

ITT Clarification Questions and Answers - RM1557.15
Document 4: Clarification Questions and Answers - issued 07/11/2025

Question Number	Question Subject	Question	Response	Date Answered	Document No
1	Transfer services from Gcloud 14	Good Morning, are we unable to transfer our service information from gcloud 14 to gcloud 15? It is only allowing me to add a new service at this time?	Due to the new lot structure and changes to service questions, it is not possible to copy service information from G-Cloud 14 to G-Cloud 15. However, once a new service has been marked as complete, a copy may be made of that new service and then edited, this copy function may accelerate entering information for services with similar attributes.	28/10/2025	V1.0
2	Bid Pack	Please note - the link to open up the guidance page goes to contracts finder and to a blank page.	<u>We assume you mean Find a Tender.</u> https://www.find-tender.service.gov.uk/Notice/067801-2025	28/10/2025	V1.0
3	Tender pack	Can you please confirm where suppliers can download the ITT pack, please.	<u>The tender pack can found here.</u> https://www.applytosupply.digitalmarketplace.service.gov.uk/	28/10/2025	V1.0
4	Bid Pack	Has the bid pack been released yet? Where can we locate the documents please?	Please see the response to question 3.	28/10/2025	V1.0
5	Tender documents for download	Please could you provide a single zip file to download the GC15 tender documents rather than having to download each one separately. This will save a lot of time.	As part of the clarification process, some documents may get amended. Therefore, a zip of all files cannot be provided.	28/10/2025	V1.0
6	Why does date of registration/incorporation for subcontractors have to be after 01/10/2009?	I am trying to add a subcontractor and there date of corporation is 4th March 2008 but the system is saying the date has to be 1st October 2009 at the earliest. How do I get around this?	Thank you for bringing this to our attention. This limitation has now been removed.	4/11/2025	V3.1
7	Attachment 3	It seems that Attachment 3 (rate card) is missing from https://www.crowncommercial.gov.uk/rm1557-15-g-cloud-15-tender-documents	As stated in paragraph 2 - Attachment 1 About the framework, Attachment 3 is not used. The pricing process is conducted through the Digital Platform.	28.10.2025	V1.0
8	Attachment 3	Further to the above, I notice that in RM1557.15-G-Cloud-15-Attachment-2-How-to-tender-v6.0 it says "Not used - Pricing process conducted through the Digital Platform" However, in section "Lot 3 Price Evaluation" there is a link to Attachment 3 https://docs.google.com/spreadsheets/d/10VcYDrcm2Bh554xiO7mB-ol28mu_81_/edit?gid=1834550401#gid=1834550401 Can this be ignored?	Thank you for bringing this to our attention. This hyperlink will be removed and Attachment 2 updated. Please see the response to question 7.	28.10.2025	V1.0
9	Transfer of Service Listings	In previous versions of G Cloud, suppliers have been able to transfer existing listings from previous lots/iterations. We can see a lot of the information (expected in listing information) is similar from the last version - do suppliers need to now insert every listing from scratch or will a function be placed to transfer existing data? As you can imagine, this will save a considerable amount of time for suppliers with multiple listings who would like to transfer this over to the new framework.	See response to question 1	28.10.2025	V1.0

10	Supply Chain Qualification Criteria	Within the payments for contracts above £5m per annum section... Please can you define "Supply chain for this framework contract"? Is this limited to subcontractors, or does it include suppliers too (for example of equipment, or software)? If we say no as we don't currently have a supply chain, but that changes in the future, will that need to be changed in our contract? If we say no, do we have to answer the remaining questions within the payments for contracts above £5m per annum section?	<u>Supply Chain has the usual meaning and explicitly is therefore not limited to just subcontractors.</u> <u>If you answer No, you do not have to answer the remaining questions.</u> <u>However, as stated in Attachment 2 How to tender, CCS must be immediately notified via the Digital Platform of any proposed changes in relation to the membership of a consortium and use of subcontractors within the period between the tender submission deadline and award of the framework contract. You must clearly set out the nature of the change and the reason for the change. If you do not, we may disregard your tender.</u> <u>2024-09-13 PPN 015 Guidance on how to take account of a supplier's approach to payment in the procurement of major contracts</u> <u>After having read the guidance, bidders must determine for themselves whether they have a supply chain.</u>	28.10.2025	V1.0
11	Mass download of Tender documents or Zip files	Is it possible to either have a mass download function or certainly for the schedules put them into zip files or another format as otherwise we need to download each document 1 by 1.	As part of the clarification process, some documents may get amended. Therefore, a zip of all files cannot be provided.	28.10.2025	V1.0
12	Modern slavery	Under the "Your Declaration Overview" - "Modern Slavery" section of the application, there is a requirement to complete "Precise reference of the documents" What specifically is required here to be completed?	Please tell us where on your website the link can be found.	28.10.2025	V1.0
13	Attachment 3 - rate card	Attachment 2 (How to Tender) references an Attachment 3 (Lot 3 Rate Card). This doesn't appear within the documents list. Can you please advise where this can be found.	See response to question 7	28.10.2025	V1.0
14	Lots 1a/1b ISO Requirements	Can CCS please clarify if the ISO requirements stated for Lots 1a/1b are required at the point of submission (30th January) or by Framework Award?	Yes, ISO requirements for Lots 1a/1b are required at the tender deadline.	28.10.2025	V1.0
15	Can you copy GC14	Is there a way to copy existing GC14 Services to GC15 or do all services need to started from scratch?	See response to question 1	28.10.2025	V1.0
16	Framework Reopening - Updating Pricing	Can CCS please confirm which option of the below (B or C), would be applicable for existing Suppliers wishing to update their Pricing when the Framework Reopens after the initial term? B. the re-assessment of a tender relating to an earlier award under the scheme, OR C. the assessment of a new tender relating to the new framework?	CCS cannot advise Bidders on how to apply for later schemes of open frameworks. However, if the Bidder only wanted to update pricing, option C would achieve this.	28.10.2025	V1.0
17	Lot 3 Rate Card	Please can CCS provide 'Attachment 3 - RM1557.15 Lot 3 Digital Roles Rate Card'.	See response to question 7.	28.10.2025	V1.0
18	Application process	The FVRA, TAC, Quality Award Questions and Pricing sections are marked as "Cannot start yet" on the Application front page, please confirm how and when these sections can be reviewed and completed.	The Digital platform will in some instances, require other sections to be completed in advance - eg To start the FVRA, the Company details, Declaration and at least one service must be completed. To start the TAC, Quality Award Questions and Pricing sections, the Company details and at least one service must be completed.	28.10.2025	V1.0
19	Word Limits	Please could you confirm the word limits for each of the quality questions, bidders cannot access this part of the application form before completing all their services, and we would like to complete both in parallel.	Please refer to Attachment 2d Quality questionnaire.	31.10.2025	V2.0
20	Pricing	Please can you provide a copy of the document required to be completed as part of the pricing stage. Bidders cannot access this until their services have been added and we would like to prepare the two in parallel	Please refer to Attachment 2 - How to tender. At least one service must be completed in the lot you are bidding for, before you can proceed to the pricing questions section. Pricing templates are not available in the bid pack, they are only visible in the digital platform.	31.10.2025	V2.0
21	Import G Cloud 14 Services	Is there any way that G Cloud 14 services can be imported into G Cloud 15, as has been possible on prior iterations? We acknowledge the Lot structure has changed so understand that importing previous services would require more mapping than previous iterations to ensure the correct services are imported to the relevant GC15 Lot, but the ability to import previous GC14 services into GC15 will help save previous bidders a significant amount of time.	Please refer to the response to question 1	28.10.2025	V1.0

22	Meeting Mandatory Questions	Could you please clarify whether newly-established businesses in the UK with no prior UK-based cloud customers or cloud-delivery experience are eligible to apply for this tender? Specifically, for resellers or Value-Added Resellers (VARs) of cloud software and services, much of the engagement consists of facilitating vendor subscriptions, ensuring billing accuracy, managing customer escalations via the vendor portal, and overseeing project/service delivery. In such cases, the VAR acts as the contractual supplier while support is provided directly by the software vendor. Given this operating model, could you confirm whether such VAR-type organisations—who do not directly host or operate cloud infrastructure but manage the commercial and service-delivery relationship—are eligible to qualify under Lot 2 (Cloud Software) or Lot 3 (Cloud Support), even if they do not yet have direct UK cloud-service delivery references? Clarification would be appreciated on how CCS assesses the Technical Ability Certificate requirement in these circumstances, particularly for international suppliers entering the UK market for the first time.	It is for the potential bidder to determine if they can tender for this opportunity. While CCS welcomes bids from a variety of commercial models, the TAC seeks to evidence the technical ability of the bidder's provision of a service, not simply the technical ability of the service itself. Provision of TACs is mandatory and the requirements are clearly laid out in the Attachment 2b Technical ability certificate document for each lot. There is no requirement for a TAC to be signed specifically by a UK based buying organisation.	31.10.2025	V2.0
23	Export of online questions	Please can we request an export of the questions we are required to answer on the Digital Marketplace?	In the G-Cloud 15 tender documents, please refer to the RM1557.15 G Cloud question export document	28.10.2025	V1.0
24	FVRA	In relation to attachment 5a (Gold FVRA) and 5b (Bronze FVRA), if a bidder is intending to bid for Lots 1, 2 and 3, is it acceptable that the bidder only completes and submits Attachment 5a for all Lots rather than complete and submit Attachment 5a for Lot 1a/1b and Attachment 5b for Lots 2a/2b and 3?	The FVRA process needs to be completed for each lot that the Supplier is bidding for. If you are bidding for lots 1a and/or 1b you are required to complete attachment 5a Gold FVRA. For Lot 2a, and /or 2b and/or Lot 3 - If any bidder, or, if applicable, any consortium members, do not pass the enhanced sift, as set out in Financial Viability Risk Assessment (FVRA) section of the Digital Platform, then the bidder, or, if applicable, any consortium members, will be asked to complete the Attachment 5b - FVRA Bronze Tool and return via the Digital Platform.	31.10.2025	V2.0
25	Service Categories	We've noticed in lot 1a, when selecting the service categories, we can only select within one sub-category within IaaS (for example IaaS compute), and this then stops us selecting anything else. Is this also the case for the other lot categories? Is the intention from CCS that if we offer multiple services (for example IaaS and PaaS) that we need to create separate listings in order to select relevant subcategories or is there a fault in the system?	Service categories consist of up to 4 tiers of sub-categories. Selection of service categories is restricted to one tier 1 and 1 tier 2 sub-category, and then as many tier 3 and tier 4 sub-categories as required, per Service. This structure applies to all Lots.	28.10.2025	V1.0
26	Missing References in Framework Schedule 1	The attachment 2d Quality Questionnaire document contains references in the questions which do not appear in the referenced document. e.g, Page 13 Cloud Service Performance refers to "reference 6.5.1.4 of the Framework Schedule 1 - Specification". This referenced document exists, but the section being referred to does not exist and it is repeated throughout for the other references. Can you confirm if these references are incorrect or is there missing information?	Thank you for bringing this to our attention. Please see the correction below Non-scored Mandatory Questions - Lot 1 a/Lot b Reference 6.5.1.8.1 of Framework Schedule 1 - Specification - 6.6.1(k) Award Criteria - Quality Cloud Services Reference 6.5.1.4 of Framework Schedule 1 - Specification. - 6.6.1(f) Reference 6.5.1.8 of Framework Schedule 1 - Specification - 6.6.1(j) Award Criteria - Maximising Buyer Value Reference 6.5.1.7 of Framework Schedule 1 - Specification - 6.6.1(i) 'eye' Reference 6.5.1.9 of Framework Schedule 1 - Specification - 6.6.1(l) 'el' Reference 6.5.1.10 of Framework Schedule 1 - Specification - 6.6.1(m) Attachment 2d will be updated and reissued.	31.10.2025	V2.0
27	Tender Documents: Attachment 6 and Attachment 7 not found	Section 8 "Tender Documents" in Attachment 2 - How to tender refers to Attachment 6 "Framework Contract Documents" and Attachment 7 "FAQ", but these two attachments are missing from the tender documents provided. Could you please clarify if these were intended to be released at the application opening, or if they will be made available at a later stage?	Thank you for bringing this to our attention. Attachment 6 and 7 are not used and Section 8 of Attachment 2 will be updated.	31.10.2025	V2.0

28	Social Value - Themes v Missions	We have identified a possible inconsistency between the Supplier Declaration section of the Digital Platform and Attachment 2d (Quality Questionnaire). The Digital Platform requests Social Value commitments aligned to the new 'missions' model (as introduced by the latest Social Value Model), whereas Attachment 2d appears to use the previous 'themes' framework. For our submission, should we align our response and evidence to the missions as presented on the Digital Platform, or to the themes outlined in Attachment 2d? If there is a conflict between the two, which should take precedence for compliance and assessment purposes?	Thank you for bringing this to our attention. Social Value for G-Cloud 15 is aligned to the new Social Value Model that was introduced in February 2025. The following 4 Missions have been identified as relevant to this agreement. • Kickstart economic growth • Make Britain a clean energy superpower • Break down barriers to opportunity • Build an NHS fit for the future Attachment 2d will be updated.	28.10.2025	V1.0
29	Copying G-Cloud 14 services	Can we hit "apply" knowing that we can copy across our services from G-Cloud 14? Or do we lose the ability to do this transfer and edit? Thanks	See response to question 1	28.10.2025	V1.0
30	Services	Please can CCS confirm whether we are able to copy over content from previous services currently published on Digital Marketplace for G-Cloud 14 Lot 3?	See response to question 1	28.10.2025	V1.0
31	Attachment 2 - How to Tender - Lot 3 Price Evaluation	The link within Lot 3 Price evaluation of the How to Tender document requires a google login to access. "Lot 3 Price Evaluation You must provide maximum day rates for the attached rate card Attachment 3 - RM1557. 15 Lot 3 Digital Roles Date Card. Any Job Families, Roles or Role Levels you can't provide leave blank." Is it possible to provide this separately please	See response to question 7 and 8.	28.10.2025	V1.0
32	Lot 3 - Service Categories	When selecting the Service Categories for Lot 3 (Cloud Support) services, is it possible to select more than one service category? For example, we have services that combine elements across multiple categories, including 'Cloud Migration Planning', 'Set Up and Migration' and 'Ongoing Support'. At present, it appears bidders are restricted only being able to select sub categories from a single category, i.e. if we've selected sub categories under the 'Set Up and Migration' heading, the system prevents bidders from selecting any other categories and subcategories to which their services also apply.	See response to question 25.	31.10.2025	V2.0
33	Lot 2a/2b & 3 Pricing Score	We understand discounts will be publicly available. However, will the Pricing score for lots 2a/2b & 3 be made publicly available? If not what is the purpose, a bidder is not excluded on price, only compliance to pricing?	The Procurement Act 2023 9(23 (2d)) requires tenders are assessed giving regard to price. Further in section (46 (8) and (9)) a competitive selection process for the award of a public contract may provide for the assessment of proposals, but only by reference to one or more of the award criteria (may be refined) against which tenders were assessed in awarding the framework. Therefore a Buyer may only assess price in an award with competition process if price has been assessed in awarding the framework. Pricing (but not scores awarded during the framework evaluation) will be published through the digital platform, and this is necessary because buyers seeking to award without competition under the Procurement Act will need to know the price for the service that they intend to award.	31.10.2025	V2.0
34	Lot 3 Price Evaluation Rate Card attachment	On page 39 of the How to Tender v6.1 document there is a link to a Attachment 3 - RM1557.15 Lot 3 Digital Roles Date Card. However, this does not open and it states you need to request access. Please would it be possible to share this document and/or correct the link so it is accessible and we assume it should say Rate Card and not Date card Thank you	See response to question 7 and 8.	28.10.2025	V1.0
35	TAC	A TAC cannot be completed until a contract is awarded, but it falls under the steps that must be completed before 30/01/26 in order to apply to G-Cloud 15. Have I misunderstood this?	We believe you have misunderstood this. The TAC is not to demonstrate work undertaken via G-Cloud 15. It is to demonstrate the bidders technical ability to deliver the services the bidder is offering in G-Cloud 15. The TAC can be for any relevant previous work delivered. It is not limited to G-Cloud contracts.	31.10.2025	V2.0

36	Subcontractor definition - cloud hosting providers	We are tendering to supply services under lot 2b - SaaS. As part of delivering these services, we install and maintain the software and data on virtual and/or dedicated servers provided by cloud hosting providers. Should we classify and declare these suppliers as 'subcontractors' in our submission?	1. You are required to list all subcontractors and declare which are key subcontractors as defined in section 5.5 of Attachment 2 How to tender. 2. CCS understands that this market includes a range of commercial models, and that not all 'resale' relationships are sub-contracting relationships 3. Bidders must reflect their particular commercial model when declaring key subcontractors.	04.11.2025	V3.1
37	Technical Ability Certificate	For the technical ability certificate, may we use a client whose original contract started pre 23 October 2022 where they have since signed a contract extension within the designated timescales? The example would be a client with a 3+2 contract who first signed in December 2020, but then signed an extension in December 2023, where we are still delivering the services? Would such a contract example be deemed acceptable for the technical ability certificate?	The TAC must evidence a contract that started on or after 23 October 2022 - the Digital Platform will not accept earlier dates. The contract can be ongoing and we will accept the extensions, as long as the start date of the extension is on or after 23 October 2022. Attachment 2b will be updated to reflect this.	31.10.2025	V2.0
38	Missing references	In the RM1557.15-G-Cloud-15-Attachment-2d-Quality-questionnaire-v4.1, there are several references to 6.5.1.4 of Framework Schedule 1 - Specification and 6.5.1.8 of Framework Schedule 1 - Specification. We believe these to be incorrectly numbered, could you provide the correct references please?	Please see the response to question 26	31.10.2025	V2.0
39	Pricing Evaluation	Can CCS please clarify how the score provided in the Pricing evaluation affects the buying process once on the framework. Currently it is stated that Suppliers will not be eliminated on price as long as pricing is submitted compliantly. However this makes the purpose of the scoring unclear. Is it that there will be a ranking system on the Digital Marketplace that Buyers will use during their evaluation?	Please see the response to question 33	31.10.2025	V2.0
40	Insurance Requirements	Can CCS please clarify the insurance requirements. Within Attachment 2 How To Tender you have stated: 22.6. Insurance Requirements - All Lots Employer's (Compulsory) Liability Insurance = £5,000,000 Public Liability to the value of minimum £1M However in Joint Schedule 3, you mention insurance requirements for Lot 1b are: professional indemnity insurance - £50,000,000 public liability insurance - £20,000,000 employers' liability insurance - £5,000,000 Could you please confirm which is correct?	Joint Schedule 3 Annex Required Insurances; sets out the insurance requirements correctly in relation to; 1. Lot 1a, Lot 2a, Lot 2b and Lot 3, and 2. Lot 1b. Attachment 2 will be updated.	31.10.2025	V2.0
41	Technical Ability Certificate	Grateful if the Authority could confirm what will the implications be if a Supplier ticks just one of the relevant services on a TAC template? Will this mean a Supplier can then not bid for work if for all other services which have not been ticked?	Contracts must demonstrate at least one of the services listed in section A. This will not restrict the Supplier from providing the other services listed in section A.	31.10.2025	V2.0
42	Lot 1a v Lot1b - Expected differences	Should we expect to see any differences between the question on the Digital Platform between Lots 1a and 1b - we were expecting to see some variation or additional questions with the OFFICIAL requirement of Lot 1b. There appears however to be no difference. Please confirm whether or not there should be any difference in the questions between Lots 1a and 1b	There are intentional similarities between Lots 1A and Lot 1B, which includes the quality evaluation questions and as identified in the question, these are indeed the same for both lots. The conditions of participation however are different between Lot 1a and lot 1b to suit the greater requirements of lot 1b.	31.10.2025	V2.0
43	Evaluation scores and ranking	Will the GCloud evaluation scores and rankings be visible to buyers?	No.	31.10.2025	V2.0
44	Resubmitting G-Cloud 14 services	We note that services from GCloud 14 will need to be resubmitted. Is there any way that we can carry them over as we have previously done?	Please see response to question 1.	31.10.2025	V2.0

45	Taxonomy List Framework Specification Schedule 1	Regards Lot 1a) IAAS what products and services do you consider as quantum infrastructure?	It is for bidders to determine whether their services are quantum infrastructure, or which service categories and sub-categories services fit under. By (Gartner) Definition , "Quantum computing is a type of nonclassical computing that operates on the quantum state of subatomic particles. These particles represent information as elements known as quantum bits (qubits). Qubits can be linked with other qubits, a property known as entanglement. Quantum algorithms manipulate linked qubits in their entangled state, a process that addresses problems with vast combinatorial complexity." If a suppliers service broadly fits within this definition, then it can be regarded as a "quantum infrastructure".	4/11/2025	V3.1
46	Lots 1a/1b ISO Requirements	Can CCS please clarify if the ISO requirements stated for Lots 1a/1b are required at the point of submission (30th January) or by Framework Award? To follow up from our ISO CQ submitted, we note that Attachment 2 How to Tender states "22.8.You are required to send the documentary evidence of the above no later than the date provided in the assessment summaries". As assessment summaries are issued on the 4th September, are we to assume that in the ISO uploads section in the Quality Questionnaire, can submit a document that confirms we will have ISO's in place by the date specified in the assessment summaries, once available on the 4th September?	Yes, ISO requirements for Lots 1a/1b are required at the point of submission Attachment 2 will be amended.	31.10.2025	V2.0
47	Subcontractors	For subcontractors, it seems there is a big change in having to list all potential subcontractors, rather than just key subcontractors. You ask for an "exhaustive list of all your intended subcontractors who you will use to deliver any call-off contracts. This applies to all subcontractors that are known about at the time of tender submission...You need to tell us about subcontractors of all tiers in the supply chain. Subcontractors of all tiers encompasses everyone from the tier 1 subcontractors down to those further down the supply chain who will be supplying the deliverables being used to deliver any call-off contract." Would this include hosting providers, software providers (for resellers, or in general), processor providers?	Please see the response to question 36.	4/11/2025	V3.1
48	Central Digital Platform - Financial Information	The ITT states that "any financial references should be in British Pounds Sterling". Does this include accounts uploaded to the CDP, and if so, how should non-UK suppliers approach this?	Please comply with the requirements of the CDP when uploading your documents there. When submitting the FVRA tool and supporting documents in the Digital Platform, any financial references should be in British Pounds Sterling and in English. Copies of the original accounts and the exchange rate used should also be provided.	4/11/2025	V3.1
49	Overseas Sub Contractor	When entering sub-contractors details that are overseas companies, the following question is asked: Please enter the law under which the subcontractor is registered For example, the Companies Act 2006 What is the date/ equivalent date your subcontractor registered under the Companies Act 2006? Must be after 1st of October 2009 Day Month Year The overseas company was registered in 1995 in Canada. What has 2006 got to do with this question? Do I state a false date and say 1/10/2009?	Please see response to question 6.	4/11/2025	V3.1
50	Social Value - Mission Statement - Policy Outcome 5	Grateful if the Authority could confirm if Policy Outcome 5 needs to be added to Digital Marketplace as currently the Policy Outcomes available to select from are 1, 2, 3, 4, 6, 7, 8.	Policy Outcome 5 "Support the reduction in crime" was not identified as being directly relevant to the subject matter of this procurement.	31.10.2025	V2.0
51	Service Offerings	Grateful if the Authority can confirm how Suppliers can pull forward their G-Cloud 14 Service Offerings to save us having to start from scratch.	Please see response to question 1.	31.10.2025	V2.0
52	Request for Guidance on Migrating G-Cloud 14 Offerings to G-Cloud 15	We would like to seek clarification regarding the process for migrating our existing G-Cloud 14 offering into G-Cloud 15. Specifically, we would like to confirm whether there will be an option to bring across our current G-Cloud 14 service details and information into G-Cloud 15, without the need to manually re-key all content into the new system. Please can you advise whether such a mechanism will be available, and if so, how suppliers should initiate this process?	Please see response to question 1.	31.10.2025	V2.0

53	G-Cloud 15 - Technical Ability Certificate (TAC)	Noting your requirement in Attachment 2b where a Technical Ability Certificate (TAC) is required. Please can you confirm if a TAC is required per entry, for example, if there are five entries on Lot 2b is a TAC required for all entries or will one TAC be sufficient for all five entries?	Please see the response to question 41.	31.10.2025	V2.0
54	Technical Ability Certificate - Lot 1a	Grateful if the Authority could provide clarity regarding the TAC process for Lot 1a. The following is stated within the TAC template for Lot 1a :- "You are required to complete one certificate for lot 1a within the Technical ability certificate section of the Digital Platform. The customer will be contacted to confirm the information you provided in the TAC is correct. Please ensure your customer is aware they will be contacted for their signature. You will be able to submit your application if the TAC is not signed. For this lot you will be required to have a signed TAC submitted before the tender deadline or your tender may be disregarded." Please confirm if my understanding is correct:- - Suppliers must ensure the Buyer referenced in each TAC is made aware that they will be contacted by CCS to obtain their signature on the TAC. - Suppliers can still go ahead and submit their bid application even though CCS may not have obtained the signature from the Buyer at that point. Then regarding the next process step which is taken from the TAC template:- "For this lot you will be required to have a signed TAC submitted before the tender deadline or your tender may be disregarded" It was my understanding from the Supplier briefing that there would not be a requirement for an exchange of documents between Supplier and Buyer to obtain a signature on the TAC template, grateful if the Authority could therefore confirm what Suppliers must do to ensure they have a signed TAC for Lot 1a before the tender deadline. If it transpires Suppliers are to now obtain a signature from the Buyer, what do Suppliers then need to do with the signed TAC as there doesn't appear to be an option to upload the TAC to the Digital Marketplace application.	Your TAC submission will be issued electronically to the named customer for verification. For lot 1a and lot 1b, that customer must electronically sign the TAC (which will be automatically received by CCS in the Digital Platform) by the submission deadline for it to be deemed compliant.	31.10.2025	V2.0
55	TAC - Customer location	Can the TAC be for contracts and services delivered outside of the UK?	Yes. However, for lot 1b the restriction would be to the UK or another NATO country only. Attachment 2b will be updated.	07.11.2025	V4.0
56	Lot 2b and 3 Quality Pass/Fail Questions	For the scored quality questions in Lot 2b and Lot 3, if we select "Yes" to confirm compliance with all requirements, does that automatically result in a pass? Additionally, do the dropdown selections that follow the "Yes" response have any impact on our score? Please confirm.	Please refer to Attachment 2d Quality questionnaire.	31.10.2025	V2.0

57	Technical Ability Certificate - Lot 1b	Grateful if the Authority could provide clarity regarding the TAC process for Lot 1b. The following is stated within the TAC template for Lot 1b :- "You are required to complete one certificate for lot 1b within the Technical ability certificate section of the Digital Platform. The customer will be contacted to confirm the information you provided in the TAC is correct. Please ensure your customer is aware they will be contacted for their signature. You will be able to submit your application if the TAC is not signed." Please confirm if my understanding is correct:- - Suppliers must ensure the Buyer referenced in each TAC is made aware that they will be contacted by CCS to obtain their signature on the TAC. - Suppliers can still go ahead and submit their bid application even though CCS may not have obtained the signature from the Buyer at that point. Then regarding the next process step which is taken from the TAC template:- "For this lot you will be required to have a signed TAC submitted before the tender deadline or your tender may be disregarded." It was my understanding from the Supplier briefing that there would not be a requirement for an exchange of documents between Supplier and Buyer to obtain a signature on the TAC template, grateful if the Authority could therefore confirm what Suppliers must do to ensure they have a signed TAC for Lot 1b before the tender deadline. If it transpires Suppliers are to now obtain a signature from the Buyer, what do Suppliers then need to do with the signed TAC as there doesn't appear to be an option to upload the TAC to the Digital Marketplace application?	Please see the response to question 54.	31.10.2025	V2.0
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58	Technical Ability Certificate - Lot 2a	Grateful if the Authority could provide clarity regarding the TAC process for Lot 2a. The following is stated within the TAC template for Lot 2a :- "You are required to complete one certificate for lot 2a within the Technical ability certificate section of the Digital Platform. The customer will be contacted to confirm the information you provided in the TAC is correct. Please ensure your customer is aware they will be contacted for their signature. You will be able to submit your application if the TAC is not signed." Please confirm if my understanding is correct:- - Suppliers must ensure the Buyer referenced in each TAC is made aware that they will be contacted by CCS to obtain their signature on the TAC. - Suppliers can still go ahead and submit their bid application even though CCS may not have obtained the signature from the Buyer at that point. Then regarding the next process step which is taken from the TAC template:- "For this lot you will be required to have a signed TAC submitted before you are able to enter into a call off contract." It was my understanding from the Supplier briefing that there would not be a requirement for an exchange of documents between Supplier and Buyer to obtain a signature on the TAC template, grateful if the Authority could therefore confirm what Suppliers must do to ensure they have a signed TAC for Lot 2a entering into a call-off contract? If it transpires Suppliers are to now obtain a signature from the Buyer, what do Suppliers then need to do with the signed TAC as there doesn't appear to be an option to upload the TAC to the Digital Marketplace application?	Your TAC submission will be issued electronically to the named customer for verification. For lot 2a and lot 2b, that TAC must have been issued to the customer to sign by the tender deadline, however it does not need to be signed by the customer by the submission deadline for your application to proceed. The requirement is that the customer must electronically sign the TAC for you to be eligible to enter into call-offs and for your services to be visible to customers on the Digital Platform. This can happen at any time post-submission deadline	31.10.2025	V2.0
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59	Technical Ability Certificate - Lot 2b	Grateful if the Authority could provide clarity regarding the TAC process for Lot 2b. The following is stated within the TAC template for Lot 2b :- "You are required to complete one certificate for lot 2b within the Technical ability certificate section of the Digital Platform. The customer will be contacted to confirm the information you provided in the TAC is correct. Please ensure your customer is aware they will be contacted for their signature. You will be able to submit your application if the TAC is not signed." Please confirm if my understanding is correct:- - Suppliers must ensure the Buyer referenced in each TAC is made aware that they will be contacted by CCS to obtain their signature on the TAC. - Suppliers can still go ahead and submit their bid application even though CCS may not have obtained the signature from the Buyer at that point. Then regarding the next process step which is taken from the TAC template:- "For this lot you will be required to have a signed TAC submitted before you are able to enter into a call off contract." It was my understanding from the Supplier briefing that there would not be a requirement for an exchange of documents between Supplier and Buyer to obtain a signature on the TAC template, grateful if the Authority could therefore confirm what Suppliers must do to ensure they have a signed TAC for Lot 2b before entering into a call-off contract? If it transpires Suppliers are to now obtain a signature from the Buyer, what do Suppliers then need to do with the signed TAC as there doesn't appear to be an option to upload the TAC to the Digital Marketplace application?	Your TAC submission will be issued electronically to the named customer for verification. For lot 2a and lot 2b, that TAC must have been issued to the customer to sign by the tender deadline, however it does not need to be signed by the customer by the submission deadline for your application to proceed. The requirement is that the customer must electronically sign the TAC for you to be eligible to enter into call-offs and for your services to be visible to customers on the Digital Platform. This can happen at any time post-submission deadline	31.10.2025	V2.0
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60	Technical Ability Certificate - Lot 3	Grateful if the Authority could provide clarity regarding the TAC process for Lot 3. The following is stated within the TAC template for Lot 3 :- "You are required to complete one certificate for lot 3 within the Technical ability certificate section of the Digital Platform. The customer will be contacted to confirm the information you provided in the TAC is correct. Please ensure your customer is aware they will be contacted for their signature. You will be able to submit your application if the TAC is not signed.." Please confirm if my understanding is correct:- - Suppliers must ensure the Buyer referenced in each TAC is made aware that they will be contacted by CCS to obtain their signature on the TAC. - Suppliers can still go ahead and submit their bid application even though CCS may not have obtained the signature from the Buyer at that point. Then regarding the next process step which is taken from the TAC template:- "For this lot you will be required to have a signed TAC submitted before you are able to enter into a call off contract." It was my understanding from the Supplier briefing that there would not be a requirement for an exchange of documents between Supplier and Buyer to obtain a signature on the TAC template, grateful if the Authority could therefore confirm what Suppliers must do to ensure they have a signed TAC for Lot 3 before entering into a call-off contract? If it transpires Suppliers are to now obtain a signature from the Buyer, what do Suppliers then need to do with the signed TAC as there doesn't appear to be an option to upload the TAC to the Digital Marketplace application?	Your TAC submission will be issued electronically to the named customer for verification. For lot 3, that TAC must have been issued to the customer to sign by the tender deadline, however it does not need to be signed by the customer by the submission deadline for your application to proceed. The requirement is that the customer must electronically sign the TAC for you to be eligible to enter into call-offs and for your services to be visible to customers on the Digital Platform. This can happen at any time post-submission deadline	31.10.2025	V2.0
61	Director capabilities	For newly formed SMEs, where the Directors have substantial experience delivering services for UK government as business directors, but their new entity if yet to transact, are they able to use past experience/references for the TAC?	Please refer to the Attachment 2b templates which contain the mandatory requirements and Pass/Fail criteria.	31.10.2025	V2.0
62	Attachment 3 - Price Matrix - Lot 3	Grateful if the Authority could confirm if you will be providing Suppliers with a copy of Attachment 3 Price Matrix for Lot 3 Service Offerings or which of the following statements on Attachment 2 How to Tender is correct:- Attachment 2 How to Tender - Page 16 states "Attachment 3 Price Matrix - Not used - Pricing process conducted through the Digital Platform" Attachment 2 How to Tender - Page 39 states "You must provide maximum day rates for the attached rate card Attachment 3 - RM1557.15 Lot 3 Digital Roles Date Card. Any Job Families, Roles or Role Levels you can't provide leave blank."	Please refer to the response to question 7 and 8. The document "RM1557.15 Lot 3 pricing rate card for job family, roles and levels" has been uploaded to the bid pack, for information only.	4/11/2025	V3.1
63	Additional Standards - FWS 1 - Specification	Grateful if the Authority could confirm at what point is a Supplier required to provide copies of the Additional Standards as set out in:- Para 7.9 for Lot 1a Para 8.11 for Lot 1b Para 9.4 for Lot 2a Para 10.4 for Lot 2b ie do we need to provide: - as part of the bid submission; or - at Framework Award; or - at Call-off Contract Level if they form part of the Buyer's specification	Framework Schedule 1 Specification does not set out when standards and certifications have to be provided, or whether they are mandatory or non-mandatory. Please refer to the Digital Platform in Quality Award Questions; for Lot 1a and 1b under Conditions of Participation, it sets out the mandatory certifications required for bid submission. Additionally for Lot 1a and Lot 1b it is a mandatory requirement to provide Cyber Essentials Plus certificate number at bid submission. For Lot 2a, Lot 2b and Lot 3 there are no mandatory certifications required for bid submission. For all lots, Non-mandatory Standards and certifications may be confirmed as part of you application and updated throughout the life of the Framework agreement. Please note, Buyers may request evidence for additional standards as part of their call-off.	31.10.2025	V2.0
64	Certifications for Conditions of Participation	Grateful if the Authority could confirm if you will accept the ITIL Maturity Model Assessment as an alternative certification to the ISO/IEC 20000-1 2018 Information Technology — Service Management Certification?	ISO/IEC 20000-1 is a mandatory requirement.	31.10.2025	V2.0

65	Rate Card	Is there a rate card template we should use to upload for each of the Pricing section of services?	For Lot 3 please see the response to question 7. If day rates need to be provided for ancillary services in other lots, they must be provided within the pricing document which is uploaded for each service.	31.10.2025	V2.0
66	G cloud 14 to 15	Is there a way to carry over the information from G cloud 14 to 15? Thank you	Please see the response to question 1.	31.10.2025	V2.0
67	Listing Guidance	When uploading the G-Cloud 15 listing attachments e.g. Service Definition, you link to the a Guidance page that is currently out of date, as it still has G-Cloud 14 requirements and information. We also note that there is not a Supplier Guidance document within the ITT documents, that you have provided for previous iterations. Could CCS please clarify where we should look for the most up to date information for the Listing attachments that will be displayed once the framework goes live?	Response to be provided		
68	Missing attachments	Attachment 6 T&C's and Attachment 7 FAQ's are not available on the Tender documents. Please confirm when these will be available to review.	Please see the response to question 27.	31.10.2025	V2.0
69	Lot 1a - Carbon Reduction Plan	Grateful if the Authority could confirm what the response should be for the following Lot 1a Quality Question "Please confirm the date by which you will publish a full Carbon Reduction Plan (CRP) to your website. " To confirm we publish our CRP on 15/09 every year and so should we reflect 2025 or 2026 for this question.	This option appears if you say Yes to the question, Have you been trading for less than 12 months? Under these circumstances, bidders are not yet expected to have a published CRP. If you say No, you will be asked to provide a link to your CRP.	31.10.2025	V2.0
70	Confirming submission requirements	To confirm, if applying for Lot 2b, the Carbon Reduction Plan (Attachment 2c), is not required as part of the submission?	Correct.	31.10.2025	V2.0
71	Technical Ability Certificates - Portal Set up	Could CCS please consider adjusting the portal so that Technical Ability Certificates can be completed/request for signature, before having to complete the other sections on the portal first? This will help ensure our customers have sufficient time to review and sign the TAC before the deadline (as per the requirement for Lot 1a/1b) or by the first Call Off (as per the requirement for Lots 2a, 2b and 3), while we work on the other aspects of our application/listing.	Once one service has been added, the TAC can be completed and issued to the customer for signature. There is no requirement for the entire tender to be submitted in order for the TAC to be issued to the customer.	07.11.2025	V4.0
72	Business Address details	In the tender information document it states "You must also ensure that if you are registered with Companies House, that the details within D&B and https://www.gov.uk/check-uk-vat-number align with the registered name, registered address and company registration number, as compliance checks are completed on the details you provide. " Our VAT registration and D&B address is our Principle Place of Business / Trading address as requested and not our company registered address as held on Companies house - can you clarify on this statement please ?	The guidance outlined within the bid pack is the preferred and correct format. Any discrepancies in name, address, registration numbers across the platforms will be addressed during the compliance period and the bidder contacted and given the opportunity to either amend their details so they are aligned across all platforms, or, the bidder must provide an explanation as to why there is a discrepancy	4/11/2025	V3.1
73	Categories greyed out	I've started our application for G-Cloud 15 Lot 2b. Previous versions of G-Cloud allowed the selection of multiple categories and sub-categories which our software addresses. Now, it appears that I can only select one category and sub-categories within that. All other categories are greyed out, so when I select from a single category, I cannot add others. Is this a defect with the G-Cloud application platform?	Please see the response to question 25.	4/11/2025	V3.1
74	Application Progress Section	We have noticed within the platform that sections containing the "Application Progress" indicator are not viewable until preceding sections have been completed. This limitation makes it difficult to gain a full understanding of the overall workload and planning requirements. Could you please confirm whether it is possible to make all sections of the application accessible at once, without needing to enter temporary or placeholder answers in earlier sections? Thank you for your assistance.	Please see response to question 18.	4/11/2025	V3.1

75	Application progress query	In the application progress area the following sections appear as "cannot start yet": - Financial Viability Risk Assessment (FVRA) - Technical Ability Certificate (TAC) - Answer quality award questions - Pricing Please can you confirm when or how these sections are made available for completion.	Please see response to question 18.	4/11/2025	V3.1
76	Registered address	Our registered address matches on Companies House and Duns & Bradstreet, but not the VAT register. This is because our VAT address reflects our trading address and principal place of business, which it needs to. Our registered address is a London address which is more of a correspondence address. Please can you confirm whether this is acceptable?	Please see the response to question 72.	4/11/2025	V3.1
77	Accounts	We've uploaded our unaudited accounts onto the Central Digital Platform and have uploaded our 'total exemption full accounts' onto Companies House. The accounts uploaded onto Companies House are not as detailed as the accounts uploaded onto the Central Digital Platform, so they slightly differ. Please can you confirm whether this is acceptable?	When submitting an FVRA, bidders should also attach the accounts which match the figures entered into the FVRA tool. On this procurement, we will only be reviewing the accounts attached with the tender, not those on the CDP.	4/11/2025	V3.1
78	Accounts	Does all documentation uploaded onto the Central Digital Platform (CDP), such as audited accounts, need to be in English?	Please comply with the requirements stated within the CDP. However, please note the response to question 77.	4/11/2025	V3.1
79	Accounts	We have recently changed our company name, therefore our accounts have our old company name on them. We've uploaded these accounts to the Central Digital Platform. Please can you confirm whether this is acceptable and whether we can upload these accounts as part of our submission?	Please provide evidence of the name change as part of your FVRA submission.	4/11/2025	V3.1
80	Copy Services from G-Cloud 14	In previous iterations of G-Cloud you offered the facility to copy services from the previous G-Cloud version, which saved a significant amount of time and effort. This does not appear to be available on G-Cloud 15. Can you confirm whether this will be made available?	Please refer to the response to question 1.	4/11/2025	V3.1
81	Social Value section A	A number of the questions within social value section A talk about attachment 2 but i cannot locate this i.e. Do you understand that CCS will evaluate your G-Cloud 15 social value response as per the process described within Attachment 2? Can you please share with me attachment 2 to review	Attachment 2 is located in the "G-Cloud 15 tender documents." Please see the response to question 3 to access the tender documents.	4/11/2025	V3.1
82	Lot 1 - Quality Award Questions	Grateful if the Authority could confirm if its correct that the Quality Award questions for Lot 1 - Mandatory certifications and Conditions of Participation both contain the same set of questions?	Please refer to the response to question 42.	4/11/2025	V3.1
83	TAC Information - Services that formed part of the contract	In the TAC Information - Services that formed part of the contract there is a list, is this list fixed?	Bidders are required to demonstrate that they have delivered at least one of the services listed in the TAC. The list is fixed. There is no requirement or facility for bidders to add services not on the list.	4/11/2025	V3.1
84	Supply Chain evidence	For the Supply Chain evidence - to note that there is the Fair Payment Code, and if you are a signatory of this and have been awarded a level against the code, you have to provide similar evidence annually, are you able to reference this rather than duplicate providing the same information?	We assume you are referring to the questions under Payments in Contracts above £5m per annum and PPN015. CCS requires you to provide the figures with your tender submission. Fair Payment Code ratings cannot be used for this purpose.	4/11/2025	V3.1
85	Regarding payment above 5 million contract question	5 million contract question We are micro-company startup focussing on neuro-radiology application which is fairly small patient size. We do not estimate contract of more than 5 million through G cloud in early years at least. Can you please let me know 1) if it's pass / fail question 2) In webinar before this application it was mentioned that larger contract require Silver Or Gold tier FVIR etc. We do not have intention of applying of such larger contracts. We will be focussing on small contracts from NHS trusts.	The Carbon Reduction Plan and FVRA requirements are clearly stated in the bid pack. The value of any contracts suppliers may deliver under this framework do not affect our requirement to seek this information at framework level.	4/11/2025	V3.1

86	Regarding payment above 5 million contract question	contact information of multiple role Supplier framework manager Supplier authorised representative Supplier compliance officer Supplier data protection officer Supplier marketing contact Commercially sensitive information As mentioned because we are micro-company startup few people wear multiple hats, is it alright for same person to be leading on 2 or more roles. Or are we expected to have each role to separate individual?	It is acceptable for the same person to be named in more than one role.	4/11/2025	V3.1
87	FVRA and TAC	We have completed an application for our service: The system confirms that "These services will be submitted and can be edited before the deadline" However on the main dashboard it also shows that FVRA and TAC are in progress. Are the FVRA and TAC sections compulsory for our service application to be in submitted/completed?	Yes.	4/11/2025	V3.1
88	Please provide any commercially sensitive information	Can you please explain what information should one be providing in this field? Are you looking for job contract start and end date ? Or any particular confidential information about bussiness? "Please provide any commercially sensitive information including: Date Details Duration of confidentiality"	CCS is not able to advise bidders what they should consider commercially sensitive about their tender submission. Please refer to Joint Schedule 4 for guidance.	4/11/2025	V3.1
89	G-Cloud 14 and 15 services	Can G-Cloud 14 services be copied to G-Cloud 15?	Please see the response to question 1.	4/11/2025	V3.1
90	Lot 1 Quality Questions (Scored)	The Scored Quality Questions for Lot 1 reference Framework Schedule 1 - Specification 6.5.1.4, 6.5.1.7, 6.5.1.8, 6.5.1.9, 6.5.1.10. None of these sections exist within Framework Schedule 1. Which sections should the Questions reference?	Please see the response to question 26.	4/11/2025	V3.1
91	Lot 2a and 2b definition	What is the definition of iSaaS vs SAAS?	The framework taxonomy details which software fits into the iSaaS and SaaS definitions.	4/11/2025	V3.1
92	Questions	It would be helpful to see all the questions that all lots and lot specific products/services must respond to. Are they included somewhere in one of the attachments? If so, please can you point me in the direction of which exact attachment has all questions and any word limits?	It is the bidder's responsibility to read the bid pack and respond accordingly. CCS will not be providing a list of which documents and questions are applicable to which lot beyond what is already included in the bid pack.	4/11/2025	V3.1
93	Sequence of Submission Steps	We would like to seek clarification regarding the order in which suppliers are required to complete the submission steps for G-Cloud 15. From the current application interface, it appears that certain sections, such as the Financial Viability Risk Assessment (FVRA), Technical Ability Certificate (TAC), Quality Award Questions, and Pricing are marked as "Cannot start yet." Please could you confirm whether these sections must be completed sequentially (i.e. unlocked only after preceding steps are submitted), or whether it will be possible to progress multiple steps in parallel?	Please see response to 18.	4/11/2025	V3.1
94	Requirement to Complete Section 4b	We would like to request clarification on the requirement to complete Section 4b of the submission. Please could you confirm whether suppliers who are not bidding as part of a consortium are still required to complete Section 4b, or whether this section applies only to consortium submissions?	Attachment 4b is for lead bidders of consortiums to name the other members of the consortium. There is no requirement to include yourself in this document, where you are the lead bidder. Where the bid is not a consortium bid, this document is not required at all. However, if you are a member of a consortium bid that someone else is submitting on your behalf, they must provide Attachment 4b naming you.	4.11.2025	V3.1
95	Availability of Attachment 7 and FAQs	We would like to confirm the availability of key supporting materials for the G-Cloud 15 submission. Please could you advise when Attachment 7 and the FAQs will be made available to suppliers, and where these documents can be accessed?	Please see the response to question 27.	4/11/2025	V3.1

96	Lot 1b clarification	Lot 1b refers to above OFFICIAL - please confirm what this means? does it mean defense and security suppliers only	HMG operates services at both of the security classifications above OFFICIAL (see the published The Government Security Classifications Policy (GSCP)). These are predominantly associated with Defence & National Security, but not exclusively. We are looking for suppliers capable of operating at the highest two classification tiers.	4/11/2025	V3.1
97	lot 1a/1b pricing - taxonomy selection	Following on from our question about service categories, we have noticed that within the pricing section for both lots 1a and 1b, within the 'Price for Onboarding' Section, there is a question asking "Select section of the Taxonomy of Services (Tier 2) this service is part of" is this correct? as no matter how many services we add for lot 1a or 1b, there is only 1 option for pricing across each of these. can CCS clarify what is the purpose of selecting a section of the taxonomy here, especially if this is to apply to all services pricing across the lot?	Response to be provided		
98	Bronze FVRA	Attachment 5 says "RM1557.15 G-Cloud 15 - lot 2a, lot 2b and Lot 3 have been classified as a bronze contract, via the contract tiering tool. Bidders and/or consortia members will only be required to complete Attachment 5b - Bronze FVRA tool if they do not pass the financial score as set out in question [1.15.1] of the procurement specific questionnaire in the Digital Marketplace." Where do we find question 1.15.1 of the procurement specific questionnaire in the Digital Marketplace for lot 2b please?	The reference to 1.15.1 in Attachment 5 is incorrect. "Financial scores" refers to the thresholds of the enhance sift. If any bidder, or, if applicable, any consortium members, do not pass the enhanced sift, as set out in Financial Viability Risk Assessment (FVRA) section of the Digital Platform, the bidder, or, if applicable, any consortium members, will be asked to complete the Attachment 5b - FVRA Bronze Tool and return via the Digital Platform. Attachment 5 has been amended.	4/11/2025	V3.1
99	Application Progress Status	We have confirmed our company details and have made our supplier declarations, however, besides the ability to "add, edit and complete services", we're unable to access the remainder of the application phases, i.e. FVRA, TACs, Award Questions and Pricing. Please can these be opened up so that they are viewable after the supplier declaration has been made? It is completely unfeasible for these to be inaccessible to bidders until after all services have been added and marked as complete, with some bidders historically having hundreds of services to upload and based on previous experience, some vendors have not issued their services for bidders/resellers to upload until a few days prior to the submission deadline	Please refer to the response to question 18	4/11/2025	V3.1
100	Technical Ability Certificates - Dates/Submission	Can CCS please clarify the requirements in terms of submitting TACs. For Lots 1a/1b the portal highlights that TACs cannot be edited once signed. Attachment 2b states: "You will not be able to amend your TAC(s) after the tender submission deadline." This makes sense for Lots 1a/1b as this is required for submission date. However, for Lots 2a, 2b and 3, it also states this, but the TAC needs to be completed by the first call off contract, could you please confirm what aspects of the TAC need to be completed and when? You also state that TACs should demonstrate work "delivered" and "completed" within the stated timeframe, however you also state that it can demonstrate "ongoing" contracts as long as delivery has started, could you please confirm that contracts can indeed be in progress, and not completed?	For Lots 2a, 2b and 3, the TAC needs to have been sent to customer for signature prior to the tender deadline. Contracts can be ongoing, as set out in the Attachment 2b documents. Bidders should not claim a contract is completed if this is not the case.	07.11.2025	V4.0
101	Economic Financial Standing Evaluation	Can CCS please clarify the EFS metrics for the enhanced sift, can these also be "equal to" and not just "greater than" e.g. if we had D&B score of 50 this still counts as a pass: Operating Profit Margin greater than 2% Quick Ratio greater than 0.7 Net Assets greater than 0 Dun & Bradstreet Credit Threshold greater than 50	The sift functions using the operator equal to or greater than. The wording in the Digital Platform will be amended to reflect this.	07.11.2025	V4.0
102	Regarding "Attachment 2b Lot 2b Technical ability certificate RM155.15 G-Cloud 15	Does the contract have to be with UK based organisation, or can it be with international organisation? Do we only need to submit the template provided or do we need need to attach the detailed contract as well?	Please refer to Attachment 2b document for the lot(s) you wish to tender for and the response to question 55.	07.11.2025	V4.0
103	Supplier Information Videos	Thank you for the Supplier Information videos provided on the CCS G-Cloud 15 page. However, it seems that information presented in these videos are not present in the ITT documents. E.g. for ease could you highlight what sections of the ITT documents outline the TAC process for signatures and Pricing evaluation elements that are made visible on the Digital Marketplace and how buyers use this for their evaluation?	The supplier information videos are a supplementary resource to the ITT documents (i.e. the bid pack). The ITT documents have precedence. We advise bidders to read the bid pack in full.	4/11/2025	V3.1

104	Lot 3 Rate Card	Within Attachment 2 - How to Tender, you reference: "You must provide maximum day rates for the attached rate card Attachment 3 - RM1557.15 Lot 3 Digital Roles Date Card" and have linked to a document that is not available or featured in the tender documents for download. You also state in Attachment 1 that "Attachment 3 NOT USED" and the option to upload a rate card to the listing is now gone (other than the section for Pricing evaluation). Can CCS please confirm if this attachment is available or if a template can be provided so that we can use this as the base for our Pricing document on the Service Listing?	Please refer to the response to question 7 and 8.	4/11/2025	V3.1
105	Prompt payment policy - how to evidence	We have no existing reporting to show, we do all our supply chain invoices well within the 30 days, what would you except as evidence of this? We have our invoices and in our bank statements you can see the transfers, this is highly sensitive information in terms of our banking info so looking to better understand how a supplier can evidence this for you?	If you do not meet the legal requirement to report this information we do not expect you to provide evidence as part of your tender submission. CCS does reserve the right to audit.	4/11/2025	V3.1
106	Duplication of quality questions and how these are scored.	In the G-Cloud 15 application process, there appears to be some overlap between the Lot 2b and 3 scored quality questionnaires and the individual service offering questions. Should the responses be identical across both sections, and how will any differences be assessed during evaluation?	Please refer to Attachment 2d Quality questionnaire.	4/11/2025	V3.1
107	Management charges	Attachment 1, para 6.2 states that the fixed percentage management charge can be found in the Tender Notice. I have been unable to locate this information. Can you please help. Attachment 1, section 13, para 7, bulleted options C, D and E may be a typographic error, perhaps intended to be labelled A, B and C, as referred to in the subsequent paragraphs as Options A, B and C.	Please refer to the headings Framework - Maximum percentage fee charged to suppliers within the tender notice. Thank you for bringing this to our attention. You are correct. This has been amended.	4/11/2025	V3.1
108	Offline Pricing Matrixes / Spreadsheets	Could the Authority please provide offline copies of the pricing submission templates for each Lot? It's important that we have sight of these asap, rather than having to complete a large part of the application before being able to access the pricing submission step on the CDP	Please refer to the responses to question 18 and 20.	4/11/2025	V3.1
109	Can't proceed to certain sections on Digital Portal	Why am I unable to access the following sections: Financial Viability Risk Assessment (FVRA) - Cannot start yet Technical Ability Certificate (TAC) - Cannot start yet Answer quality award questions - Cannot start yet Pricing - Cannot start yet	Please refer to the response to question 18.	4/11/2025	V3.1
110	Bronze FVRA	If the bronze FVRA is required, should it be submitted by the 30th January deadline, and will we be automatically notified? Or is it expected later, prior to the framework award?	If the bidder does not pass the enhanced sift, they must complete the bronze FVRA and submit as part of their tender, by the tender deadline.	4/11/2025	V3.1
111	Attachment 2d - Quality Questionnaire - Lot Weighting	Grateful if the Authority could confirm if the weighted score for Lot 2a, Lot 2b and Lot 3 should be 2.5 for the Lot specific questions and not 25?	For Lot 2a, Lot 2b and Lot 3 a maximum quality score of 10% of the overall score is achievable. Each lot has 4 quality questions and each question is worth 2.5% of the the overall score, which is therefore 25% of the quality score.	4/11/2025	V3.1
112	[Missing] Attachment 5 Financial viability risk assessment (FVRA) instructions	Could you please advise where we can find "Attachment 5 Financial viability risk assessment (FVRA) instructions" as we are not able to locate it within the published tender documents.	Following a formatting amendment and in response to question 98, this document has been updated and is now available for download.	4/11/2025	V3.1
113	Attachment 2 - How to Tender - Sections	Grateful if the Authority could confirm how the Sections on the portal align with the Section descriptions in Attachment 2 - How to Tender - Section A Mandatory Questions please? So for: All Lots - which section on the portal holds the "compliance with Framework" questions? All Lots - which section on the portal holds the "Services you can provide" questions? Lot 1a and lot 1b - which sections on the portal are hold the Selection Questions? Based on your response, hopefully it will then be easy to work out the alignment for Lots 2a, 2b and 3.	Compliance with Framework - These sit in the Quality Award Questions section of the Portal. Services you can provide - Draft services Selection Questions - Make your supplier declaration.	07.11.2025	V4.0
114	Declarations	If we are on G-Cloud 14, is there a way to import these answers to G-Cloud 15? If not, how can we view our declarations for G-Cloud 14?	Please see the response to question 1.	4/11/2025	V3.1

115	Next Framework	It is not clear to me, if I don't apply to G-Cloud 15 for the January deadline, do I have another chance in 18 months? Is that still G-Cloud 15, or will that be G-Cloud 16? Is there an advantage to applying now if I am already on G-Cloud 14? Basically I want to ensure that in two years' time I can be on the framework. Can I wait 18 months or are you only eligible if you have applied successfully now? Thank you.	Please refer to Attachment 1. We cannot advise bidders whether they should tender or not. This is your decision.	4/11/2025	V3.1
116	Previous answers from GC 14	Is it possible to get previous G-Cloud 14 submission answers that we can use to update and upload into G-Cloud 15?	Please refer to the response to question 1.	4/11/2025	V3.1
117	TAC Categories	Please add "digital health" or something similar to your TAC categories for lot 2b. You have many other areas but not digital health, and you really should, otherwise it might not capture the main category of the software, but only the features.	The categories on the TAC match the third tier level of Service Categories (taxonomy) for each Lot on the Digital Platform and as set out in Annex 1 Full Taxonomy of Services of Framework Schedule 1 Specification. Your services must align to the Service categories. The TAC will remain as drafted.	07.11.2025	V4.0
118	TAC form for lot 2b	Regarding the TAC form for lot 2b: 1. If the contract has been continuous for many years (say, different G Cloud iterations) do you want the start date of the latest G Cloud or the initial one? 2. Is contract value on an annual basis or total? So can we put the annual contract value for a G Cloud contract as opposed to the multi-year? 3. Who is the "customer" - can it be a user of the software?	1) Please refer to the response to question 37. 2) The total contract value. 3) The customer is the person to whom you are in contract with.	07.11.2025	V4.0
119	G-Cloud 15 reuse of G-Cloud 14 entries	We are preparing to apply for G-Cloud 15. We are already a G-Cloud 14 supplier. Is there an option to copy across some of the details from our current services from G-Cloud 14 or do we need to rekey all responses?	Please refer to the response to question 1	4/11/2025	V3.1
120	Service Categories	Would it be possible for suppliers to select multiple service categories rather than being limited to a single option? Our offerings span several distinct categories, and we wish to ensure they are accurately represented.	Please see response to question 25.	4/11/2025	V3.1
121	Reuse of G-Cloud14 service entries	It appears it isn't possible to copy service details from our G-Cloud14 application. Is this right? If so, it seems very inefficient, as we will have to retype a lot of information unnecessarily.	Please refer to the response to question 1.	4/11/2025	V3.1
122	Lot 3 - cloud support	can you share a definition of lot 3 so we understand if we are selecting the correct lot based on your definition of cloud support?	Please refer to Framework Schedule 1 Specification.	4/11/2025	V3.1
123	Copy from G-Cloud 14 Service Listings	As a vendor listed on G-Cloud 14, are we able to copy our service listings from our previous profile or will this have to be done from scratch?	Please refer to the response to question 1.	4/11/2025	V3.1
124	Portal Questionnaire	Is it possible to share a copy of all the portal questions in an excel document please to allow ease of coordination of responses from the company?	Please see the response to question 23.	4/11/2025	V3.1
125	are the answers/ services from Gcloud 14 automatically brought forward	Hi - in previous years, the services and answers from the last GCloud framework were carried forward. Is that happening this year? On quick inspection it did not look like that was happening from gcloud 14	Please refer to the response to question 1.	4/11/2025	V3.1
126	Technical Ability Certificates - Customer location	Must customers referenced in TACs be UK organisations and/or the delivery referenced have happened in the UK?	Please see the response to question 55.	7.11.2025	V4.0
127	TAC	Please can you confirm if a customer signature is required on each TAC prior to submission? If so, could this be added to the Customer Information box as there is not currently a separate signature box for the customer to use?	The TAC process is executed electronically within the Digital Platform, customers sign the TAC electronically. The TAC will remain as drafted. Please refer to the Attachments 2b for the relevant Lot for information about when the TAC need to be submitted. For Lot 1a and Lot 1b, that customer must electronically sign the TAC by the submission deadline for it to be deemed compliant. For Lot 2a, Lot 2b and Lot 3, you will be required to have a signed TAC submitted before you are able to enter into a call off contract.	07.11.2025	V4.0
128	Rate Table	Can you please provide a list in MS Word of all the job roles including the different grades we need to provide a rate for. At present this is listed on the Digital Marketplace and would require us to manually extract the 3-4 grades for each of the 60+ roles.	Response to be provided		
129	Pricing Templates	We have reviewed the tender documentation and note that there is no definitive template provided for pricing submissions for each Lot. Please could you confirm whether CCS intends to provide a standard pricing template (e.g., Excel, Word, or other format) for initial pricing submissions for each lot, or should bidders solely use the pricing fields and tables provided within the Digital Platform? If so, could CCS clarify exactly which documents, fields, or templates must be completed for pricing, particularly where bespoke buyer call-off requirements or discounts may apply?	Pricing fields and tables must be completed within the Digital Platform relative to each Lot. Each Service is required to have a bidder's own Pricing document uploaded, this is mandatory for Lot 1a, Lot 1b, Lot 2a and Lot 2b, it is optional for Lot 3.	4/11/2025	V3.1

130	TAC's	Could you please confirm whether, where a bidder intends to use subcontractors to deliver elements of the services, it would be acceptable for the purpose of demonstrating technical and professional ability for bidders to submit contract examples in which the subcontractor has been solely responsible for delivery? We would appreciate confirmation as to whether such subcontractor-led examples would be considered valid evidence under the technical ability requirements, provided the subcontractor will perform the same or similar roles under the proposed framework.	Response to be provided		
131	Lot 2a and Lot 2b - Quality Award Questions	Grateful if the Authority could confirm ... is it right that the Quality Award Questions under each of the 4 main headings for Lots 2a and 2b are identical? eg the questions under "how will you provide user support" are identical to the questions under "How will you provide asset protection" etc	The Portal shows: Mandatory award criteria for Lots 2a and/or 2b How will you provide user support - Have in place process to provide user support - When is user support available? How you will provide asset protection - Know the location where the service user data is stored and processed - Where is service user data stored and processed? You can provide a different response for your 2a tender as your 2b tender.	07.11.2025	V4.0
132	Payment section under company profile	Within the supplier section it asks about percentage of invoices paid - one of the questions states 'please provide the percentage of invoices paid to those in our immediate supply chain' - please specify what you mean by immediate supply chain? thank you	Please see the response to question 10.	4/11/2025	V3.1
133	Changes between G-Cloud 14 and G-Cloud 15	Hello, please can CCS provide a document summarising the changes between G Cloud 14 and 15? Thank you.	Please refer to attachment 9 - Key changes between the G-Cloud 14 and G-Cloud 15 Framework Agreements	4/11/2025	V3.1
134	G-14 services direct upload to G-15	Is there a CCS system facility for potential suppliers to automatically transfer the existing G-14 services to the G-15 services offered.	Please see the response to question 1	4/11/2025	V3.1
135	Attachments 6 and 7 ?	Attachment 1 (2.2) refers to attachments 6 and 7 which are not published on the GC15 documents page - please advise....can they be published or the omission ignored?	Please see the response to question 27.	4/11/2025	V3.1
136	CDP updates:	Do we need to update the CDP when we get our annual re-certifications for the likes of CE/CE+? Or as long as we maintain certification can we stick with the initial certification date? What happens if we need to make edits to the CDP in the period after we have submitted and before the GC15 framework is awarded? How do we notify of you new share codes?	If a supplier needs to update their details on the Central Digital Platform (CDP) after tender submission, they must update the CDP, generate a new share code and notify CCS immediately of the new share code and what changes you have made. This should be done via the messaging service on Digital Marketplace, Please note, CE and CE+ certificates are not core supplier information that is included in the Central Digital Platform.	07.11.2025	V4.0
137	MISO query	MISO: With the new Order Channel Column, will we be expected to complete this for all variations. For example, if there is a 2 stage competitive selection process the initial MISO report will state that, but what about any contract variations?	The Order Channel column of the MI template would be completed with the process that the buyer took to award the call off contract to you, for each call off that you are awarded. Where a contract is varied or extended, but is still the same contract, the order channel would not change. Where a contract ends and a new contract is procured, whether to the incumbent or a new supplier, the order channel column (d) should reflect the process used during this new re-procurement.	07.11.2025	V4.0
138	CQ Response Timescales	Will CCS commit to responding to all clarifications ASAP please. We note in attch 2.2 you state all clarifications will be responded to by 16/1/26, however this is after the final clarification deadline, and as such we will not be able to further clarify? In GC14 we had raised some legal clarifications very early on, and they were not responded to until after the questions deadline meaning further clarification was not possible - this caused great issues for us as an SME, and we suspect a lot other suppliers. It would be most useful if this was NOT repeated for GC15.	Bidders have until December 12th to ask questions. CCS is publishing responses periodically but aims to respond to all questions by 16th January.	4/11/2025	V3.1

139	new Frmk terms - applications	Future terms of the framework (attach 1 section 13.7): If you are awarded a place on Frmk1 , and you want to continue in Frmk 2 with the same services/prices etc, and you select option A, is there a chance that you could lose your place if others are more competitive/cheaper? Also, the A-C Options/descriptions listed in 13.7 are not clear around editing services - please can you provide and explain actual examples: i.e. 1) a supplier who wants to continue as is from frmk term 1 with no changes. 2) a supplier who wants to make changes to their frmk term 1 listings - i.e. edit prices. 3) a supplier who wants to add new services to their offer which they did not have listed on frmk term 1. 3) a supplier who did not apply initially and wishes to be considered for a place for x services on whichever applicable lots.	a) No, places are uncapped. Note, bidders could choose to re-apply and submit a non-compliant tender resulting in their submission being disregarded. b) We believe section 13.7 to be sufficiently clear without requiring an example.	4/11/2025	V3.1
140	FVRA Assessment Template	On the Bidder Instructions tab of the FVRA Template an instruction is listed under "Green Tabs" - "Lot Allocation: Please provide details of the lots you are bidding for by ticking the relevant box." On the Green Tab (2.1 Lead Ancillary Input) there is no box provided to enter Lot Allocation. Where do we provide this information?	Thank you for bringing this to our attention. There is no requirement to tell us the lot you are bidding for. Please ignore this instruction in the FVRA tool. A new version of the FVRA with the instruction removed will be provided. If you have already started the FVRA, there is no need to start again with the new template.	7.11.2025	V4.0
141	G Cloud 15 SaaS 2b	Our suite of software SaaS incorporates now multiple services, all distinct but require the main engine of the software to work. In other words the modules do not operate in isolation from the core engine i.e. the database. Can these services, for purpose of clarity to the buyer, be listed as separate services which our company provides but include a reference to the main suite?	It is for bidders to determine how to best list services.	4/11/2025	V3.1
142	RM1557.15-G-Cloud-question-export. alignment to each Lot	Can CCS please update the RM1557.15-G-Cloud-question-export document TABS to better reflect which LOT Number the tab is associated with please	This document will not be updated.	4/11/2025	V3.1
143	ISO requirements	Please confirm what ISO certifications are mandatory for lot 1	Please refer to the bid pack.	4/11/2025	V3.1
144	Business Address details	In the tender information document it states "You must also ensure that if you are registered with Companies House, that the details within D&B and https://www.gov.uk/check-uk-vat-number align with the registered name, registered address and company registration number, as compliance checks are completed on the details you provide. " Our VAT registration and D&B address is our Principle Place of Business / Trading address as requested and not our company registered address as held on Companies house - can you clarify on this statement please ?An update to clarification question - Our D&B has both the trading and registered address on the report - I have also reconfirmed with HMRC VAT department that the address on our VAT Account should be our principle place of business if that is different to our registered address so clarification on this from yourselves would be appreciated	Please refer to the response to question 72.	6/11/2025	V3.1
145	CCS General Terms	Clause 11.2.4 in the CCS General Terms document states: "The Supplier must ensure that a term equivalent to Clause 8.2.3 is included in each Sub-Contract in its supply chain, such that each Subcontractor is obliged to include those terms in any of its own Sub-Contracts in the supply chain for the delivery of the Contract. References to the "Supplier" and "Subcontractor", in Clause 8.2.3 are to be replaced with references to the respective Subcontractors who are parties to the relevant contract." There is no Clause 8.2.3. Should this read 11.2.3 instead?	Within the General Terms document as uploaded to the Digital Marketplace the clause you refer to is 8.2 Mandatory provisions in Sub-Contracts. We cannot identify any numbering anomalies although it is possible that accidental user carriage returns within the document post download may throw numbering out. Please re-download the document.	6/11/2025	V3.1
146	lots 2a and 2b - daily rated pricing	We note that there is no rate card to be able to submit for lot 2, for any day rated services as part of a lot 2a or lot 2b service, how should we present these? 1. should they be within the pdf pricing document? 2. should this follow the same format as the rates for lot 3? (all job families/job levels etc)	1. If day rates need to be provided for ancillary services in lots other than Lot 3, they must be provided within the pricing document which is uploaded for each service. 2. Following the same format of job families, roles and levels is a sensible approach, although not mandated.	6/11/2025	V3.1
147	FVRA	lot 2a, lot 2b and Lot 3 have been classified as a bronze contract, via the contract tiering tool. Bidders and/or consortia members will only be required to complete Attachment 5b - Bronze FVRA tool if they do not pass the financial score as set out in question [1.15.1] of the procurement specific questionnaire in the Digital Marketplace.' - can you confirm which question this relates to? Could you provide guidance / template for what needs to be included in the pricing section please? We're unable to open this until we complete other sections.	Please refer to the response to question 98.	6/11/2025	V3.1

148	Locked sections	Would it be possible for the Financial Viability Risk Assessment (FVRA), Technical Ability Certificate (TAC), quality award questions and Pricing sections to be unlocked so that they can be worked on before completing the service pages? We have over 100 services pages to add and we'd like to start working on the other sections at the same time. If not, could you provide a template / guidance on what will be covered in the pricing section (is this different to the pricing sheets we upload one ach service page?) , word limits for the quality questions and a template for the TAC?	Please see the response to question 18. Please also refer to the bid pack documents.	07.11.2025	V4.0
149	Cyber Essentials Accreditation	Can you confirm why the requirement for Cyber Essentials or Cyber Essentials Plus for Lot 2b has been removed. Our previous submission on G Cloud 14 required us to hold the relevant Cyber Essentials Accreditation for Lot 2. As we understand it, the National Cyber Security Centre (NCSC) guidance to public sector bodies stated that third party organisations who process citizen data must be Cyber Essentials Certified.	Response to be provided.		
150	TAC Lot 3 clarification	Is it still acceptable for us to select a service from the TAC list for a past project even if its not directly relevant to the specific service we are putting forward in the g-cloud application? For example if we submit FinOps as our service offering in the application can we then only select FinOps as the service in TAC or can we select any of the services even if its not relevant?	Please see the response to question 41.	7.11.2025	V4.0
151	GC-Cloud 15 Technical Ability Certificate	Regards the Technical Ability Certificate (TAC). At present a TAC is required in order to complete an application. However a TAC cannot be completed, therefore the G-Cloud 15 application cannot be completed, if a supplier is bringing a new service to G-Cloud 15 and as such does not currently hold a contract for the service. Would you be so kind to assist with resolving this please?	A TAC demonstrating at least one service is a mandatory requirement for each lot.	Please see the response to question 41.	
152	Technical Ability Certificates	You state the contract example must have commenced between 23/10/2022 - 23/10/2025 AND that the contract example must be "successful in implementation and mobilisation and have become operational". If a contract example commenced recently (before 23/10/2025) but will have been fully implemented before the submission deadline, will this qualify? Could CCS please also clarify if the contract value is £25k or above, but if we haven't yet been paid that amount (but it is under contract to pay that amount) will that qualify?	As long as the customer electronically signs the TAC to indicate it was successful in implementation and mobilisation and have become operational before the submission deadline, this would qualify even if you haven't been fully paid for the services.		
153		I have got a share code from CDP but I cannot edit my Duns on the Digital Marketplace to match.	The Duns number against the Digital Platform account cannot be changed. The share code created in the CDP for a registered company cannot be used against an account on the Digital Marketplace where the company details do not match. If the company name does not match, you will need to create a new account on the Digital Platform to use the share code.	07.11.2025	V4.0
154	Test Entries	We have created a test listing entry in each of the lots we are bidding for. We assume that we will be able to delete these before final submission as we have done in the past for previous G-Clouds. Can we check - if we create a test TAC entry (to open up all parts of the submission portal), can we delete these before we create our actual TACs.	You are able to edit your services prior to submission. Draft services can be deleted and unsigned TACs can be withdrawn	07.11.2025	V4.0
155	SFIA Card	It's not clear to me how we indicate pricing without the SFIA card. Which document is it?	Response to be provided		
156	18 Month Period	Hi it's not clear when the 18 month period ends and the framework reopens. It is 18 months from October 2026, when G-Cloud 15 is meant to go live (assuming no delays) or 18 months from October 2025 when you issued the ITT? That year difference is significant. Also, when the framework re-opens, can you submit even if you hadn't submitted for the first 18 months or is it only to "refresh" existing contracts?	The framework will re-open 18 months after the Framework Award date. When the framework reopens, suppliers can either maintain their existing submission without changing it, or they may re-submit their bid to include a mixture of existing services and/or new services as appropriate, including new pricing if relevant for any of these existing or new services. Suppliers to this framework may remove services from the catalogue at any time, although these cannot be re-added (unless as new services again during a reopening of the framework). You do not need to have tendered for scheme 1 to tender for scheme 2.	07.11.2025	V4.0
157	Company Status	For organisations that are imminently to be sold, merged or acquired, does the process have to be completed by submission date, or by go-live? e.g., if a company were in the process of being bought, but this did not complete until after the submission date, would the entity have to remain as it was at the point of submission, or could it be updated to reflect the new ownership?	Please refer to section 24.13 of Attachment 2 How to tender.	07.11.2025	V4.0
158	Pricing	Pricing evaluation: when bidders' price scores are calculated, is there a minimum threshold that must be achieved for eligibility to the framework?	Please refer to Attachment 2 How to tender.	07.11.2025	V4.0

159	Attachment 2 – How to Tender, Section 3.2; Framework Schedule 1 – Specification	If a supplier's Cyber Essentials Plus certificate renewal is in progress at the time of submission, will CCS accept written confirmation of continuity from the certifying body as temporary evidence?	For Lots 1a and 1b Bidders are required to either provide their in date existing Cyber Essentials Plus certificate or confirm that they will have an in date Cyber Essentials Plus certificate in place by the Tender award date. If the certificate is due to be renewed in between these dates, the bidder may provide either response, however it will be expected that the bidder can continue to produce an in-date certificate on request throughout the lifetime of the agreement. For Lots 2a, 2b and 3 It will be for the buyer to satisfy themselves that the supplier holds the relevant certifications that they have stated they hold at the point of call-off, and buyers would be expected to raise instances of missing certifications with CCS to manage as a framework compliance issue.	07.11.2025	V4.0
160	Attachment 2 – How to Tender, Section 3.2; Framework Schedule 1 – Specification	If CCS identifies a minor administrative or upload error during compliance checks, will suppliers be given an opportunity to correct the issue before the submission is rejected?	This will be at the discretion of CCS and it is not for the bidder to determine what CCS should consider a minor administrative or upload error.	07.11.2025	V4.0
161	Attachment 2 – How to Tender, Section 3.2; Framework Schedule 1 – Specification	Where an acquisition or merger results in a change to company registration details, should the supplier notify CCS before submission or will such updates be handled through standard framework data amendment procedures?	Please refer to section 24.13 of Attachment 2 How to tender.	07.11.2025	V4.0
162	Attachment 2b	Can CCS confirm that delivery evidence and project references from a recently acquired or merged entity remain valid for submission under the new combined legal entity, provided contractual continuity and staff transfer can be demonstrated?	Confirmed	07.11.2025	V4.0
163	Attachment 2b	Where a new service replaces or rebrands an existing service already delivered to the public sector, can CCS accept a Technical Ability Certificate describing the earlier version as evidence of relevant delivery experience?	Yes, bidders must ensure that the TAC relates to a service that is within the scope described by the TAC.	07.11.2025	V4.0
164	Attachment 2b	Can suppliers use public sector delivery references originally contracted through a merged or acquired business if service continuity and outcomes can be verified by the buyer?	Confirmed	07.11.2025	V4.0
165	Attachment 2c	Please confirm whether a single group-level Carbon Reduction Plan covering multiple merged or acquired business units satisfies the framework requirement, or whether a separate CRP must be provided for each legal entity within the group.	Please refer to: https://www.gov.uk/government/publications/ppn-006-taking-account-of-carbon-reduction-plans-in-the-procurement-of-major-government-contracts/ppn-006-frequently-asked-questions	07.11.2025	V4.0
166	Attachment 2d	Can CCS confirm whether suppliers delivering services hosted on third-party cloud platforms such as Microsoft Azure or AWS may rely on the platform provider's ISO 20000-1 certification, or must the supplier also hold ISO 20000-1 certification directly?	ISO 20000-1 is a mandatory requirement from all bidders for Lots 1a and 1b and is not one of the ISOs listed as optional for a reselling supplier to rely on their Cloud Service Provider, therefore all bidders must hold ISO 20000-1 directly. Attachment 2d will be updated to show this correctly.	07.11.2025	V4.0
167	Attachment 2d	If certifications such as ISO 27001, ISO 9001, ISO 14001, or Cyber Essentials Plus were originally held by an acquired entity, will CCS accept them as valid during transition while they are being reissued in the name of the new parent organisation?	The bidding entity must hold all required mandatory standards and certifications (as relevant to their bid) in their own right.	07.11.2025	V4.0
168	Attachment 2d	If two previously separate organisations have integrated their management systems but not yet achieved recertification as one, will existing certifications from each site be acceptable evidence for framework compliance?	Yes	07.11.2025	V4.0
169	Framework Schedule 1	May suppliers refer in service descriptions to heritage service experience or capabilities delivered under a previous trading name, where this helps demonstrate continuity and reassure public sector buyers?	Bidders are responsible for their own service description text and CCS does not provide specific guidance for this field.	07.11.2025	V4.0
170	Framework Schedule 1	Please confirm what level of assurance CCS expects from suppliers offering services under Lot 1b "Secure Hosting above OFFICIAL". Does this require staff security clearance, List X facilities, or specific data-handling standards beyond ISO 27001 and Cyber Essentials Plus?	The conditions of participation includes greater requirements for lot 1b to suit the nature of the delivery of services above OFFICIAL. This may include FSC or staff security clearance as appropriate, and also includes the ability of a supplier to reference work already done at this level, in the UK or other NATO country. Attachment 2b for Lot 1b has been amended to reflect this.	07.11.2025	V4.0
171	Framework Schedule 1	Can CCS confirm that multiple UK operational sites may be declared under a single supplier profile, provided all delivery and support remain within the United Kingdom?	Yes.	07.11.2025	V4.0
172	Framework Schedule 1	Can CCS confirm whether a reseller or managed service provider may submit a Technical Ability Certificate referencing a SaaS solution that is delivered by an OEM vendor but supplied and supported to public sector buyers by the reseller?	CCS requires that the TAC is completed for a contract that the bidder was responsible for delivering. The resale model will not prevent a bidder from completing the TAC if that reseller was responsible for delivering the contract.	07.11.2025	V4.0

173	Framework Schedule 3	May suppliers include more than one pricing methodology in a single catalogue listing if all prices are clearly itemised and visible to buyers?	Response to be provided		
174	Framework Schedule 4	If a supplier acquires another company that already holds CCS framework agreements, does CCS require prior notification or approval for the continuation of those obligations under the new ownership structure?	Response to be provided		
175	Framework Schedule 5	Should suppliers submit a zero-value Management Information return in months when no sales occur, or only report in months where transactions have taken place?	Response to be provided		
176	Joint Schedule 3	If the acquiring organisation's insurance policies now cover both former entities, will CCS accept a single set of updated insurance certificates as evidence, or must historical policies also be submitted to confirm continuity?	Response to be provided		
177	Joint Schedule 3	Please confirm whether the insurance levels set out in Joint Schedule 3 apply equally across all Lots, or whether Lots 1a and 1b require higher minimum levels of Professional Indemnity or Cyber Liability insurance at framework stage.	Response to be provided		
178	Joint Schedule 6	Please confirm whether suppliers are required to list major OEM vendors as subcontractors if they are already approved CCS suppliers, or whether only smaller delivery partners directly contracted by the supplier must be listed?	Response to be provided		
179	Subcontractor Confirmation	To further question 36, should software which offers access to third-party services, such as external APIs, LLMs, or other data processing services be categorised as subcontractors, even if they are not co-applicants?	Response to be provided		
180	Clarification Questions	Once rate cards are uploaded and the G-Cloud 15 catalogue goes live, are there any restrictions on updating or revising rates?	Response to be provided		
181	Clarification Questions	Can suppliers make rate changes at any time, or only during specific update windows defined by CCS?	Response to be provided		
182	Clarification Questions	We offer approximately 64 testing services (e.g., functional, automation, accessibility, integration, UAT). Should these be listed individually within the catalogue, or can they be combined under one comprehensive "End-to-End Testing Services" listing? If combined, how should the rate card be structured for onshore, near-shore, and offshore delivery models? If listed separately, will this affect visibility in buyer searches for multi-service testing requirements?	Response to be provided		
183	Clarification Questions	Should suppliers create separate rate cards for onshore, near-shore, and offshore delivery models, or can a single rate card include all three tiers under one service listing?	Response to be provided		
184	Clarification Questions	What factors determine a supplier's position in Digital Marketplace search results (e.g., keywords, pricing, completeness, buyer activity, or past performance)?	Response to be provided		
185	Clarification Questions	Please outline the complete Direct Award process — from buyer search to supplier selection and notification. Do buyers contact suppliers directly through the Marketplace, or does CCS facilitate that interaction? Are there any indicative timelines or required actions suppliers should follow after being contacted?	Response to be provided		
186	Clarification Questions	How does CCS ensure fairness and transparency in Direct Award decisions, particularly when a higher-priced supplier is selected? Will suppliers be able to view award outcomes, including which supplier was selected and on what basis?	Response to be provided		
187	Clarification Questions	If a supplier wishes to add new capabilities (e.g., AI-driven testing tools or security enhancements) after the catalogue goes live, can the same service listing be updated, or must a new listing be created?	Response to be provided		
188	Clarification Questions	Do we have any templates for suppliers to upload service definition documents, rate cards?	Response to be provided		
189	Clarification Questions	Please confirm whether there is a prescribed word or character limit for responses in the Technical and Commercial (TAC) section.	Please refer Attachment 2b for the lot you wish to tender for. Where one exists, character counts will be displayed within the Digital Platform.	07.11.2025	V4.0
190	Clarification Questions	Will CCS provide a standard pricing template or format for rate card uploads, or should suppliers prepare and submit pricing information in their own open-document PDF format?	Response to be provided		
191	Clarification Questions	Does the supplier portal support multi-user access, allowing different users to work simultaneously on separate sections without overwriting each other's progress?	Yes this is correct, you are able to create other accounts. When you log into your account there is a section on the right hand side called contributors where you can add further users.	07.11.2025	V4.0

192	Clarification Questions	What specific subcontractor details are required within the submission — for example, ISO certifications, Cyber Essentials status, credit rating, or financial history?	Response to be provided		
193	Clarification Questions	Can suppliers add new service categories or sub-services beyond those listed in the CCS-defined service taxonomy, provided they fall within the scope of their lot	Response to be provided		
194	Clarification Questions	What are the exact criteria or metadata fields used by CCS to define buyer search filters and determine how supplier listings appear in relevant search results?	Response to be provided		
195	Lots 1a & 1b - Mandatory certifications to be held by reseller and professional services provider?	For lots 1a and 1b it states that the below certifications are mandatory: Cyber Essentials Plus ISO 9001 ISO 20000-1 ISO 27001 ISO 27018 Our company would be a bidding entity on the framework; we are a reseller and provider of professional services. Question: Do we need to provide validation of all of the the above certifications, in our company's name, or is it acceptable for only the Cloud product provider to hold these certifications in their name?	Response to be provided		
196	Lot 1 - ISO Certifications	Could you please confirm which statement applies on this iteration of the framework - 1) Suppliers will need to have the required ISO certifications by the tender submission deadline. 2) Suppliers are required to acquire certifications by contract award/go live date (s).	Response to be provided		
197	Portal sections locked - "Cannot start yet"	We have completed the first required sections within the Digital Platform for G-Cloud 15 submission—namely Company Details, Supplier Declaration, and Add Services. However, the remaining sections, including Pricing, remain locked with a 'Cannot start yet' status, which prevents us from progressing or validating our services against the required pricing model. Please could you clarify if there is a system prerequisite or further action required on our part to unlock these progress sections? If this is a technical issue, is there a workaround or estimated resolution time? We are concerned this may impact our ability to meet internal deadlines.	Response to be provided		
198	18 Months	Please claiify: 1. At the 18 month breakpoint, can we sign up anew if we are not already on the G -Cloud 15 framework, in other words can we apply to be on the framework at that time? 2. If we are already on, can we add new products, so new listings or only refresh our current listings?	Response to be provided		
199	Subcontractors/Key-Subcontractors	Please can you confirm that where a bidder (reseller) is reselling the services of a vendor/OEM/cloud service provider, it is not necessary for the reseller to list the vendor/OEM/cloud service provider as a subcontractor/key-subcontractor?	Response to be provided		
200	Price Per Quality Point (PQP)	In section 17.4 of Attachment 2, you have stated that for each Lot, a price per quality point (PQP) will be determined by dividing each bidders tender price by its quality score. Can you advise what the PQP is intended to be used for and what impact the PQP score will/may have on the bidder?	Response to be provided		
201	Pricing	Please can you confirm that if a bidder meets all mandatory compliance requirements, they do not score 0 on any of the quality questions for each Lot and they complete the pricing components compliantly for each Lot, that they will be awarded a place on framework Lots that they are applying for?	Response to be provided		
202	Lots 1a/1b	Where a bidder intends to bid for both Lots 1a and 1b and a service is relevant/within scope of both, is it possible to have the functionality to copy/clone services from Lot 1a to 1b so that bidders do not have to manually input the same service data twice?	Response to be provided		
203	Lot 1a/b Quality Award Questions	In relation to the Quality Award Questions for Lot 1a/b, if in the 'Mandatory Certifications' section the bidder declares that they are a reseller, where the bidder is required to declare if they are "reliant on the Cloud Service Provider for some accreditations required by the specification for this Lot, such as cloud security related ISOs", can you confirm that even if the bidder responds 'Yes', that they are not required to declare the Cloud Service Provider as a subcontractor/key-subcontractor?	Response to be provided		

204	Lot 1a/b Quality Award Questions	Can you confirm that bidders can only apply for Lot 1b (above OFFICIAL) if in the 'Mandatory Certifications' section of the Quality Award Questions if they declare that they are in 'Sole Control of the Infrastructure'? When this option is selected, a further option appears for bidders to provide ISO 27018 evidence which does not appear when the 'Reseller' option is selected.	Response to be provided		
205	Lot 1a/b Quality Award Questions	In relation to the Quality Award Questions for Lot 1a/b, if in the 'Mandatory Certifications' section, please can you confirm which option should be selected where a bidder wishes to both resell the services of a public Cloud Service Provider and sell their own private cloud solution which they are the sole proprietor of? Where the majority of services listed will be resold from a public Cloud Service Provider, should the bidder select the 'Reseller' option and declare themselves in the section where bidders are required to list "all those organisations whose IaaS or PaaS services you intend to resell"? If so, would it then be acceptable for the bidder to state "N/A" for the link to proof of partnership/certification?	Response to be provided		
206	Lot 1a/b Quality Award Questions	In relation to the Quality Award Questions for Lot 1a/b, if in the 'Mandatory Certifications' section a bidder has selected 'Reseller' and is required to list the name of the organisations whose IaaS or PaaS services you intend to resell, where the bidder is required to provide either a link to demonstrate the certification or upload a certification, can CCS confirm if they will accept: copies of partner status certificates and/or letters from the vendor confirming the partnership status?	Response to be provided		
207	Lot 1a/b Quality Award Questions	In relation to the Quality Award Questions for Lot 1a/b, if in the 'Mandatory Certifications' section the bidder declares that they are a reseller, if the bidder fails to name an organisation/cloud service provider at the framework bid stage, will this prevent the bidder being able to supply the services of that cloud service provider when the framework is live?	Response to be provided		
208	Lot 2a/b Quality Award Questions	In relation to the Quality Award Questions for Lot 2a/b, can you confirm that if a bidder scores 0 for any of the 4 'Mandatory award criteria for Lots 2a and/or 2b' questions, their bid will be disqualified? I.e. even if a bidder achieving a weighted score of 7.5 out of 10 for quality by scoring 0 on one of the questions and 100 on the remaining three, the bidder will still fail? Is our understanding correct?	Response to be provided		
209	Lot 2a/b Quality Award Questions	In relation to the Quality Award Questions for Lot 2a/b, with regards to the 'Mandatory award criteria for Lots 2a and/or 2b' questions, can you confirm what the criteria is for determining whether a bidder scores 100 or 0 for each question? For example, for the question "How you will provide user support", will a bidder score 100 by answering "Yes" and 0 for answering "No"? If so, please can CCS advise what the impact is (if any) on scoring based on the subsequent selection of the support level that applies (I.e. 24x7, 9-5x7, 9-5 mon-fri).	Response to be provided		
210	Lot 3 Quality Award Questions	In relation to the Quality Award Questions for Lot 3, with regards to the 'Mandatory award criteria for Lot 3' questions, can you confirm what the criteria is for determining whether a bidder scores 100 or 0 for each question? For example, for the question "Are you prepared to make sure your staff have staff security clearance", will a bidder score 100 by answering "Yes" and 0 for answering "No"? If so, please can CCS advise what the impact is (if any) on scoring based on the subsequent selection of the support level that applies (I.e. conforms to BS7858:2019 or doesn't conform to BS7858:2019)	Response to be provided		
211	TACs	In relation to the TACs, please can CCS advise how customers will be contacted, at what point they will be contacted, how the customer will be required to "sign" the TAC and how long they will have to sign it?	Response to be provided		
212	TACs	In relation to the TACs for Lots 2b 3, please can you confirm that the TAC does not need to be signed before the submission deadline but does need to be signed before the bidder can enter into a call-off with a Buyer, and that only Lots 1a and 1b need to be signed before the submission deadline?	Response to be provided		

213	TACs	When CCS contact the customer nominated in the the TAC, would CCS be able to advise the bidder so that they can reach out to the customer to ensure they have received the TAC request from CCS and are in a position to action it? Whilst bidders can ensure customers are made aware they will be contacted for their signature and get confirmation from the customer that they are happy to sign the TAC before submitting, circumstances could arise beyond the bidder's control post TAC submission which may prevent the customer from actioning the request (e.g. long term sickness). In any such event, would CCS be prepared to allow the bidder to nominate a different contact to sign the TAC or possibly submit a new TAC altogether so that they are not disqualified over something they could not have foreseen or have any control over?	Response to be provided		
214	Pricing	In relation to the pricing section for Lot 1a/b, for the onboarding pricing, can CCS confirm that the average will be generated by totaling all 9 prices submitted and then dividing the total figure by 9?	Response to be provided		
215	Pricing	In relation to the pricing section for Lot 1a/b, for the discount section, please can CCS advise what they refer to as the bidder's "baseline price"?	Response to be provided		
216	Pricing	In relation to the Lot 1a/b pricing, in relation to the sections "Formula for calculating price of your services" and "Price certainty", can you confirm these are unscored and are for information only?	Response to be provided		
217	Pricing	In relation to the Lot 2a/b pricing, in relation to the sections, can you confirm that the bidder's totaled discount will be decided by adding the discounts across each price bracket together (e.g. if a bidder offers 5% for each of the 6 value bands, their totaled discount will be 30%? Or will it be an average (I.e. the total discount offered across all value bands divided by 6)?	Response to be provided		
218	Pricing	In relation to the 'Pricing' section for Lot 3, bidders are required to enter pricing for at least one role. Where a bidder does not supply a price against a role at framework bid stage, will the bidder be precluded from supplying that role to a Buyer when the framework is live?	Response to be provided		
219	G-Cloud 15 Lot 2b SaaS: Query on Required Documentation & Attachment Points	I am in the process of applying for Lot 2b: Software as a Service (SaaS) for G-Cloud 15 and seek clarification on the required documentation and where to attach it within the digital application system. Referring to the tender documentation, I have prepared several mandatory documents, such as the Carbon Reduction Plan. However, I am unsure of the specific section within the online application portal where this, and other documents, should be uploaded. Furthermore, I would like to clarify two key points: 1. Rate Card: On previous frameworks (G-Cloud 13/14), we submitted a pricing Rate Card. I have not seen this explicitly listed as a required document for G-Cloud 15. Could you please confirm if the Rate Card is still a mandatory submission for Lot 2b? 2. Comprehensive Document Checklist: To ensure our application is fully compliant, could you please provide or direct me to a definitive matrix or checklist that outlines all the mandatory documents required for Lot 2b, correlating them with the specific attachment points in the online system?	Response to be provided		
220	Clarification Questions	How do I bulk download all the Framework documents	Response to be provided		
221	TAC for Lot 2b	Please confirm, does the TAC need to validate services that have been implemented and delivered that are now live and operational, or is it acceptable to include an example contract that will be live by the time of framework award in Sept 2026, but is still under implementation at the time of submission?	Response to be provided		
222	Sub-Contractors	Please can you confirm that as per G-Cloud 14, for lot 2B, SaaS cloud hosting providers are NOT classed as sub-contractors and will not be required to complete forms, or added to the declaration Q5.	Response to be provided		
223	TACs	In relation to the TAC for Lot 1b, does the contract demonstrated in the TAC need to be an example that was classified as ABOVE OFFICIAL?	Response to be provided		

224	Lot 1a/b Quality Award Questions	In relation to the Quality Award Questions for Lot 1a/b, in the 'Mandatory Certifications' section, bidders are required to provide evidence of certification that they (if they are in sole control of their infrastructure) hold ISO27017 or, if they are a reseller, evidence that the cloud service provider holds this certification. Similarly, if bidding for Lot 1b, bidders are required to provide certification of ISO27018. ISO27017 and ISO27018 are not certifiable in their own right and are add-ons to ISO27001. As such, evidence of certification for these is not possible. On this basis, please can you advise what form of evidence can be provided to meet these requirements?	Response to be provided		
225	TAC Lot 3 clarification	Is it still acceptable for us to select a service from the TAC list for a past project even if its not directly relevant to the specific service we are putting forward in the g-cloud application? For example if we submit FinOps as our service offering in the application can we then only select FinOps as the service in TAC or can we select any of the services even if its not relevant?	Response to be provided		
226	TAC Lot 3 clarification	Responses to questions SLA - none of my questions have appeared in the FAQ update sent round yesterday so please confirm when individuals can expect responses to all questions posed as ive sent about 5 in	Response to be provided		
227	ISO Accreditations	For the ISO certification requirements listed within Lot 1, please confirm whether the Contracting Authority would accept suppliers who are actively in the process of obtaining certification? In previous procurements, evidence of certification in progress (supported by an agreed completion timeline) has been deemed acceptable, as it demonstrates that robust governance is already in place and independently verified through the certification process. Additionally, if ISO 20000-1 certification in progress is not considered acceptable, please confirm whether a formal ITIL-aligned Service Management governance framework (including independently assessed ITIL maturity) would be recognised as an equivalent or interim standard for compliance under this Framework?	Response to be provided		
228	Pricing	We note that Lot 3 pricing evaluation is based upon the average Day Rate across the Job families, roles and role levels that a bidder can provide, with the lowest average day rate acting as the benchmark against which scores will be derived. Suppliers who do not provide senior-level roles would tend towards a lower average day rate than those who include senior roles within their portfolio of supply. This suggests an apparent bias in the evaluation methodology. Can you please provide clarification on this matter?	Response to be provided		
229	Framework Schedule 6	Please can you share any guidance around the use of the Call-Off Special Terms within Framework Schedule 6 (Order Form Template and Call-Off Schedules)?	Response to be provided		
230	Subcontractors registered date	When registering a subcontractor in the declaration process, there is a question that asks - What is the date/ equivalent date your subcontractor registered under the Companies Act 2006, and says the date has to be after 1st October 2009. I assume this does not relate to the date of incorporation of the subcontractor. I have assumed the date of the most recent confirmation statement filed at Companies House is acceptable. Please confirm the most recent confirmation statement date is correct.	Response to be provided		
231	Pricing	Will the published pricing documents on the Digital Platform be used in further competition scenarios, or will suppliers be able to price based on the requirements of the specific tender?	Response to be provided		
232	SDD's	Given that detail requested for service descriptions appears to be more extensive than that requested by CCS for G Cloud 14, is there a new template that we should work to for Service Description Documents? Please advise/ provide.	Response to be provided		
233	TACs	Could you please clarify the position regarding the TAC's required. The versions provided offline do not appear to require signature by the customer. Is a signature required to be added after data is input into the digital platform, and if so, are bidders responsible for obtaining the signature?	Response to be provided		
234	Pricing	Could you please provide full details of pricing information required within the portal – where and what is required throughout the portal?	Response to be provided		
235	Spend	Could you provide indicative spend per Lot across the initial framework period?	Response to be provided		

236	Subcontractors registered date	When registering a subcontractor in the declaration process, there is a question that asks - What is the date/ equivalent date your subcontractor registered under the Companies Act 2006, and says the date has to be after 1st October 2009. I assume this does not relate to the date of incorporation of the subcontractor. I have assumed the date of the most recent confirmation statement filed at Companies House is acceptable. Please confirm the most recent confirmation statement date is correct.	Response to be provided		
237	Subcontractors registered date	Can a new product or service be added to our portfolio during the initial term or do we have to wait for the framework to re-open again? If a new service can be added during the initial term, how long does the process roughly take by CCS to be approved?	Response to be provided		
238	Application Process	Would CCS be able to unlock all sections of the application, so suppliers can begin uploading responses and evidence to the relevant sections as they are completed, rather than waiting for sequential access? In particular, having to complete most of the application before having access to the TAC section in order to get our customers to sign could be a risk, as this needs to be done as soon as possible. Similarly, it would be useful to gain access to the pricing and FVRA elements as well. This approach may help avoid potential bottlenecks toward the submission deadline and enable a smoother application process.	Response to be provided		
239	Service Categories	We've noticed in lot 1a, when selecting the service categories, we can only select within one sub-category within IaaS (for example IaaS compute), and this then stops us selecting anything else. Is this also the case for the other lot categories? Is the intention from CCS that if we offer multiple services (for example IaaS and PaaS) that we need to create separate listings in order to select relevant subcategories or is there a fault in the system?	Response to be provided		
240	Service Categories	Can we please request CCS reconsiders the response to Question 25 and the way the service categories work within the portal. For many Suppliers, more than one tier 1 and multiple tier 2 categories apply to their services; limiting the selection in this way means Suppliers may not appear in Buyer searches and therefore be unfairly excluded from relevant procurements. We would therefore ask CCS to lift this restriction.	Response to be provided		
241	Lots 1a/1b ISO Requirements	Can CCS please clarify if the ISO requirements stated for Lots 1a/1b are required at the point of submission (30th January) or by Framework Award?	Response to be provided		
242	Lots 1a/1b ISO Requirements	To follow up from our ISO CQ submitted, we note that Attachment 2 How to Tender states "22.8. You are required to send the documentary evidence of the above no later than the date provided in the assessment summaries". As assessment summaries are issued on the 4th September, are we to assume that in the ISO uploads section in the Quality Questionnaire, can submit a document that confirms we will have ISO's in place by the date specified in the assessment summaries, once available on the 4th September?	Response to be provided		
243	Lots 1a/1b ISO Requirements	Can we please request CCS reconsiders the response to Question 14 and the requirement for Lots 1a/1b Suppliers to provide evidence of ISOs at the tender deadline. This is for several reasons: a) this is in contradiction to Attachment 2 clause 22.8 which states they are to be provided at the date of the assessment summaries 4th September; b) the requirement for ISOs was not mentioned at any of the pre-market engagement events and therefore Suppliers are not being given sufficient time to obtain these ISOs if the requirement is to have them by 30th January, c) all other CCS frameworks allow such evidence to be provided at the point of Award/assessment summaries so this is a divergence from the usual approach. Allowing Suppliers until 4th September as is stated in Attachment 2 will give Suppliers reasonable time to obtain these ISO requirements especially as this requirement has only just become known to us.	Response to be provided		
244	Framework Schedule 1 - Clause 6.4	Could CCS please urgently clarify whether Framework Schedule 1 clause 6.4 Service Exclusions should include "bespoke design or development" as has always been the case with G-Cloud? (e.g. see G-Cloud 14 Attachment 8 clause 2.10.5). We are keen to understand whether this has been omitted by mistake or is intentional - if intentional, it means many more, previously-excluded Suppliers can now apply for G-Cloud, however we would note the overlap with the Digital Outcomes and Specialists framework.	Response to be provided		
245	G-Cloud Question Export Excel Document	Under Service as a SaaS tab can you advise what the max word count is for the following question: Service scope/Service constraints/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.	Where one exists, the character count will be displayed.	07.11.2025	V4.0

246	Lot 2a/b Quality Award Questions	In relation to the Quality Award Questions for Lot 2a/b, in the 'Mandatory award criteria for Lots 2a and/or 2b ' section, where the bidder is intending to upload a number of different services from a number of different cloud service providers (CSPs), please can you advise how bidders are expected to answer the following question sections: - How will you provide asset protection - What frequency will penetration testing be conducted - How you will provide data sanitisation For example, in relation to the question about the frequency of penetration testing, CPS 'A' might conduct penetration testing "At least every 6 months", CSP 'B' might conduct testing "At least once a year" and CSP 'C' might conduct testing "Less than once a year". In this scenario, bidders have answers spanning the full range of options from the CSP but these questions at a framework level requires a binary response that is not necessarily the case across the board.	Response to be provided		
247	G-Cloud Question Export Excel Document	Looking at other questions under the G-Cloud question export excel document, under Service as a SaaS tab there does not seem to be any max word counts for the text entries. This proving difficult to prepare answers. Can you provide an excel document with the words included?	Where one exists, the character count will be displayed in the Digital Platform.	07.11.2025	V4.0
248	Unable to start FVRA, TAC, quality questions, pricing sections	Can you confirm what needs to happen before we can complete the Financial Viability Risk Assessment (FVRA), Technical Ability Certificate (TAC), Quality questions and Pricing sections? I'd like to get these underway while we work on our services but the system shows 'Cannot start yet'.	Response to be provided		
249	ITT document versions	Document "RM1557.15 G-Cloud 15 Attachment 2d: quality questionnaire" is now at v1.0 but was previously v4 and then 4.1. Similarly "RM1557.15-G-Cloud-15-Attachment-2-How-to-tender-v6.0" went to v6.1 and is now at v1.0. This is becoming confusing and it was already difficult to detect changes in the ITT documents. There is a danger that suppliers will be working from the wrong versions. Please can CCS think about how to improve this and make sure suppliers are notified of version changes. Also, please include version history in each document along with the key changes at each version.	Response to be provided		
250	TACs	Please can CCS confirm if it is acceptable to use the same contract example to satisfy the TAC requirements for different Lots providing that the contract demonstrates it meets the required criteria. For example, a bidder may have a contract example where the contract deliverables meet the requirements of both Lots 1a and 3.	Response to be provided		
251	TACs	Within the Technical Ability Certificate section on the portal application, are we required to provide a customer that can provide all of the areas of the sub-Lots that we are applying for? Or are we required to provide multiple customers to ensure that all sub-sections are covered? Or are we just providing one customer to cover some sub-Lots as indicative example that we are able to deliver?	Response to be provided		

252	TACs	Regarding the Social Value themes and missions within the Supplier Declaration section, we seek clarification on the potential consequences of our selection for both the framework application stage and subsequent call-off contracts. The guidance confirms that selecting more than one theme will not affect our acceptance onto the G-Cloud 15 framework. However, we need to understand the practical impact of our commitment level: 1. Contractual Commitment: If we select multiple Social Value themes in the declaration, does this constitute a mandatory commitment to deliver against all selected themes in every resulting call-off contract? Alternatively, does the framework selection simply indicate the scope of our potential capability, with the specific Social Value requirements being defined and scored at the subsequent call-off stage? 2. Exclusion from Future Tenders: If we limit our selection to the minimum required (one theme), could this inadvertently preclude us from bidding on future call-off contracts issued by public sector bodies that may specify a Social Value theme we did not commit to during the G-Cloud 15 framework application?	Response to be provided		
253	TACs	Bidders are required to state whether they have cyber essentials or cyber essentials plus certifications. If a bidder has CE+, what should they answer for the Yes/No CE question? If they state yes, they need a certificate number which they won't have, but if they state no then a reason has to be provided. The reason does not allow them to state that they are saying No because they have CE+ instead.	Response to be provided		
254	TACs	"For the avoidance of doubt, the TAC must evidence a contract that started on or after 23 October 2022. " - if the main contract has started before that date, but there has been extension in place and the services are still being delivered now - can it be used for TAC?	Response to be provided		
255	Technical Ability Certificate	GC15 requires a supplier to state that they have ISO27017 certification. This wasn't a requirement under GC14 but has become a mandatory requirement for lot 1a under GC15. 3 months is insufficient time to get accredited to ISO27017. Would CCS be prepared to relax this mandatory requirement and allow it to be optional and determined by the buyer if the standard should be mandated at call-off. If this is not acceptable, would CCS be prepared to relax the requirement and make the standard mandatory for all call-offs, but not at framework award. Making this standard mandatory for framework award will exclude many suppliers, especially SMEs, who do not have the time or budget to implement this standard by Q1 next year.	Response to be provided		
256	Responses to Social Value Themes	This question is showing in the G-Cloud question export excel document but is not showing on the online portal to upload the response. Governance/Information security policies and processes/ What information security policies and processes do you follow? Can you advise if this question is required?	Response to be provided		
257	Cyber Essentials vs Cyber Essentials Plus	For Lot 3, when creating a new service, it appears that the previous functionality allowing suppliers to input individual service pricing (e.g., unit pricing, monthly pricing) has been removed. Instead, suppliers are now required to enter minimum and maximum rates for GDaD roles directly into the platform, which are scored. Purpose of the Pricing Document: Could CCS confirm the purpose of the "pricing document" attachment section within each service? Is it intended for suppliers to upload a document that outlines the specific pricing for that individual service? Impact of GDaD Rates: Please clarify whether the GDaD rates submitted have any impact on the pricing of individual services. Does one set of pricing (GDaD rates vs. service-specific pricing) take precedence over the other, or are they used for different purposes?	Response to be provided		
258	Technical Ability Certificate	How will the Social Value Missions and Outcomes selected during the framework application process be used after award? Could not selecting certain Missions or Outcomes in our framework response affect our visibility or eligibility for: - Buyer filtering for direct award? - Participation in further competition once the framework is live?	Response to be provided		

259	ISO27017 certification	From what we can see, the Social Value section only includes checkboxes within the Declaration (Parts A, B, and C). There does not appear to be an option to provide narrative evidence or detailed written responses regarding Social Value commitments. Please confirm if this understanding is correct and whether any additional evidence is required.	Response to be provided		
260	Services Online Questions	Section C of the Declaration requires a Social Value contact. Our organisation does not have a single individual responsible for Social Value across all of our business units. Is it acceptable to provide the details of a shared inbox (actively monitored) instead of a named individual, so queries can be triaged to the appropriate person?	Response to be provided		
261	Pricing Document and Rate Card	Can CCS confirm whether ancillary services must be listed under both the relevant service Lot and the correct delivery Lot, or only the delivery Lot where the service will be provided?	Response to be provided		
262	Social Value	Kindly confirm that we can update our price file at any time under lots 1a and 1b including decreasing or increasing prices without requiring CCS approval.	Response to be provided		
263	Social Value	Kindly confirm whether Referees need to digitally sign the Technical Assistance Centre (TAC) before the bid deadline in order to be compliant, In addition please confirm whether we can submit more than one TAC per lot for signature to ensure we are not reliant upon a single individual for compliance.	Response to be provided		
264	Social Value	The pre-market engagement events did not provide suppliers with sufficient notice of mandatory elements, to ensure they meet requirements. To support industry SMEs to meet the mandatory criteria, will CCS consider extending the submission deadline to support their participation?	Response to be provided		
265	Ancillary Services	If a supplier is bidding under Lot 2b with a few different solution offerings under that Lot is a TAC required for each offering or just one per Lot 2b application?	Response to be provided		
266	Price files	Can you advise if upload documents, eg service definition, pricing etc are required to be uploaded in word and pdf format?	Response to be provided		
267	TACs	Could you please confirm whether bidders are required to provide written responses for the quality questions for Lots 2a/2b and Lot 3? When accessing these sections on the portal, the questions appear as yes/no options only, and there isn't an area to input a written response.	Response to be provided		
268	Extension request	Under GC14, each service was allowed to have it's own pricing document, and within that, each service could document it's own rate card. This pricing process still seems to be supported for GC15 and a service can have an uploaded pricing document. However, under GC14 there was also the need to upload an SFIA rate card to cover any services which didn't have their own resource rates. Having now completed a single service for Lot 2 (Saas) to allow access to all other sections, including FVRA, TAC and pricing, there is nowhere to upload a rate card, and the only pricing requirement for Lot 2b appears to be entering discount values? Previous clarification answers from CCS seem to suggest that rate card details should be entered to the portal.	Response to be provided		
269	Technical Ability Certificate - TAC	A significant number of services that we offer covers more than one service category and as such we are unable to accurately reflect our services due to the binary categorisation lists in the portal. For example, our fully managed service for public/private or hybrid cloud, should allow us to select the following categories as a minimum: Managing Public Cloud, Migration Planning, Set up and Migration, Security Testing, Performance Testing, Training and Ongoing support. Currently, this would require suppliers to upload multiple iterations of the same service to meet each category needed which is an unnecessary administrative exercise which could lead to issues now and in the future when modifying or deleting services. Can the Authority remove the restriction on the categories to allow suppliers to select a range of categories and sub categories that accurately reflect their services?	Response to be provided		

270	Technical Ability Certificate - TAC	Our interpretation of the framework specification is that 'above Official' services, where they are not for IaaS or PaaS, can be provided in lots other than 1b. For example, a Cloud Support offer capable of meeting 'above Official' requirements could be delivered via Lot 3. Please can CCS confirm this.	Response to be provided		
271	Social Value	If we submit under "Build an NHS fit for the future" mission, will this be sufficient when dealing with non-NHS contracts?	Response to be provided		
272	Section Declarations	Once we submit a section declaration is there any way to go back and edit after?	Response to be provided		
273	Bronze FVRA	Can you confirm that "RM1557.15-Attachment-5b-Lots-2a-2b-3-FVRA-Bronze-Plus" is only required if the supplier does not pass the financial scoring? Can you provide more details on how that process works and at what point the attachment requirement is triggered. Is the process the same as was added in GCloud 14?	Response to be provided		
274	In-progress ISO 20000-1 certification	We're currently going through the certification process for ISO 20000-1. At what point is it mandatory to have the certification in place? Would it be at the framework application deadline or framework go-live date?	Response to be provided		
275	RE: TAC	Regarding the TAC for LOT 3 - Cloud Support Services - Do we need to complete a TAC for each service we wish to supply for?	Response to be provided		
276	RE: TAC	regarding the organisation Name and DUNS number for the TAC does that pertain to my organisation or the organisation of the customer?	Response to be provided		
277	Cyber Essentials	If as per your response to CQ 63, "For all lots, Non-mandatory Standards and certifications may be confirmed as part of your application and updated throughout the life of the Framework agreement.", can a non-certification be updated to a certification once received throughout the life of the Framework agreement as well?	Response to be provided		
278	This TAC is not available for viewing	i receive a link for TAC certificate, it says This TAC is not available for viewing. this means on the dashboard, it says incomplete? If the certificate is issued by your system, why does it say incomplete on the dashboard?	Response to be provided		
279	Length of time for company	my company was set up in March 2023. Am I still eligible to apply.	Response to be provided		
280	Lot 3 SDD Guidance	The Lot 3 Digital Marketplace form SDD guidance link directs users to https://www.gov.uk/guidance/g-cloud-suppliers-guide , which is the GC14 guidance last updated on 11 March 2024. Will updated guidance be issued for GC15, or does the previous guidance also apply to this process?	Response to be provided		
281	Technical Ability Certificates - All Lots	Grateful if the Authority could confirm, whose responsibility is it to obtain the electronic signature on the TAC? a) does the Supplier issue the completed template to the Buyer for signature? or b) does CCS issue the certificate based on the information completed on Digital Marketplace for each Lot? If its option a, please confirm what does the Supplier do with the signed TAC certificate as I cannot see where on Digital Marketplace to upload it to.	Response to be provided		

282	ISO 20000	Grateful if the Authority could review the following and confirm if you will please adopt a similar approach for G-Cloud 15 regarding ISO 20000. ISO 20000 was a requirement for the RM6190 Technology Services 4 Framework bid and the bid documents stated that "Alternative to ISO/IEC 20000-1 2018 Information Technology - Service Management: ITIL Maturity Model Assessment, conducted at an organisational level by a recognised external body and consisting of a Service Value System assessment and/or a capability assessment including continual improvement and/or a comprehensive assessment" . Then in response to CQs raised, the CCS TS4 team confirmed "All suppliers completing an ITIL Maturity Model Assessment will need to obtain at least a Level 2 in the assessment that they are undertaking. Achieving a capability level of 2 shows that 'the practice systematically achieves its purpose through a basic set of activities supported by specialized resources'." So ref the G-Cloud 15 bid and given I can also not locate anywhere in the G-Cloud 15 Supplier Briefings that ISO 20000 was mentioned or that it would be a mandatory requirement for Lots 1a and 1b, grateful if you could please confirm if you will accept the ITIL Level 2 Assessment. For any Suppliers that do not have ISO 20000, it is our understanding it will take between 3 to 12 months to become ISO 20000 certified and which therefore means we do not have sufficient time to complete the ISO 20000 certification given the requirement is to provide the certificate by the tender deadline and of course the time available to us is further reduced given I expect we will lose 2 weeks in December/January.	Response to be provided		
283	Technical Ability Certificate for Lots 1a and 1b	Grateful if the Authority could confirm whose responsibility is it to electronically submit the TAC for Lots 1a and 1b to the named customer for verification? Does a Supplier just need to upload the completed TAC to Digital Marketplace for CCS to then manage obtaining the signature? Given there is a requirement for the customer to electronically sign the TAC by the submission deadline for it to be deemed compliant, please confirm what a Supplier needs to do to make this happen. Does a Supplier need to have uploaded the completed TAC template by a specific date to allow time for the electronic signature to be received?	Response to be provided		
284	Lot 3 - Pricing Document	Grateful if the Authority could confirm what format Suppliers should use for the Pricing Document that needs to be uploaded with each of the Lot 3 Service Offerings or will you be providing a standard template.	Response to be provided		
285	Mandatory ISO for submission	During the pre-market engagement exercises it was never mentioned that ISO certificates will need to be provided by the submission date nor were they discussed as being mandatory until the release of the tender documentation. Can the Authority reconsider that suppliers have to provide evidence by the submission date and instead allow suppliers to provide evidence by the award date which is typically the normal framework process. This allows enough time for suppliers to gain certification if required.	Response to be provided		
286	Lot 2b / Lot 3 ISO Certification	All hosting is done by a long term UK ISO 27001 partner, could you please clarify if their ISO 27001 certification is sufficient.	Response to be provided		
287	Accreditations	Can you please confirm that for lots 2a, 2b & 3 that none of the following accreditations are required: ISO 9001 ISO 20001 ISO 27001 ISO 14001 ISO 27017 ISO 27018 Cyber Essentials Plus	Please refer to the bid pack.	07.11.2025	V4.0
288	ISO Compliance	Please will the Authority accept confirmation that ISO compliance will be achieved in time for framework award, rather than at the point of ITT submission?	Response to be provided		

289	Service categories (Lot 3)	When entering a service and selecting service categories only one of the following can be selected: - Managed Cloud - Cloud Financial Management Services - Cloud Migration Planning - Set Up and Migration - Security Services - Quality Assurance and Performance Testing - Training - Ongoing Support Our services cover several categories, how can we show this?	Response to be provided		
290	Service categories	When G-Cloud 15 is live, will Buyers be able to filter searches by the services categories aligned to them?	Response to be provided		
291	Cyber Essentials Accreditation	Can you confirm that for any application to Lot 2b, the vendor has to hold Cyber Essentials and/or Cyber Essentials + certification. Or is CE and/or CE+ optional? Under what considerations does CE and/or CE+ need to be held ? For example if our solution is NOT processing citizen data do we need CE and/or CE+ ?	Response to be provided		
292	Associated group of companies' eligibility	We are an NHS organisation. In the TAC, how do you specifically define 'within your associated group of companies'? Can a contract with a GP practice or umbrella organisation such as ICS groupings, organisations collaborating in neighbourhoods of practice, GP federations, PCNs, etc. be used? We are all independently managed organisations, but they might be legally construed as a collection of 'associated companies'.	Response to be provided		
293	Lot Descriptions	Is there a place we can find more details on the lots, aside from the lot breakdown? Are lot definitions available anywhere in the tender document?	Response to be provided		
294	Lot Descriptions	Are the structure and requirements for the service definition packs published anywhere? Or are they the same as for G-Cloud 14?	Response to be provided		
295	Rate Card and Pricing	Is it correct that the SFIA rate card is no longer being used for pricing for day rates and day rate/pricing for Lot 3, specifically? It appears that the form being used is now RM1557.15-Lot-3-Pricing-Rate-Card-for-Job-family-Roles-and-Levels - can you confirm this? This form has no space to add a maximum day rate. I have added a column at the end and then added a maximum day rate against each role, PDF'd it and uploaded it as my pricing document - is that acceptable?	Response to be provided		
296	Pricing	I would be curious what is the difference between the Pricing document submitted under the Service Description and the Pricing section on the application? We cannot open the Pricing section yet.	Response to be provided		
297	Service Type	We are an SaaS under Lot 2b, providing an online queuing solution, but there does not seem to be an option that suits our service.	Response to be provided		
298	Pricing discount evaluation	The pricing evaluation is done based on a discount given on annual contract value. We, and many other suppliers, offer a generous discount structure that is based on alternative measures - e.g., multi-year purchase, number of units used upon. We will offer this in our pricing document, but currently it looks like we will be penalised in the evaluation stage for not offering the discount suggested by CCS, and instead offering our own. Can the pricing evaluation be changed to allow for a variety of discount structures?	Response to be provided		
299	Removing draft services	How does one delete draft services which were created in error from G-Cloud 15 application?	There is a remove draft service button you are able to select on the page which will allow you to delete any draft services.	07.11.2025	V4.0
300	Clarification Needed on Selecting Responses for Repeated Quality Questions in Lot 2b and 3	In the scored quality questions for Lot 2b and 3, we've noticed that some questions are repeated within the manual upload. Since our responses vary across these instances, we're unsure how to select the appropriate response from the dropdown options. Should we choose the minimum average response, the maximum, or follow a different guideline?	Response to be provided		

301	Issue with Document	Attempting to complete and then send TAC to my reference to complete: RM1557.15-Attachment-2b-Lot-3-Technical-ability-certificate-v3.1 The customer information block appears to have "some sort of protection" or " overlay on it, meaning you can't type in customer name, address, etc. Will a new document be issued or can I just type/get typed the info underneath?	Response to be provided		
302	Annex 3 - Framework Schedule 1	In Annex A, C and D of Framework Schedule 7 (Call-off Award Procedure) it states under Step 3 "The Buyer will then apply the standardised technical filters set out in Annex 3 to Framework Schedule 1 (Specification) to the Framework Suppliers that remain in the process after step 2 above, in order to identify which Digital Platform Item(s) are capable of meeting the relevant associated elements of the Buyer's Statement of Requirements." There is no Annex 3 to Framework Schedule 1 in the version provided. Please can you confirm if there is a missing Annex to Framework Schedule 1 (Specification) or if an error has been made in the referring to said Annex?	Response to be provided		
303	Download	Please can we have a full download of the questionnaire sections to be completed. We have numerous departments working on these so we need to send out to them internally.	Response to be provided		
304	Technical Ability Certificates	Please can CCS confirm whether the submitted Technical Ability Certificates (TAC) will be made public?	Response to be provided		
305	Categories and sub categories	Can the Authority explain how the buyer will use the Service Categories and sub categories? Are they used as filters to a search criteria and if the sub category is not checked by the supplier, it will not be returned? for example search for all Managed Public cloud services that have FinOps and Migration Planning. If a supplier does not select Migration Planning option or has not created duplicate services of the same type with different Categories, their services will not be returned. Please provide a clear description of how this will work once live.	Response to be provided		
306	Taxonomy category addition	Which would be the best category to select for a supplier that helps to support statutory processes such as consultation and engagement? Should they select "Business Intelligence" and if so, is there any possibility of "Consultation and engagement" being added as a sub-category to provide clarity?	Response to be provided		
307	ISO Certification Evidence Deadline	The additional ISO certifications required to supply on Lots 1a and 1b compared to G Cloud 14 places significant challenges to smaller suppliers. We are already ISO 27001 certified but now need to gain 9001 and 20000-1 in addition. This could be achievable by end of June next year but it is almost impossible to achieve by the submission deadline of the 30 January. A major issue here is the availability of certification auditors. Would CCS reconsider creating a deadline for evidencing ISO certification later in 2026 compared to the current 30th January submission date, which significantly penalises smaller suppliers who do not have all of these certifications currently in place?	Response to be provided		
308	Upload of pricing document vs. pricing on CDP	The application process seems to require completion of pricing on the Central Digital Platform, but also the upload of a pricing document for each service (as was the case with G-Cloud 15). Do we need to upload this document before we can complete the pricing section on the CDP? Or are we meant to upload the pricing document after that?	Response to be provided		
309	Subcontractors	Can you introduce new subcontractors at any point during the 4 year period? For example, if we are a reseller in lot 2, can we resell for additional subcontractors during the term or do we have to wait for the 18 month window to add them	Response to be provided		
310	Subcontractors	Can a Supplier apply under Lot 1 and Lot 2 for the same services?	Response to be provided		
311	Subcontractors	Please advise whether Management Information can be anonymised before publication to protect sensitive customer security information, without contravening the framework's reporting obligations.	Response to be provided		
312	Subcontractors	It would be helpful if the Question and Answers had a column saying which Lot the question for so we can filter quickly to applicable questions. I.e, Lot 1, Lot 2, Lot 3 or Multi Lot	Response to be provided		

313	Accounts	For non-UK entities, would the submission of the following documents (translated into English) as part of the application and CDP be considered compliant: Auditor's reports for FY2023 and FY2024; Consolidated net income statements for 2023–2024 and 2022–2024, presented in GBP; Consolidated balance sheets for assets and liabilities for 2023–2024 and 2022–2024, presented in GBP? If this approach is not compliant, could CCS please confirm the correct method for non-UK entities to provide their accounts with English translations?	Response to be provided		
314	Corporation tax is classified as a current asset?	In the tender documents Attachment 5a and 5b, 1.1a Lead Financial Input tab, the spreadsheet lists Corporation Tax as a current asset, where this should be classified as a current liability. This causes the balance sheet check to fail. If entered as a negative figure, the row check reports a !W! error. If reporting the Corporation Tax as a Current Liability under "Current tax liabilities and social security costs" the spreadsheet reports All Checks OK without errors. Can you please clarify how to report Corporation Tax?	Response to be provided		
315	Insurance Requirements	You state that "You must hold and maintain adequate insurance cover throughout the framework period." with the Minimum levels required by CCS are: Employers' Liability: £5 million Public and Products Liability: £5 million Professional Indemnity: £1 million Can you explain why the Public and Products Liability has risen from the previous £2 million to £5 million, this seems excessive considering the general size of contracts let historically under GCloud. Is this suitable for SMEs? And are the requirements intended to be the same for all Lots?	Response to be provided		
316	Technical Ability Certificate (TAC) Delivery	Can a TAC be submitted where the work has been delivered by another company in the group? If so, does that company have to be declared as a subcontractor?	Response to be provided		
317	Pricing	Can you provide a view of what the pricing matrix looks like in the portal as we could prepare responses ready for when that section opens up for completion?	Response to be provided		
318	Pricing	If suppliers are required to submit company information and declarations before the remaining application sections open, but our financial accounts for the year ending 2025 are still being finalised (and will be available from 1 January 2026), can we initially submit our 2023 and 2024 accounts, and then update the 2025 accounts on the Central Digital Platform (CDP) in January and resubmit our share code? Otherwise, please confirm whether suppliers should proceed with submitting the most recent two completed financial years (e.g., 2023 and 2024) in this situation.	Response to be provided		
319	Pricing	For Lot 2b, in the evaluated pricing section relating to annual contract value and percentage discounts, can suppliers provide separate discount structures for each of their individual services offered under that Lot, rather than a single set of discounts applied across all services?	Response to be provided		
320	Carbon Reduction Plan	can you please confirm if as a Bidder we are only tendering for Lot 3 Cloud Support Services (Additional Services), do we need to produce and submit a Carbon Reduction Plan?	Response to be provided		
321	6.6.1 Framework Schedule (Specification)	The Schedule refers to billing per hour or sub unit of time. Would alternative billing metrics e.g. per GB also be acceptable as long as they were sufficiently granular?	Response to be provided		
322	6.6.1 Framework Schedule (Specification) _2	The Schedule states that services must be available on a "no minimum commit" basis. Can it be confirmed that commercially customer will not be obliged to any commitment in any circumstance as later in the it does refer to discounting for commitments.	Response to be provided		
323	Subcontractor details in Declaration overview	There are a lot of questions to answer relating to our subcontractors. We have 30+, most of these are registered on CDP where this information is already held. Can we provide only the organisation name of their CDP Public Procurement organisation number (PPON) as an alternative, where we know they are CDP registered?	Response to be provided		

324	PS added to LOT 2B to be included as a bundle as part of a SaaS service?	We want to confirm if we are able to have a service bundle that includes professional service's that is integral to our SaaS product can we add this under LOT 2B pricing as long as it not a stand alone service of Professional Service's please? Which only requires us to register to Lot 2b?	Response to be provided		
325	Clarification - Quality Questionnaire Weightings	Please can we clarify the weightings to the quality questions and thresholds that must be met to submit a compliant response. Are bidders required to score 100% on the Quality questions in Attachment 2d to pass and achieve a place on the framework? For example, using Lot 2a as an example scenario – if a bidder scores less than 100 (i.e. 75) on any question, is that bidder disqualified?	Response to be provided		
326	Clarification - Quality Questionnaire Lot 2 and 3 Response	Please can you provide clarity on how to respond to Lot 2 and Lot 3 quality questions. Using Lot 2 as an example, the quality question is broken out into component parts a – d. Each component part is then further broken down, for example a1), a2) etc. On the Digital Marketplace, we can see a1, b1, c1, d1, with YES / NO response options available for each. There is no response option, drop down or text boxes for parts a2), b2), c2), d2). Please confirm how/where we are to answer a2), b2), c2), d2)?	Response to be provided		
327	Terms and Conditions document	For each service it asks us to attach a Terms and Conditions document. Are we able to add our own version of Ts & Cs as we did for G-Cloud 14.	Response to be provided		
328	CDP and Accounts	If a company is new, say, and does not have any accounts or only one set to load into the CDP - ie: they do not have 2 sets of accounts covering 3 years - can they still apply for GC15?	Yes - CCS retains the right to request other information to reach a conclusion of financial suitability. Bidders should provide core supplier information in the CDP, but please note, the requirement is still to provide copies of accounts with the FVRA in the Digital Platform.	07.11.2025	V4.0
329	Lot 3 Pricing	The Lot 3 pricing element on the CDP involves inputting day rates only. Previously we have listed services on Lot 3 that cannot be priced in this way(e.g. implementation service bundles, certifications for users). Are Lot 3 services for G-Cloud 15 restricted only to services that can be priced on a day-rate basis?	Response to be provided		
330	Company Mergers	Following the recent acquisition of our company we are currently undertaking a review with the intention to merge existing legal entities, including the one that currently supplies services under G-Cloud 14. If the entity we register with by 30-Jan-2026 is then merged with another entity will this impact acceptance onto G-Cloud 15. Would the answer be different if the anticipated mergers are for EU companies, as opposed to UK based companies.	Response to be provided		
331	Technical Ability Certificate (Lot 2b)	Please confirm if this needs to be completed as part of this framework application	Response to be provided		
332	Carbon reduction plan template	Please confirm if we can provide a copy of our company's environment plan as evidence, as our plan is not published on our company website	Response to be provided		
333	Amending our services during the 4-year framework period	I cannot find anything in the documents that stipulates how we will be allowed to review and amend our services, products and pricing during the 4-year period. Please clarify what is allowed and when.	Response to be provided		
334	CCS Management Fee	The CCS Management Fee is not stated in any of the framework ITT documents. In particular we would expect this to be stipulated in the framework contract, as part of the terms and conditions?	Response to be provided		
335	Prime and sub-contractors	Is it possible to submit a bid as a prime contractor and also be listed as a sub-contractor for another supplier?	Response to be provided		
336	Lot 3 Additional Services	In Framework Schedule 1, paragraph 11.1.5, you state "Additional Services' must help the Supplier with its services offerings under another Lot." Does this mean that applications to provide services under Lot 3 will be rejected unless companies have also applied to provide services under either Lot 1 (a or b) or Lot 2 (a or b)?	Response to be provided		
337	lot 2a/2b pricing evaluation	we understand that the framework submission is evaluated under the discounts provided for different contract bands. we have a few questions: 1. will these discounts be public to buyers? 2. how will these discounts factor into contract awards with or without competition through the framework?	Response to be provided		

338	Contractor Incorporation Date	I am trying to add a subcontractor and there date of corporation is 4th March 2008 but the system is saying the date has to be 1st October 2009 at the earliest. How do I get around this?	Response to be provided		
339	Clarifying questions	Could CCS confirm which certifications are mandatory for suppliers under Lots 2b and 3 (for example ISO 27001, ISO 9001, or equivalent standards)?	Response to be provided		
340	Clarifying questions	The Framework documentation appears significantly more complex than previous iterations, with multiple layers of terms and conditions applied at both Framework and Call-Off level. Could CCS clarify the rationale for this structure, and whether there are plans to streamline or consolidate the documents for manageability? Specifically, why are special terms introduced within the new Framework Order (e.g. point 12 of Framework-Award-Form-RM1557.15-v1.0-1) rather than embedded into the General Terms from the outset?	Response to be provided		
341	Clarifying questions	Could CCS confirm whether a baseline pricing model using credits (for example £1 per credit, where each credit represents a configurable workflow unit or module) would be considered compliant within Lot 2b, provided that the full methodology and price breakdown are disclosed transparently within the Pricing Document?	Response to be provided		
342	Clarifying questions	Could CCS confirm whether suppliers are required to input a price at every volume band (Very Small, Small, Medium, Large), or whether it is permissible to state that a service is only available from a specific tier upwards (for example, Medium and above)?	Response to be provided		
343	Clarifying questions	Could CCS confirm which specific social value criteria will be evaluated or scored within Lots 2b and 3?	Response to be provided		
344	Clarifying questions	Where within the supplier submission portal will rate cards typically be uploaded or referenced?	Response to be provided		
345	Clarifying questions	Could CCS clarify whether pricing influences search rankings or visibility in the G-Cloud Digital Marketplace (i.e. whether lower prices directly affect positioning in buyer search results)?	Response to be provided		
346	Clarifying questions	Could CCS confirm whether subcontractors may be added post-submission, and what the expected lead time or approval process would be for this?	Response to be provided		
347		Are the CDP and Digital Platform not the same thing?	Response to be provided		
348	ISO Certificates for Lot 1a & Lot 1b	Our ISO 27001 certification was successfully recertified in September. Had we been aware that G-Cloud 15 would require ISO 27017 and ISO 27018, both would have been incorporated into our certification programme at that time. Given this, would it be reasonable for bidders to be permitted until the framework award date (7 September 2026) to provide these additional mandatory ISO certifications to CCS?	Response to be provided		
349	Pricing Evaluation for Lot 3	We will be listing Cloud Managed Services under Lot 3, as per 11.4.1 of the Specification. However we do not charge via day rates and will not be offering roles. How do you advise we complete the pricing evaluation for Lot 3 given that we do not have day rates?	Response to be provided		
350	Taxonomy clarification	We are submitting a listing under Lot 3 for our Managed Backup and Disaster Recovery service. However it is unclear which Tier 2 category and subcategories this would come under in Lot 3. Please could CCS advise?	Response to be provided		
351	Lot 1 vs Lot 2	Please can you confirm that Lot 1a and Lot 1b are for the provision (direct or resell) of hyperscaler services (i.e AWS, Azure, GCP) only? And that any solution that utilises hyperscalers to deliver its service (for example a vendor providing storage services that utilises AWS/Azure/GCP to deliver the service) is classed under Systems Infrastructure or Application Development and Deployment under Lot 2a or 2B?	Response to be provided		
352	Quality Questions	Please can you advise how a reseller should answer the lot 1 and Lot 2 quality questions? For example, Lot 1 in Operational Continuity and Evergreen Maintenance, this will be dependant on the hyperscaler / cloud infrastructure owner, and each will have a different approach. For example, Lot 2 asks us to confirm how we would provide end user support - this will vary depending on the software vendor we are reselling.	Response to be provided		
353	G-Cloud Question Export Excel Document	Will there be a word version of the G-Cloud Question Export Excel Document provided, the excel version is not very user friendly.	Response to be provided		
354	Reseller for Lot 1 IaaS	would a reseller for IaaS be able to go in to Lot 3, under Managed Cloud - Managed IaaS, or would this need to be in Lot 1?	Response to be provided		

355	Lot 1 Cyber Essentials and Non-Mandatory Certifications	Please can you clarify how resellers can provide this information? Cyber Essentials asks for the certificate number relating to the service (services we are reselling) - this certificate will be different for supply chain partner. CSTAR - Again this will be different for each supply chain partner, they will have different Levels and different days / scope. PCI - Again this will be different for each supply chain partner, and will have different dates.	Response to be provided		
356	General Clarifications	Social Value: Section B - Commitment for Future: Delivery Can CCS please clarify if suppliers are required to select 1 option per sub-criteria. For example, we must select an option from 1a, 1b etc Or 1 option from Policy outcome 1, 2 3 etc Or 1 option from all the policy outcomes?	Response to be provided		
357	General Clarifications	Can suppliers make changes to the declaration after completing up until bid submission date?	Response to be provided		
358	Terms and Conditions	In the past on G-Cloud suppliers have been able to submit product specific terms alongside standard terms. Please can CCS confirm whether suppliers can include similar product specific terms and conditions as in the previous G-Cloud versions for G Cloud 15?	Response to be provided		
359	Supplier Terms and Conditions	For each of the individual offerings where it asks for Terms and Conditions, are we allowed to use our own MSA/Ts and Cs document as we have on previous G-Cloud iterations?	Response to be provided		
360	Lowering Prices at Call-off	Could CCS please clarify it's position on lowering prices at call-off stage. We are trying to understand whether Suppliers are able to offer discounted rates to Buyers on an ad-hoc basis, or whether discounts need to be published and available to all Buyers. There seems to be conflicting information within the Bid Pack: - Framework Schedule 1 6.5.5 (a)(ii) states that Pricing on the Digital Platform must "be the price that the Buyer will pay for the Services/Deliverables. They may be reduced, but any reductions must be in accordance with Framework Schedule 3 (Framework Prices) and published on the Digital Platform to be available for all Buyers." - Framework Schedule 1 6.6.1 (o) states that for IaaS and PaaS "The Supplier may offer preferential terms in response to a Buyer's requirement that contain specific term commitments with respect to specific Services or volume based commitments for discounting purposes." - Framework Schedule 3 4.4.1 states that for SaaS "The Unit Price of Services or other Deliverables may be decreased, (but not increased) by the Supplier at any time during the Framework Contract Period." - Framework Schedule 3 5.4.1 states that for Lot 3 "the Maximum Day Rates can be reduced (but not increased) at any time during Framework Contract Period."	Response to be provided		
361	Application Development and Deployment	Could CCS please clarify the Lot 2b Tier 1 taxonomy category "Application Development and Deployment." Does this mean to include suppliers who can build bespoke software? Or is it intended for suppliers of pre-existing SaaS which can be customised/developed further? We believe it to mean the former, but wish to seek absolute clarification here as a) bespoke development has previously been out of scope for G-Cloud, and b) the Lot 2b front-end questionnaire is structured in a way that describes an existing platform, rather than to describe software engineering services for new software.	Response to be provided		
362	Quality Questions - Word Limit	Could you please confirm whether the total word limit applies per question, including its sub-sections?	Response to be provided		
363	Clarification Log v3	We have been reviewing v3 of the clarification log and there appears to be a number of issues that weren't in v2. As an example, the subject of clarification 258 is "Technical Ability Certificate" but the question is on social value. In v2, the subject title aligned to this CQ was "Social Value". Similarly, in V3, clarification 258 was 278 in v2. We assume the numbering has changed as duplicate questions have been removed in v3?	Response to be provided		

364	Lot 3 Cloud Support - Service Offering	In the Email and Ticketing section for the question "How quickly do you respond to questions?" ... does this mean in regards to queries about the service definition or as part of the delivery of that service?	Response to be provided		
365	Amendments to ITT Documents	Grateful if the Authority could please upload the the "marked up" versions of the ITT documents when changes have been made as this will save Suppliers having to read through the full document again.	Response to be provided		
366	Lot 3 Cloud Support - Service Offering	For the section asking "When can users get phone support/web chat?", can we have an option of "depends on scope and requirements of service delivery"? If this will not be possible, please confirm how Suppliers should respond to this question.	Response to be provided		
367	Previously submitted answers	As an existing supplier of G-Cloud, is it possible to edit / amend our previous submissions rather than re-create a new submission? Can the text be made available in the portal to avoid re-keying the text?	Please see response to question 1	07.11.2025	V4.0
368	Public Domain Pricing	We understand that the pricing documents submitted for each service description will be available to the buyer and also within the public domain. Please can the authority confirm whether the discounts applied to Lots 2 & 3, used as part of the evaluation will also then be available to the public, post contract award.	Response to be provided		
369	Attachment 2d	Could CCS urgently provide the updated version of Attachment 2d – Quality Questions in response to CQ 26? We found CCSs response unclear and would appreciate having the amendments clearly laid out as referenced.	Response to be provided		
370	Subcontractors for cloud hosting	We use a third-party provider to deliver our hosting services. This provider utilises Google Cloud Platform (GCP) as part of its own infrastructure. We understand that all subcontractors involved in the delivery of our service must be declared. However, GCP is not contracted directly by us, but is instead part of our supplier's own delivery chain. Can you confirm whether we are required to declare both the third-party provider we subcontract to and Google Cloud Platform in our G-Cloud 15 submission, given that we have no direct contractual relationship with GCP?	Response to be provided		
371	TACs - Customer Signature	Could you please confirm for the TACs whether, once the details for Lot 2b and Lot 3 are completed on the Digital Marketplace and the 'Complete' button is clicked, CCS will be immediately notified to send signature requests to the customer? Or will these requests only be sent after the 30th January deadline?	Response to be provided		
372	Payments in Contracts above £5m per annum	Please could you answer the following two questions on the "payments for contracts above £5m per annum" section. 1. Does the £5m per annum refer to the annual value of the overall contract or only the amount payable to a sub-contractor as part of the contract? E.g. if the TCV is £10m per annum, and the amount payable to a sub-contractor is £2m, does this qualify as being above £5m? 2. We have answered all questions in this section in a compliant manner. Is it mandatory to provide cross reference information and evidence? If so, please can you confirm what evidence is required? Other than confidential contractual or reporting data, we do not have any evidence to prove payment of invoices within certain timescales. The two free text boxes at the end of the section appear to be mandatory – can we simply mark these N/A?	Response to be provided		
373	Wednesday 5 November 2025 at 12: 48pm	We are applying for Lot 2b, SaaS. Our core solution is a cloud-based web application platform, which can be complemented by a separate mobile application that provides a related service and operates in conjunction with our core solution. In addition, we provide implementation services to assist clients with setup and configuration. Could you please confirm whether these components (the core solution, the accompanying mobile application, and the implementation services) can be combined within a single application, given that they are designed to function together? Alternatively, would these elements need to be submitted as separate applications under the relevant Lots?	Response to be provided		

374	Modern Slavery Question - Compliance Pass/Fail	https://www.applytosupply.digitalmarketplace.service.gov.uk/suppliers/frameworks/g-cloud-15/declaration/edit/modern-slavery Hi there seems to be criteria repeated in the Pass and Fail Section. In the Pass section it is stated : Bidder is not a 'relevant commercial organisation' but has a turnover of more than £36m and has provided a link to an equivalent statement or document which demonstrates information relating to (a) to (f) above. However in the Fail section it similarly states: Bidder is not 'a relevant commercial organisation' but has a turnover of over £36m and has not provided a link to an equivalent statement or document and/or the statement does not include information relating to (a) to (f) above. No satisfactory reason or assurances of future compliance (where applicable) provided. We are not 'a relevant commercial organisation' neither do we have a turnover of £36million, Please can you advise whether one of the above fail and pass criterias are incorrect and if yes how we should proceed?	Response to be provided		
375	Lot 3 Cloud support services – Clarification on Categorising and Uploading Multiple Services	We are applying for Lot 3 – Cloud Support Services, as we provide a range of additional support services to our clients. Some of the services we offer could fit within a single category, for example Quality Assurance or Performance Testing, but may not necessarily align with the available sub-categories. Could you please confirm whether it is acceptable to select a main category, then choose “Other” as the sub-category, and upload multiple services together within the same application?	Response to be provided		
376	Use of Mandatory ISO Certifications for Lot 1a and 1b	Regarding the mandatory use of multiple ISO certifications for Lot1 and given they must be certified by the submission date. Does the Authority realise the reality of this requirement being achievable and the likely elimination it will mean for many suppliers from Lot1a/b? Having experienced many ISO certification projects we would politely like to point out the following. ISO 27017 is not itself a standalone certification, it is a subset of additional controls to the ISO 27001 certification. This means that any supplier without ISO 27017 would need to change the scope of their existing ISO 27001 system and have the entire system re-audited by the 30 Jan 2026. This is impossible as there are only three UKAS accredited certification bodies and they have a distinct shortage of auditors. There is also significant overlap between ISO 27001 and 9001 and 20000-1 which is why many smaller suppliers focus on ISO 27001. Although it may be possible for suppliers without these certifications to put together systems, it is impossible to have them audited in time. This link from ISOQAR, one of the three certification bodies quotes: “When you booked your Stage 1 ISO 9001 Audit, you probably also agreed dates for your Stage 2 Audit about 6 to 8 weeks later. Normally, your system should have been running for at least three months – ideally longer – before the Auditor comes in for Stage 2. You also need to leave yourself enough time to address any Improvement Requests from the Stage 1 Audit. The date of your Stage 2 Audit should have been confirmed with the Auditor at the end of the Stage 1 Audit.”. This is surely going to eliminate a large number and likely smaller Lot1 suppliers in contradiction to SMEs being identified as “particularly suited” to this framework. Please reconsider this requirement. Either provide more time for suppliers to gain certification or make ISO certification non-mandatory with the exception of ISO 27001. Further reading: https://isoqar.com/iso-standards/iso-9001/audit/#getting-started https://www.isms.online/iso-14001/certification/iso-14001-certification-process/	Response to be provided		
377	Lot 3 - Pricing	If a supplier does not offer a named roll included in pricing section of the application, should the supplier enter N/A in each box and will this exclude a supplier from Lot 3?	Response to be provided		
378	Service definition guidance	The link to the service definition guidance when uploading a new service is to the G Cloud 14 guidance. Please can this be updated?	Response to be provided		

379	Lot 3 Pricing	Pricing for Lot 3 Cloud Support Services are done against the Digital and Data Profession Capability Framework, which is Ok if contracts are priced on a time and materials basis. However, most of the projects we engage with customers are fixed price. Please advise how the new pricing rules will affect government agencies looking for fixed price contracts on GC 15 using these new rates	Response to be provided		
380	Clarification on Signed TAC Submission Requirements	With reference to Attachment 2b - Lot 1a/b Technical Ability Certificate (TAC), the following extract appears to contain contradictory instructions: "The customer will be contacted to confirm the information you provided in the TAC is correct. Please ensure your customer is aware they will be contacted for their signature. You will be able to submit your application if the TAC is not signed. For this lot you will be required to have a signed TAC submitted before the tender deadline or your tender may be disregarded." We would be grateful if CCS could please clarify the following: a) Is a signed TAC required prior to the tender submission deadline, or can it be obtained and submitted after tender submission but prior to award? b) If a signed TAC is required before the tender submission deadline, could CCS please confirm the process or mechanism for submitting the signed TAC in advance, as this does not appear to be facilitated within the portal?	Response to be provided		
381	Technical Ability Certificate	Do the services that we are listing and service definition docs that we are submitting have to align to the naming conventions within the service categories? Or do we create our own services and tick which of the categories this applies to?	Response to be provided		
382	Carbon Reduction Plan	I can see from earlier clarifications that the Carbon Reduction Plan is not required when applying for Lot 2b. However, I wanted to check to see if we needed to provide this when applying for Lot 3.	Response to be provided		
383	Supply Chain Payments	The declaration overview refers to "payments in Contracts above £5m per annum", but the statement within the question asks us to "confirm if you intend to use a supply chain for this framework contract to deliver any call-off contract that may be awarded under this framework agreement." We do not anticipate any contracts above £5m per annum, but we do intend to use a supply chain. As these statements appear to conflict, please confirm whether our response should be 'Yes' or 'No' in this situation.	Response to be provided		
384	Modern Slavery	We are not a "relevant commercial organisation" under Section 54 of the Modern Slavery Act 2015 and therefore are not legally required to provide a Modern Slavery Statement. However, we voluntarily produce such a statement to demonstrate our commitment to ethical practices. Within the Modern Slavery section of your questionnaire, the statements listed under "the bidder will pass" do not appear to accommodate organisations that are below the £36m turnover threshold and therefore not required to publish a Modern Slavery Statement. Please confirm how organisations in this position should respond — for example, whether it is acceptable to indicate that we are not a relevant commercial organisation and provide our voluntary statement instead.	Response to be provided		
385	Discount	You've confirmed that the discount will be visible to buyers. Could you please confirm whether this discount can be amended during the duration of the contract, or if changes can only be made when the framework is renewed at the 18-month intervals?	Response to be provided		
386	Price	Could you please confirm where we should provide our pricing for each profile? Should this information be included solely within the pricing schedules? In addition, can you confirm whether our submitted prices must remain fixed for the full duration of the framework, or only for the initial 18-month period, after which we would have the opportunity to retender and amend our pricing?	Response to be provided		
387	Price Visibility	Can you please confirm whether the price for each service will be visible on the platform (similar to how it appears on G-Cloud 14), along with the pricing service descriptions, or if this information will be replaced by the discount details instead?	Response to be provided		
388	Individual Service Offerings Scored/Evaluated?	For G-Cloud 15 Lots 2b and 3, are the individual service offerings, such as the service definition, supplier terms and conditions, and pricing documents, subject to scoring or evaluation? Or is the assessment limited to the mandatory pass/fail criteria for quality, price and social value?	Response to be provided		

389	Subcontractors	Kindly confirm whether a vendor supplying products only (i.e. no services) to a reseller needs to be listed as a subcontractor.	Response to be provided		
390	Pricing	Kindly confirm the relationship between the discount and onboarding prices which are scored and the prices submitted against each service line. For instance, if we enter an onboarding price of £50,000 against a scenario service of £500,000, will that onboarding price be applicable to all services sold with a value between £500,000 and £1,000,000? Will these onboarding costs and discount levels be visible to buyers? Are bidders bound by their maximum onboarding price when submitting further competitions? How with the authority ensure a level playing field when evaluating the onboarding prices submitted, when different services require different levels of resource to onboard. Please confirm how you will ensure that you are comparing like for like (apples with apples). Can the authority provide a mechanism to allow bidders to enter multiple levels of discount percentage to suit different procurement vehicles. For instance, a Value Added Reseller may be able to offer further levels of discount through their direct vendor relationships than through their subcontracted partners. If a bidder does not supply a day rate against a particular role under lot 3, will they be prevented from providing that role to customers through the framework? Is it possible to add the role at a later date?	Response to be provided		
391	Clarification Questions v1	1. Regarding Attachment-5b-Lots-2a-2b-3-FVRA-Bronze-Plus: Does the latest period need to have been audited? 2. Attachment-5b-Lots-2a-2b-3-FVRA-Bronze-Plus: If the "latest period" doesn't need to have been audited, what are the consequences if some of the figures change slightly such as the income tax charge for the year? 3. In Attachment-2-How-to-tender-v6.1, 19. Stage 4: If the ratio of (lowest price / Bidder's price) * 5 is low, is there possibility that the application will be unsuccessful? Is there a minimum % score for the Price Assessment required to be achieved for the application to be successful? How is this aligned to the statement "Suppliers will not be eliminated on price as long as it is submitted in a compliant manner." 4. In Attachment-2-How-to-tender-v6.1, 19. Stage 4: How will bidders be compared given the different industries and nature of products that will be in Lot 2b. 5. In Attachment-2-How-to-tender-v6.1, 19. Stage 4: How is minimum discount defined and how will the mechanism for offering this on contracts work. E.g. does this need to be offered on every contract	Response to be provided		
392	cloud based VoIP phone systems	We provide cloud based VoIP phone systems for businesses. Which lot should we register under?	Response to be provided		
393	Certification Requirements	The clarification document states that 'ISO/IEC 20000-1 is a mandatory requirement' for Lots 1a and 1b. Please confirm who must hold ISO/IEC 20000-1: a) the Supplier entity submitting the bid, or b) the Service Provider delivering the hosting service (for example AWS, Azure, or another hosting partner). This is not specified in the Specification, the Quality Questions, the Schedules, or the Digital Marketplace platform.	Response to be provided		

394	Director/Employee Capabilities	Echoing the sentiment of Question No. 61. I believe this is a poignant question considering the messaging we are seeing from CCS around supporting start-ups/SME's and encouraging them to onboard to frameworks such as G-Cloud 15 as new suppliers to Government. To reiterate - where a Limited Company Director (and/or employees) have significant relevant experience, expertise and qualifications in the relevant Lot, but their Limited Company has yet to transact/contract with a Buyer for such services, are they able to use their personal past experiences/references/current clients for the TAC? This could be facilitated by selecting 'No' as an answer to the question 'Is the name of the supplier which carried out the contract work the same as the name of the bidding organisation?' and providing justification in the 'Explanation for name difference' field.	Response to be provided		
395	TAC	Please can you clarify if we require customers to complete each attachment 2 at this stage? The v3.1 attachment 2b's state "For this lot you will be required to have a signed TAC submitted before the tender deadline or your tender may be disregarded." However there is no signature area. Please can you clarify how customer sign TACs? This is not clear and we need to make customers aware on they sign it. Can you also clarify when customers need to sign TACs? The attachment 2b states before the 'tender deadline', and Clarification 54 states that the "customer must electronically sign the TAC (which will be automatically received by CCS in the Digital Platform) by the submission deadline for it to be deemed compliant." Whereas clarification 58 and 60 states "The requirement is that the customer must electronically sign the TAC for you to be eligible to enter into call-offs and for your services to be visible to customers on the Digital Platform. This can happen at any time post-submission deadline" Please can you clarify if we need to send customers attachment 2b for each lot to sign before we enter the TAC details into the Digital Platform, and if so how we can upload a signed TAC? As these clarifications, the attachment 2b and Digital Platform contradict each other.	Response to be provided		
396	Dynamic Pricing	During the announcement event for G-Cloud 15 on the 16th October, it was mentioned that pricing was now going to be dynamic. However, schedule 3 Framework Prices 4/4, states that pricing can only ben decreased throughout the contract period. Please can CCS explain how pricing is dynamic?	Response to be provided		
397	Pricing	Please can CCS clarify how pricing for Lot 1, 2 and 3 (those set in response to the pricing questions and not the service pricing document) will be made visible to buyers and the public?	Response to be provided		
398	Pre-Market Engagement	Please can CCS share the findings and decisions that were made throughout the pre-market events for transparency? The last supplier event to discuss potential changes were in June before the next event on the 16th October. Please can CCS share any findings that were done with Buyers and/or any other pre-market events with a closed selection of suppliers?	Response to be provided		
399	Taxonomy Definition	Please can you provide a definition for each Taxonomy so that we better understand where our partner solutions sit and ensure accuracy of services for customers?	Response to be provided		
400	Lot 2 Discounts	Due to the variety of services and vendors suppliers can put into Lot 2a/b it is unfeasible to commit to a contract value discount across all vendors (as we will have different commercial models with each). Please can you confirm that suppliers are able to put 0% here?	Response to be provided		
401	Pricing: Discount percentage	For Lot 2a and 2b, we understand we have to provide a discount percentage for a range of contract values. However, we would appreciate more guidance as to what rates we are discounting against given we do not have to submit rates in the digital market place.	Response to be provided		

402	Pricing: Excel export of Lot 3 DDaT roles	For the recent DOS7 procurement, CCS kindly provided us with an Excel export of all of the DDAT roles required, including the sub levels. This was very helpful for suppliers to ensure we had a complete view of the information required - please can you do the same for this procurement in regard to Lot 3, including the option for nearshore and offshore rates? Given there are thousands of suppliers on G-Cloud, the time saved in reducing the need for each supplier to create their own spreadsheet of 214 roles will be greatly appreciated	Response to be provided		
403	Pricing: Lot 3 evaluation	For Lot 3, is there any scope to lose out on a place due to price?	Response to be provided		
404	Security Clearance question	For Lot 3, 'Staff Security Clearance' question. If 'Staff screening is not performed' or 'Staff screening performed but doesn't conform with BS7858:2019' does the application fail?	Response to be provided		
405	Pricing: Lot 2 discounts in rate cards	For lot 2, to what extent do individual service offerings have to reflect the discounts submitted as part of the lot 2 pricing submissions?	Response to be provided		
406	Pricing: Lot 3 rates in service offerings	For lot 3, to what extent do individual service offerings have to reflect the rates submitted as part of the lot 3 pricing submissions?	Response to be provided		
407	Further competition process	For opportunities tendered by further competition, will all suppliers on a lot be invited to tender for each and every ITT released?	Response to be provided		
408	Pricing: Publication of rate cards	Will supplier rate cards be published on the Digital Marketplace?	Response to be provided		
409	Lot 1a 1b ISO requirements	RM1557.15 G-Cloud 15 Attachment 2: how to tender v1.0" states that ISO 20001 certification (Food Loss and Waste) is a mandatory requirement for Lots 1a/1b. Please confirm whether this is correct or if it is supposed to be ISO 20000-1 (IT Service Management).	Response to be provided		
410	Direct award process	Can CCS please provide, for contract awarded by direct award, details on how authorities will downselect or create a short list of suppliers who are invited to bid for each opportunity?	Response to be provided		
411	Pricing: Download of submitted rates	In order to reduce the risk of error and to provide an audit trail of submitted rates, will suppliers be able to export their submitted rates either before or after the tender submission deadline?	Response to be provided		
412	Award route	Does CCS have any ambitions around the percentage of contracts to be awarded via direct award as opposed to further competition?	Response to be provided		
413	Financial Assessment	Will the financial viability assessment be conducted relative solely to the registered entity or the consolidated financials of the 'immediate' or 'ultimate' parent organisation?	Response to be provided		
414	Immediate Parent Question	The company I'm applying for has two immediate parent companies. It is a limited company that is owned 50/50 by two limited companies. This is easy to explain in RFQ's, as I can manually write the information for each. However, in this form there is only the space for one immediate parent company - how should I proceed correctly?	Response to be provided		
415	understanding iSaaS	Whilst we were looking through the taxonomy we noticed the item iSaaS. From our understanding of this it seems to be the Integration of 2 or more SaaS Solutions, that requires very minimal configuration to set up the integration. If this is the case, then we would assume that the SaaS offerings of software in the Cloud and the SaaS offering of another software product . Another example would be having a software product collecting SaaS logs and feeding them to another Cloud Do you agree? If so can you also confirm that we can submit all of the above into the Lot for individual SaaS Solutions as well as for the Lot with iSaaS solutions.	Response to be provided		
416	Question Export	Please clarify which tabs on the question export should be completed by bidders if applying for lot 2b.	Response to be provided		
417	Taxonomy clarification lot 2a and lot 2b	Do we use the Taxonomy of Services to categorise the Lot we put our Software in or do we take a judgement call on if it is I-SaaS or SaaS? Can we add exactly the same listing into Lots 2a and Lot 2b? Please describe what I-SaaS is for us to categorise our software as it currently falls into both Lot 2a and Lot 2b	Response to be provided		
418	Clarification Questions 2	LOT 2B We are applying for multiple services under Lot 2B. Do we only need to submit 1 TAC per organisation or is it per lot application? If per application, if we are reselling for another organisation and do not have evidence of contracts that we have completed this for, how do we do this?	Response to be provided		

419	Clarification Questions 2	LOT 2B We are a group of subsidiaries who are each applying for G-Cloud 15. Subsidiary 1 currently offers the full suite of products with all subsidiaries listed as sub-contractors. Subsidiary 2 is going to list their services separately also under G-15. For the TAC, previous/current contract examples are under Subsidiary 1 however include services provided by subsidiary 2. Is it possible to use the Subsidiary 1 contract for Subsidiary 2?	Response to be provided		
420	Clarification Questions 2	LOT 2B - Social Value Our organisation already delivers a wide range of Social Value initiatives and can evidence these. The Framework indicates that meeting even one criterion is acceptable. Could you please confirm whether Social Value commitments made at Framework level must also be carried through to individual Call-Off Contracts, or if additional initiatives will be expected at Call-Off stage? We want to ensure that including our full range of Social Value activities here does not restrict us from offering these again at Call-Off level.	Response to be provided		
421	Clarification Questions 2	LOT 2B - Social Value Are the boxes we tick under Social Value visible to the Buyers or are they used purely by CCS as part of the evaluation methodology	Response to be provided		
422	Clarification Questions 2	LOT 3 Are we able to include a cost for our training services with and without overnight accommodation?	Response to be provided		
423	Clarification	If on the FVRA section within the platform, our sift result is a pass, are we also required to complete the excel FVRA document?	Response to be provided		
424	Clarification	Attachment 4b-consortia workbook - do we need to complete this if we are bidding as a single organisation and not replying on our parent company to provide any services?	Response to be provided		
425	Asset protection Penetration testing	Is Vulnerability testing an accepted answer to the the Penetration testing question.	Response to be provided		
426	Asset protection Penetration testing	We have multiple partner services and each will have a different response to the Penetration testing question, in the mandatory award question do we take an average of our partner services response to how often pen testing is done	Response to be provided		
427	FVRA Gold - Attachment 5a Lots 1a - 1.1a Lead Financial Input	Please can you advise what the acceptable form of the income statement is for a small business that is not required to file full stat accounts. Should the income statement be presented in a way that agrees to published accounts or can it be presented in a way that reflects the true performance of the company with any adjustments included in "Exceptionals and underlying items". Can you provide some clarity on "underlying items" and what items in the income statement can be classified as such.	Response to be provided		
428	Clarification Questions 2	Lot 2B and Lot 3 - Quality Questions - Word Limit In response to Question 19, you refer to Section 2d for the Quality Questionnaire for the word limit however I am struggling to see the word limits for Lots 2 and 3. Please could you confirm?	Response to be provided		
429	Lot 3 Service Categories: 'Other'	When uploading services to G-Cloud 15, we understand that each service description must be assigned to a specific service category, which we assume forms part of the filtering mechanism that buyers will use to locate services relevant to their requirements. Several of our offerings do not fit neatly into the predefined categories and would likely fall under the "Other" option. Could you please clarify: 1. How does the "Other" category function within the buyer search process? 2. Will services listed under "Other" still be easily discoverable by buyers using further filters or keyword searches? 3. Are there any best practices for ensuring visibility when selecting "Other" as the category?	Response to be provided		
430	Updated Documents	Is it possible to confirm which documents have been replaced with new versions? Without revisiting every Question and Answer, it is really difficult to understand what has changed and ensure we are working on the right versions of documents. - Maybe they could included UPDATED V2.0 DD.MM.YY - then it is more obvious	Response to be provided		

431	Lot 3 Service only Submissions	Due to the increased certification requirements, it may no longer be possible for SME organisations to submit under a resell model for their vendor's SaaS solutions. What is the situation if these same requirements cause one or more of our vendor SaaS solutions to fail in their bid? Is it possible for services to be accepted for a SaaS vendor solution that is not in successful in their submission for any of the other lots? Many government entities may wish to purchase services via GC for a vendor solution that was not procured via GC, will this kind of submission be possible?	Response to be provided		
432	Non-mandatory Standards and certifications	Will our responses to Non-mandatory Standards and certifications be published on the digital marketplace when G-Cloud 15 goes live?	Response to be provided		
433	TAC Clarification	Further to your response, may we clarify that only one TAC is required per Lot applied, regardless of the number on entries we submit for that Lot.	Response to be provided		
434	Digital Marketplace - Contact Details	CCS have confirmed in the 'How to Tender' document in point 9.6 that the email address used to register onto the CDP needs to be generic. Please could CCS confirm whether the email address signed up to the Digital Marketplace also needs to be generic and whether the email address has to match that of the CDP? The 'How to Tender' document states that registration details in the Digital Marketplace need to be consistent with that of the CDP, but please could you confirm whether this includes email addresses? There's also a section called 'additional information' when you enter your supplier information in the Digital Marketplace that requests information not collected from the CDP. It asks for an email address and contact phone number. Do both of these also need to be generic?	Response to be provided		
435	Service specific pricing	Will CCS please provide further information about the level of detail required in the individual pricing document submissions for service offerings?	Response to be provided		
436	Applying for correct service lot on G-Cloud 15 framework	We are a healthcare service provider applying for g-Cloud 15 framework as a supplier; Lot2b SaaS would appear to be the correct service but we cannot locate a healthcare category. Can you advise please	Response to be provided		
437	ISO	Could you please confirm by when do we need to have the ISO in place for lot 1? Can we have the ISO in place before the contract award?	Response to be provided		
438	TAC process	You have supplied "Attachment 2b Lot xx Technical ability certificate" in Word docs for each Lot. Can you confirm that this is for reference only and that the TAC is to be completed on the portal only, so it is not required to upload the Word documents?	Response to be provided		
439	Clarification on Service Categories	We are trying to understand under which category we should put things that support design and optimisation of cloud service (eg: user research) as we cannot see where these fit under the new category options.	Response to be provided		
440	TAC process	In GCloud 14 service listing LOT3 there were a number of lines that have not been included in GCloud15 setup & migration Quality assurance and performance testing security testing training ongoing support Service Scope Are these supposed to be excluded from GCloud 15?	Response to be provided		
441	Clarification required on Lots	I would be grateful if you would clarify whether technicians associated with software sit under Lot 3 or other Lots. For example, do Application Developers sit in Lot 3 or in Lot2a within Application Development?	Response to be provided		

442	Clarification on Amending Service Listings and Uploading Revised Service Description Documents	We would like to seek clarification regarding whether suppliers are permitted to make limited updates to their G-Cloud 15 service listings during the framework term, outside of the 18-month re-opening windows. Specifically: a) May suppliers make minor descriptive edits, such as correcting typographical errors or improving clarity and consistency, where these do not alter the nature, scope, or pricing of the service? b) May suppliers upload an updated Service Description document, provided that the revisions are limited to improving clarity, consistency, or discoverability, and do not constitute a material change to the service offering? Please could CCS confirm whether such updates are permissible under the framework terms and, if so, the appropriate process or notification mechanism to use?	Response to be provided		
443	Clarification Questions 2025.11.06	Will subcontractors listed within the Declaration be scrutinised for financial standing, or any other metric other than those questions listed within the declaration section itself?	Response to be provided		
444	Clarification Questions 2025.11.06	Can suppliers rename and edit listings including pricing during the course of the framework or do they need to wait until the renewal window (+18 months)?	Response to be provided		
445	Clarification Questions 2025.11.06	Can we update certificates during the course of the framework?	Response to be provided		
446	Clarification Questions 2025.11.06	When CCS reopen the application process in 18 month's time, will that be the start of the application process, the deadline for applications, or are CCS starting earlier and intending to award in 18 months?	Response to be provided		
447	Clarification Questions 2025.11.06	Will CCS be anticipating a similar 9-month evaluation window following the launch of each G-Cloud 15 reopening?	Response to be provided		
448	Declaration Signatures	Could you please clarify whether bidders are required to obtain signatures from their partners or subcontractors as part of the G-Cloud 15 supplier application? Specifically, we would like to confirm if any formal consent or signature from subcontractors or delivery partners is mandatory at the application stage, or if the bidder's own declaration is sufficient.	Response to be provided		
449	Subcontractors	Please can you clarify. We use a hosting company for our secure dedicated servers which holds the data of our clients. In G cloud 14 they were not considered as subcontractors. Will they be considered subcontractors in G cloud 15?	Response to be provided		
450	Price range for service	Please can you clarify the following: In G cloud 14 there was a price range for the service provided by the supplier (very misleading and open to misinterpretation). We have not noticed such a requirement in G cloud 15 application. Does this mean that a price range will not be shown in the listing of a supplier and buyers will need to examine the Pricing document to make	Response to be provided		
451	TAC mandatory requirements	Please can you clarify the following: One of the mandatory requirements for TAC is that the contract value needs to be above £25,000. Is this likely to exclude many small companies which have multiple contracts below the £25,000 threshold, but who provide a valuable service and with the current requirement will fail the TAC?	Response to be provided		
452	TAC	Can you confirm that the TAC document in RM1557.15 Attachment 2b-Lot-2b-Technical-ability-certificate requires signing? There is no section for a signature in the Customer Information table but the document states: ● A TAC must be signed by an existing employee of the company for whom the work was undertaken. Please advise.	Response to be provided		
453	Subcontractors	A clarification was raised during G-Cloud 14, saying: If we are a reseller, it is not necessary to list software providers as Key Subcontractors. Can you confirm that is still the case for G-Cloud 15 please.	Response to be provided		

454	Pricing document upload blocked by locked Pricing section	In the Digital Marketplace workflow, the Pricing and Quality Award sections are locked until "Add, edit and complete services" is finished. Within that Services step, under Documents, a "Pricing document" upload is mandatory. Because the Pricing section is locked, we cannot see the required rate-card structure or expectations, so we can't produce an aligned pricing document to complete the Services step. Please advise how we should proceed.	Response to be provided		
455	Service listing excel template	We resell a cloud platform that is delivered by 3rd party vendors as part of our listing. In the past CCS has provided a template with all of the service listings fields in excel that we could pass onto our vendors to complete. Could you please provide this for us again?	Response to be provided		
456	Service listing excel template	We resell solutions from vendors who deliver a Cloud Service via their platform. Is it expected that we list our vendor as a sub contractor or not.	Response to be provided		
457	Civil servants - Providing services	As a civil servant, am I able to join the digital marketplace? I have my own consultancy business, but I am also still a civil servant. Would this be a conflict of interest? My department are aware of my business outside of the civil service, but I could not find any guidance to state if I am able to join the digital marketplace.	Response to be provided		
458	G-Cloud Question Export Excel Document - User Support	The below question is showing on the G-Cloud question export document but the section is missing in the online portal: User support/How the web chat support is accessible/Describe how your web chat is accessible? Include details of what users can and can't do. Please advise.	Response to be provided		