-off contract per supplier.

Q10. Is there any Management Levy on this agreement?

A10. 0.75%

Q11. Is there an option to extend the call off contract?

A11. Yes, 1 period of up to 12 Months (1 year)

Q12. How long will the agreement run for?

A12. 18 months with no extension period.

Q13. Is there a maximum contract length?

A13. Call-Off Contracts issued under the G Cloud 14 framework are valid for 36 months, with the option to extend for up to 12 months on 1 occasion. The maximum duration of a G-Cloud 14 Call-Off Contract would therefore be 48 months. However, Central Government customers must agree to any Call-Off Contract beyond 24 months with GDS spend controls so they can check the buyer has a suitable and robust exit strategy.

Q14. Is there a minimum contract length?

A14. No

Q15. Where can I find a supplier list? Is there a supplier matrix?

A15. RM1557.14 A list of suppliers can be found in the [A-Z list](#).

A15. RM1557.14 L4 A-Z List can be found on the [G-Cloud 14 Lot 4 webpage](#)

Q16. Is subcontracting allowed?

A16. Yes, The supplier will only subcontract with the prior written approval of the Buyer. Suppliers are required to provide details of their Key Subcontractors at the agreement level.

Q17. Can the customer use their own procurement or tendering portal documents?

A17. RM1557.14. No

A17. RM1557.14L4 Customers can use the CCS eSourcing Suite (Jaggaer) unless the customer uses their own e-Sourcing tool.

Q18. Is there an evaluation weighting?

A18. RM1557.14 There is no specified evaluation weighting for these lots. Customers will need to determine their own evaluation criteria and weightings as part of their desktop evaluation.

A18. RM1557.14L4 Customers will need to determine their own quality and price criteria and weightings within their ITT/RFQ/RFP. Central Government customers are required to apply a minimum of 10% for Social Value.

Q19. Is there a minimum or maximum spend?

A19. RM1557.14 No. There is no contractual limit on the value of services procured under lots 1,2,or 3, but customers should determine whether G-Cloud is the most suitable route to market. Customers

may wish to consider using Lot 4 (if for Cloud Support) or alternative framework agreements.

A19. RM1557.14L4 No, there is no contractual limit.

Q20. Where can the customer find pricing information?

A20. RM1557.14 Pricing is listed against each individual service offering on the Contract Award Service.

A20. RM1557.14L4 The maximum SFIA Day rates submitted at the framework level will be available to customers by request from the CSC team. Customers should carry out due diligence to ensure the SFIA day rates offered by suppliers are equal to or lower than those offered at the framework level.

Q21. Is there a Digital Platform? Who looks after or maintains this?

A21. RM1557.14 Contract Award Service - DDS within CCS

A21. RM1557.14L4 CCS e-Sourcing Suite (Jaggaer) and Contract Award Service - DDS and e-Enablement team within CCS.

Q22. Are there any external FAQs for suppliers? If so, please provide a link to them (on CCS' website)

A22. Yes, there is a list of FAQs published after supplier engagement was conducted in November and December 2023. The FAQ's can be found under the 'Supplier Engagement' section of the [G-Cloud 14 webpage](#).

Note, these include FAQs for both Lots 1-3 and Lot 4.

Q23. Can suppliers add, change or amend their products, services or description of services? If so, how?

A23. RM1557.14 Suppliers may amend service descriptions but not materially change the service or add new services. Changes must be submitted and approved by Category through the Digital Marketplace.

A23. RM1557.14L4 Services offered and competed via further competition must be in scope of the Framework Agreement. Post award, customers and suppliers must follow the variation procedure within the agreement.

Q24. What level of supplier governance do CCS apply to the suppliers on the agreement?

A24. RM1557.14 Light touch Supplier Relationship Management

A24. RM1557.14L4 Supplier Relationship Management - segmentation to be completed by category after go-live.

Q25. Once I have uploaded my signed agreement, is there anything else I need to do as a supplier?

A25. RM1557.14 You will need to submit your Management Information to CCS by uploading it to the RMI system regardless of whether any business has been conducted, including zero business. Suppliers are obliged to pay CCS any management charges due.

A25. RM1557.14L4 You will need to submit your Management Information to CCS by uploading it to the RMI system regardless of whether any business has been conducted, including zero business. Suppliers are obliged to pay CCS any management charges due.

Suppliers must also:

- respond to further competitions (even if you decline)
- attend SRM meetings with CCS category teams
- adhere to the terms and conditions of the agreement and relevant KPI's and SLA's.
- provide valid certifications as required under the agreement
- provide your Carbon Reduction Plans (at award stage and when the old plan expires).

Q26. I have been successful in getting onto the agreement and want to amend my pricing. How do I do this?

A26. RM1557.14 It is not possible to increase pricing during the term of the framework, however you can add volume related discounts, permanent reductions or time limited discounts. All discounts MUST be made available to all customers. If a supplier is proposing a time-limited discount, they should ensure to detail when the time-limited discount expires and highlight discounted pricing to distinguish it from the standard pricing. To amend pricing documents, please include the 15-digit service ID and submit two versions; one clean final version and one with track changes for CCS to approve and upload to the Digital Marketplace. Send these two documents to: cloud_digital@crownccommercial.gov.uk.

A26.RM1557.14L4 The SFIA day rates submitted at the framework stage for Lot 4 will be the maximum day rates the supplier can offer customers and can be discounted through further competition but not increased.

Q27. I want to amend my terms and conditions. How do I do this?

A27. RM1557.14 Terms and conditions that were submitted as part of your application cannot be amended during the lifetime of the Framework Agreement. If this is a rebranding exercise then it is permitted as long as the content does not change.

A27. RM1557.14L4 Terms and conditions cannot be amended during the lifetime of the Framework Agreement.

Q28. I want to remove a service. How do I do this?

A28. RM1557.14 .Suppliers can remove a service by logging on to their supplier account on the platform and selecting the 'View G-Cloud 14 services' section. You will then have the option to select and remove the relevant service from the portal

A28. RM1557.14L4 Not applicable as Lot 4 is further competition only. All services must meet the scope of Lot 4.

Q29. Will you advise what changes have been made to the terms and conditions between G-Cloud 13 and G-Cloud 14?

A29. A document has been published with the Invitation to Tender outlining the key changes between G-Cloud 13 and G-Cloud 14. Note, it will not set-out minor changes such as numbering, moving sections and the capitalisation of individual terms. All existing and new capitalised terms are defined under the appropriate section. It is intended that this document is used as a guide and we recommend completing their own checks.

Q30. Has Social Value been evaluated at framework level?

A30. RM1557.14 When applying for G-Cloud 14 suppliers are required to submit at least one social value statement against their service offer at framework level which can be assessed as part of the customer desktop evaluation. Customers are able to submit clarification questions in relation to their statement.

A30 RM1557.14L4 Social value accounts for 10% of the overall quality score at framework level. Customers are able to apply social value quality criteria at further competition stage and this can be against any of the five themes set out in the framework agreement.

Q31. Can I negotiate pricing and/or terms and conditions?

A31. No, negotiation of pricing and terms are not permitted.

Q32. Is Carbon Reduction included in G-Cloud?

A32. RM1557.14 No, carbon reduction does not form part of Lots 1-3.

A32. RM1557.14L4 Yes, as part of the selection questionnaire suppliers were required to pass a series of questions relating to carbon reduction and submit carbon reduction plans where applicable.

Q33. Can I register on the Digital Marketplace prior to the Invitation to Tender (ITT) publication?

A33. Suppliers can register once the ITT has been published.

Q34. Can I change my Company registered details?

A34. RM1557 14 If any changes are required please send details and proof to category team on

cloud_digital@crowcommercial.gov.uk Novations are only considered on live frameworks

A34. RM1557.14 L4 If Company Registered Number or DUNS has changed. Suppliers will need to create a new account. This is because these details cannot be amended on the platform. Novations are only considered on live frameworks.

Q35. I cannot log in to my DMP account because the person who was registered has left the company?

A35. Please email info@crowcommercial.gov.uk and the team will assist you in managing your account.

Q36. Can I register under a different company within our company group?

A36. You can apply for G-Cloud under any supplier name you wish. However, if this is a company that has not registered before, you will have to register with the “new” company details and complete the application in full.

Q37. Can I register if I have not got a Company House registration number?

A37. Yes. Use your registration number for your company, even though you are outside of the UK.

Q38. Will you advise what changes have been made to the terms and conditions between G-Cloud 13 and G-Cloud 14?

A38. A document has been published with the Invitation to Tender outlining the key changes between G-Cloud 13 and G-Cloud 14. Note, it will not set-out minor changes such as numbering, moving sections and the capitalisation of individual terms. All existing and new capitalised terms are defined under the appropriate section. It is intended this document is used as a guide and Suppliers are recommended to complete their own checks.

Q39. Can you share the metrics for Economic Financial Standing Assessment for G-Cloud?

A39. RM1557.14 Full details have been provided in the Invitation to Tender. This can be viewed on [Contracts Finder](#)

A39. RM1557.14L4 Full details have been provided in the Invitation to Tender. This can be viewed on [Contracts Finder](#)

Q40. Is there a maximum number of suppliers who will secure a place on the framework?

A40. RM1557.14 No, there is no limit on the number of suppliers who can be on each lot of the framework.

A40. RM1557.14L4 Yes, this lot is limited to 43 suppliers. This will be determined through the quality and price evaluation scoring.

Q41. Is there a fee to register on G-Cloud 14?

A41. No, there is no fee to register for G-Cloud 14.

Q42. Where can I find the Contract Notice for G-Cloud 14?

A42. RM1557.14 The Contract Notice can be accessed via [Find a Tender Service](#)

A42. RM1557.14L4 The Contract Notice can be accessed via [Find a Tender Service](#)

Q43. Will I need to complete an Economic Financial Standing Assessment?

A43. RM1557.14 Only suppliers who do not meet the metrics during the life of the framework agreement may be required to complete the Economic Financial Standing Assessment.

A43. RM1557.14L4 Suppliers were required to complete the Gold Financial Viability Risk Assessment.

Q44. Can I ask for a demonstration / demo?

A44. RM1557.14 Demonstrations are permitted on G-Cloud, so long as each shortlisted supplier is given equal opportunity to provide a demonstration. If the demonstration is to be used as part of the evaluation process, it must be clearly stated in the evaluation criteria recorded by the customer and it must be fairly applied across each shortlisted supplier.

Q45. Can I ask for a Request for information (RFI) / Request for Quotation (RFQ) / Request for Proposal (RFP) / Negotiate Price or Issue and Invitation to Tender (ITT)?

A45. RM1557.14 G-Cloud is an online catalogue that ensures that all service information is available up front to enable you to evaluate services based upon best fit and/or price. This functionality aids a direct award following the buying process, therefore if you deviate from this process through mini competition, Request for proposal (RFP), Request for Quotation (RFQ), Request for information (RFI), negotiation or issuing an Invitation to tender (ITT), you will actively breach the terms of the agreement. You can ask clarification questions regarding the service offerings and price.

A45. RM1557.14L4 - Yes, customers can publish an RFI (optional) to inform any potential requirement but this must be issued to all suppliers under Lot 4 and allows customers to further compete their requirements through an ITT/RFQ/RFP which must be issued to all suppliers under Lot 4.

Q46. What constitutes a 'material change'?

A46. A material change has not got a defined term, but is any significant change that would change the way the service works. Any amendments to the service offering are subject to approval by CCS.

Q47. How do I find out market intelligence reports

A47. G-Cloud spend data is available on the 'Digital Future sales figures'. If they require more data than this.

Q48. My company has gone under an acquisition. What do I need to do? / My company has been bought out. What do I need to do?

A48. Please contact the team, we will provide you with a novation questionnaire to determine whether a novation is required or whether we need to review / approve a change of control.

Q49. I wish to extend / vary my contract. What do I need to do?

A49. RM1557.14 You can extend your contract if you have the optional extension on your call off contract, this is to be agreed by both parties in writing. You will find the the Variation Form in Schedule 9 on the call off contract. Please see [GUIDANCE ON AMENDMENTS TO CONTRACTS DURING THEIR TERM](#) for further guidance.

A49. RM1557.14L4 The variation form can be found under Joint Schedule 2. This form is to be used in order to change a contract in accordance with Clause 24 (Changing the Contract). Variations must be agreed by both parties.

Q50. My company has changed its registered address. What do I need to do?

A50. RM1557.14 The registered company address is a field you can update yourself when signed into your Digital Marketplace account. When logged in, go to the link 'Your company details' > 'Edit' (Registered company address) and update the appropriate fields and click 'Save and return'

A50. RM1557.14L4 Please contact the cloud team.

Q51. I have been successful in applying to the G-Cloud 14 framework and want to issue a press release, what should I do?

A51. Please send any press release you wish to issue to the cloud team, for them to review the wording. Please review the Supplier Toolkit and Supplier Identity Guidelines for further information, these can be found in the documents sections on the CCS webpage.

Q.52 When do I need to use Corporate Resolution Planning (Schedule 8)?

A52. Buyers should identify with their chosen supplier if a Corporate Resolution Plan is required using the [Cabinet Office guidance](#).

A Critical Service Contract is a service contract which the Buyer has categorised as a Gold contract using the Cabinet Office Contract Tiering Tool available on the Knowledge Hub or which the Buyer, in consultation with the Cabinet Office Markets and Suppliers Team if appropriate, otherwise considers should be classed as a Critical Service Contract.

Q.53 How do I update my contact information on the Digital Marketplace?

A53. Please login to the Digital Marketplace go to "Your company details" and press the edit button next to the contact information.

Q54. When will my services be available for customers to purchase?

A55. RM1557.14 Services will only be available to customers once the agreement is signed and the agreement is live.

Q55. Do you have any supplier guidance?

A55. Yes, this is available on the CCS website G-Cloud 13 page.

Q56. Can I do a Price Review / Price Indexation?

A56. RM1557.14 The ability to include a price review has to be agreed as the contract is being formed. Only at that stage can there be agreement on including price reviews and suppliers wishing to increase their prices outside of the contract being formed would be subject to clauses 3.1 and 3.4. The guidance is silent on the form that an agreed price review should take but we would suggest that it could start within the initial term of the contract and continue into any agreed extension period. We anticipate that price reviews will sit outside the published pricing documents and we would recommend that buyers may wish to think about introducing price caps.

Q57. How long after a call off contract has been signed should a contract start?

A57. RM1557.14 We would recommend no longer than 3 months after the call off contract has been signed.

A57. RM1557.14 L4 Customers will specify within the tender documents the required start date.

Q58. Do Supplier terms form part of the contract / What if there is a conflict in Supplier terms and the Framework?

A58. RM1557.14 Supplier terms form part of the overall G-Cloud contract. However, the order of precedence is below.

G-Cloud hierarchy of terms:

G-Cloud 14 framework agreement

order form

call off contract

suppliers terms and conditions

Please see the customer guidance document for further information.

A58. RM1557.14L4 Supplier terms do not form part of the Call Off Contract for Lot 4.

Q59. As a supplier will I see anything different to a tender published on CAS v Jaggaer?

A59. RM1557.14L4 Suppliers should not see any differences.

Q60. I am using the same supplier to deliver multiple services for me. Do I need to award a separate Call-off Contract for each service or can I just let one to cover all of the services the supplier will provide?

A60. RM1557.14 You can award one Call-off Contract covering all of the services delivered by the supplier. However you will need to ensure the Call-off Contract is completed in full and that all of the services being procured are described and all of the lots are detailed. When undertaking a search on the CAS platform, ensure you run a long list and refine it for each individual service required. When completing the Customer Benefits Record, make sure you complete one for each service procured.

Q61. Could you advise what information would go in the "Performance Indicators" section of the call-off contract?

A61. RM1557.14 Key Performance indicators are to be determined between both parties (Buyer and Supplier) The Buyer will set what Performance Indicators they require for their Deliverables and as such these Performance Indicators IPR sits with the Buyer. CCS can not comment as to what a Buyer may require given the scope of the services and range of Buyers.