Supplier newsletter

RM 1557x G-Cloud 10

Q4 Dec 2018

Crown Commercial Service G-Cloud team ~ Norwich

Welcome to the second edition of the G-Cloud 10 supplier newsletter, with news and updates from the Procurement Operations team, who manage the day to day running of the G-Cloud framework.

November saw the Digital Marketplace reach its 4th birthday. Focussing on this month, as it is now December, we would like to wish you all the best for the coming holiday and New Year.

Financials

As of 20th December 2018, **£3.9bn** has been transacted on G-Cloud since G1 opened in 2012.

The first chart below shows how G-Cloud spend has increased since 2012. Actual spend for FY18/19 shows cumulative spend over the first eight months (April - November). The second chart shows spend per month over the first eight months of 2018/19 compared with the same period last year.
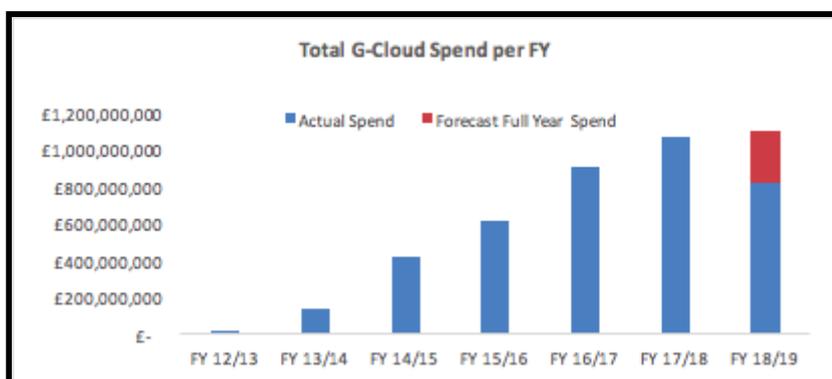
(April to March financial year)
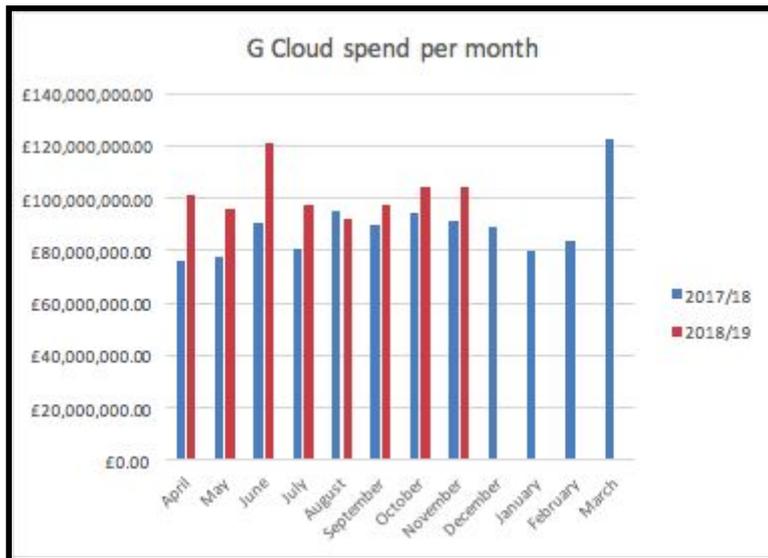
There has been a change to the publication of the G-Cloud spend data, which was last published in full in August 2018. Rather than this being published quarterly by GDS, CCS is now publishing an online dashboard monthly view of the spend data which will be refreshed by the end of every month Online Dashboard Link

Although the dashboard will not provide any more information than it does currently, it will give suppliers and customers the functionality to interrogate the data more through graphs and tables.

Anyone visiting the old spend data page will be redirected to the new online dashboard.

Please also note that the way in which SME spend is reported has also changed. Previously if a supplier's status changed from SME to Large, all spend associated with that supplier, including historical spend, would then be reported as Large. Now the spend is reported and fixed using the status applicable to the supplier at the point the spend was reported.

We welcome your feedback regarding the new dashboard. Please email cloud_digital@crowncommercial.gov.uk with any feedback or comments.

MI Returns….

The table below shows the status of G-Cloud 10 MI returns for the current financial year*. There is still a large number of MI returns that have not been reported. Even if there is no activity for a month, you **must** submit a nil return for that month, as per the terms of the Framework Agreement. Returns must be submitted by the 7th day of every month (or the nearest working day before the 7th day if it's a weekend or public holiday) during the framework period and thereafter until all call-off contracts have expired. This includes both orders (call off contracts) received (which only need to be reported once) and invoices raised for the period (which need to be reported each time an invoice is raised).

Please ensure that you submit any outstanding returns. Failure to provide timely and accurate returns may result in you being invoiced an admin fee for the costs of chasing or rectification and/or you being removed from the framework.

We are currently analysing data on Contracts Finder and working with buying organisations to understand which G-Cloud Call Off Contracts (Orders) have been entered into without the corresponding MI having been reported, in particular where suppliers have reported a nil return. We will give suppliers the opportunity to correct any errors in MI Reporting that we find. However we urge

all suppliers to check their own records and ensure that orders and invoices have been correctly reported to MISO. If suppliers refuse to comply, they will be suspended from the framework.

Management Information	Number of suppliers that have reported orders and/or invoices	Number of suppliers that have submitted a nil return	Number of suppliers that have not reported any Mi	No. of suppliers suspended for MI breaches**
July	59	3,377	62	N/A
August	123	3,302	69	N/A
September	206	3,205	79	N/A
October	262	3,099	125	N/A
November	320	2,861	295	62

Should you have any difficulty accessing the MISO portal to submit your return, or need advice on how to do so, or if the person responsible for submitting MI within your organisation has changed, please contact: mi.collection@crowncommercial.gov.uk

* Total numbers of suppliers vary each month for several different reasons including suppliers being suspended from the framework and/or submitting MI late
** 3 or more non submissions of MI in a 6 month period

Assurance
We continue to look at services potentially out of scope for G-Cloud and there are quite a few. If we find minor infractions, such as no pricing submitted, we will give the supplier an opportunity to rectify this. Where a service is clearly out of scope e.g. recruitment or CoLocation services, we will give notice of suspension from the Digital Marketplace.

G-Cloud monthly "what can I buy and how" webinars
Although traditionally held for potential G-Cloud 10 buyers, suppliers are welcome to attend the monthly G-Cloud 10 webinars. You will need to register for them. Registration closes 2 days before each webinar. You will receive a link to access the webinar the day before. The webinar is not recorded but CCS will send out a copy of the slides, together with any Q&A after the webinar.
The link for registering for a webinar is given below. Please note there will be no webinar in January but they will start again in February. You may select the month in which you wish to attend
G-Cloud 10 What Can I Buy and How Webinar

Guidance for current Crown Commercial Service suppliers
This guidance covers submission of MI, promoting your place on a CCS agreement, supplier audits, expiring agreements and forthcoming tender opportunities, improving public procurement practice, the Bribery Act 2010 and Government Security Classification Schemes
Guidance for current Crown Commercial Service suppliers

How to offer discounts on G-Cloud

It is not possible to increase pricing during the life of the framework, however you can add volume related discounts, permanent reductions or time limited discounts. All discounts **MUST** be made available to all customers. If you are proposing time limited discounts, please ensure you detail when the time limited discount expires and detail your discounted pricing as well as the standard pricing. Please amend your pricing documents and submit with track changes for CCS to approve and send to: gcloudupdate@crowncommercial.gov.uk

Making edits to your service listings on the Digital Marketplace

A reminder that in addition to being able to change your contact name, email address and phone number on the Digital Marketplace yourself, you can now amend your G-Cloud service name, description, features and benefits and you are now able to edit your service definition document. Terms and conditions however cannot be amended.

Growth of the G-Cloud Framework

We will shortly be focussing on growth opportunities across the Public Sector (both Central Government and Wider Public Sector) regarding the G-Cloud Framework. We would be interested in hearing your ideas about how to grow opportunity and engagement with the Public Sector using the G-Cloud framework.

Case Studies

We welcome case studies from you and are happy to publish these once finalised through our Comms and Marketing team.
Should you have a suitable G-Cloud case study in mind, we would want you to outline:

1) the requirement (what the customer set out to do: what challenge they faced, what goals they had and why they chose CCS)
2) the solution (how you did it using the G-Cloud framework and how this helped the customer get over their challenge and solve the problem)
3) the result (what savings and other benefits you achieved. Feel free to provide figures and statistics)

Should you wish to provide a case study, please let us know by emailing cloud_digital@crowncommercial.gov.uk and we can provide you with a case study template.

Get in touch

The way we provide support has changed.

To get support with selling your services email cloud_digital@crowncommercial.gov.uk
To make changes to your supplier account email enquiries@digitalmarkeplace.service.gov.uk

Feedback

If you can think of any improvements or if there's anything you would like to see in our newsletter, please get in touch.

To contact the team please email cloud_digital@crowncommercial.gov.uk

G-Cloud team

The Cloud team, available to support you and answer any queries you may have, now comprises:

Liz Freeman G-Cloud Category Manager
Looks after buyers' support and education
She hosts monthly webinars which are
primarily aimed at buyers but which
suppliers are welcome to attend.

Lucy McCormack G-Cloud Category Manager
Looks after suppliers' support and education
and the financial management of G-Cloud,
forecasting, data and supplier MISO returns.

Kevin Todd G-Cloud Category Lead
Heads up the G-Cloud team, leading
on new initiatives. He also acts as a
point of escalation, when required.

Michael Warrington G-Cloud Commercial
Agreement Specialist, assisting and
supporting the team with all G-Cloud related
activities and in particular buyer and supplier
queries.

There will be further announcements hopefully in the next newsletter regarding new members joining the team.