

ITT Clarification Questions and Answers - RM1557.15

Document 3: Clarification Questions and Answers - issued 04/11/2025

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/ <u>You will need an account to login and access the bid pack.</u>	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	V3.0
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-	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	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	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.	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,	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.	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)	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. • Kick-start 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 -	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	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?	The following response has been amended: 1. You are only required to declare your 'key subcontractors' as defined in section 5.5 of Attachment 2 How to tender changed to 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.	31.10.2025 04.11.2025	V2.0 V3.0

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	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 t here 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	V3.0
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	V3.0
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	V3.0

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?	Please see response to question 6.	4/11/2025	V3.0
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	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	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?	Response to be provided		
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	Please see the response to question 54.	31.10.2025	V2.0
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

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"	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	V3.0

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	Response to be provided		
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	V3.0
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	V3.0
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	Please see response to question 18.	4/11/2025	V3.0
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	Please see response to question 18.	4/11/2025	V3.0
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	V3.0

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	V3.0
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	V3.0
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	V3.0
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	V3.0
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	V3.0
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	V3.0
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	V3.0
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	V3.0
85	Regarding payment above 5 million contract question	5 million contract question We are micro-company start-up 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	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	V3.0

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	It is acceptable for the same person to be named in more than one role.	4/11/2025	V3.0
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	V3.0
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 business? "Please provide any commercially sensitive information including: Date Details	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	V3.0
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	V3.0
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	V3.0
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	V3.0
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	V3.0
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.	Please see response to 18.	4/11/2025	V3.0

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.		
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	V3.0
96	Lot 1b clarification	Lot 1b refers to above OFFICIAL - please confirm what this means? does it mean defence 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 predominately 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	V3.0
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 On boarding' 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	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 tiring 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	V3.0
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	Please refer to the response to question 18	4/11/2025	V3.0
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.	Response to be provided		
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	Response to be provided		

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?	Response to be provided		
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	V3.0
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	V3.0
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	V3.0
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	V3.0
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	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	V3.0
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	V3.0
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	V3.0

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	V3.0
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	V3.0
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	V3.0
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:	Response to be provided		
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	V3.0
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	V3.0
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	V3.0
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.	Response to be provided		
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?	Response to be provided		

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	V3.0
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	V3.0
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	V3.0
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	V3.0
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 out previous profile or will this have to be done from scratch?	Please refer to the response to question 1.	4/11/2025	V3.0
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	V3.0
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	V3.0
126	Technical Ability Certificates - Customer location	Must customers referenced in TACs be UK organisations and/or the delivery referenced have happened in the UK?	Response to be provided		
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?	Response to be provided		

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	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	V3.0
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?	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? e.g. the questions under "how will you provide user support" are identical to the questions under "How will you provide asset protection" etc	Response to be provided		
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	V3.0
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	V3.0
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	V3.0
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	V3.0
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?	Response to be provided		

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?	Response to be provided		
138	CQ Response Timescales	Will CCS commit to responding to all clarifications ASAP please. We note in attach 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	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	V3.0
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	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	V3.0
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?	Response to be provided		
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	V3.0
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	V3.0
143	ISO requirements	Please confirm what ISO certifications are mandatory for lot 1	Please refer to the bid pack.	4/11/2025	V3.0
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. "	It is for bidders to determine how to best list services.	4/11/2025	V3.0

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	This document will not be updated.	4/11/2025	V3.0
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)	Please refer to the bid pack.	4/11/2025	V3.0
147	FVRA	lot 2a, lot 2b and Lot 3 have been classified as a bronze contract, via the contract tiring 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?	It is for bidders to determine how to best list services.	4/11/2025	V3.0
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?	Response to be provided		
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?	Response to be provided		
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.	Response to be provided		
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?	Response to be provided		
153		I have got a share code from CDP but I cannot edit my Duns on the Digital Marketplace to match.	Response to be provided		

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.	Response to be provided		
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?	Response to be provided		
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?	Response to be provided		
158	Pricing	Pricing evaluation: when bidders' price scores are calculated, is there a minimum threshold that must be achieved for eligibility to the framework?	Response to be provided		
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?	Response to be provided		
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?	Response to be provided		
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?	Response to be provided		
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?	Response to be provided		

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?	Response to be provided		
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?	Response to be provided		
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.	<u>Response to be provided</u>		
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?	Response to be provided		
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?	Response to be provided		
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?	Response to be provided		
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?	Response to be provided		
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?	Response to be provided		
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?	Response to be provided		

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?	Response to be provided		
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?	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.	Response to be provided		

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?	Response to be provided		
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	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	Response to be provided		
198	18 Months	Please clarify: 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	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?	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	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"?	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"?	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	Response to be provided		
214	Pricing	In relation to the pricing section for Lot 1a/b, for the on boarding pricing, can CCS confirm that the average will be generated by totalling 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 totalled 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 totalled 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	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.	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.	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	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 thats 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	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	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	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	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	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	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.	Response to be provided		
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:	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?	Response to be provided		
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?	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	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	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.	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, e.g. 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	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	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		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		Once we submit a section declaration is there any way to go back and edit after?	Response to be provided		
273		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		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		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		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		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		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		my company was set up in March 2023. Am I still eligible to apply.	Response to be provided		
280		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		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	Response to be provided		
282		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	Response to be provided		
283		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?	Response to be provided		
284		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		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	Response to be provided		
286		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		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	Response to be provided		
288		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		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		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		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		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		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		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		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		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		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		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		How does one delete draft services which were created in error from G-Cloud 15 application?	Response to be provided		

300		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		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		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		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		Please can CCS confirm whether the submitted Technical Ability Certificates (TAC) will be made public?	Response to be provided		
305		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		