



CLOUDSTORE

GUIDELINES

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Government Technology Agency
10 Pasir Panjang Road #10-01 Mapletree Business City Singapore 117438

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Glossary of Key Terms and Abbreviations

The meaning and definition of terms in this document shall be the same as those found in the Glossary of Key Terms and Abbreviations in the CloudStore Terms and Conditions.

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1. CloudStore Overview

- 1.1 The CloudStore will provide a listing of qualified Service Offerings by categories. Companies interested in participating in the CloudStore shall submit their applications to GovTech for qualification via a Call for Participation process. Once GovTech has qualified the submitted offering, it will be listed on the CloudStore for Government agencies and statutory boards to consider for their procurement. Government agencies and statutory boards will carry out their own evaluation and procure Qualified Offerings via quotations/tenders.



Figure 1: CloudStore Overview

- 2.2 The CloudStore will benefit the industry as it provides a channel for cloud providers to showcase their cloud offerings to Government agencies and statutory boards. Agency Procurement of cloud offerings will be simplified. The increased adoption of cloud offerings for the public sector ICT needs will mean faster turnaround time and improve public service delivery.

2. How Call for Participation Works

- 2.1 When GovTech decides to add a new category on the CloudStore, GovTech will issue a CFP to invite industry applications for the category. Once a CFP has been issued for a category, it remains open indefinitely for on-going CloudStore Applications until GovTech declares it closed. The CFP process is illustrated in **Figure 2** below.

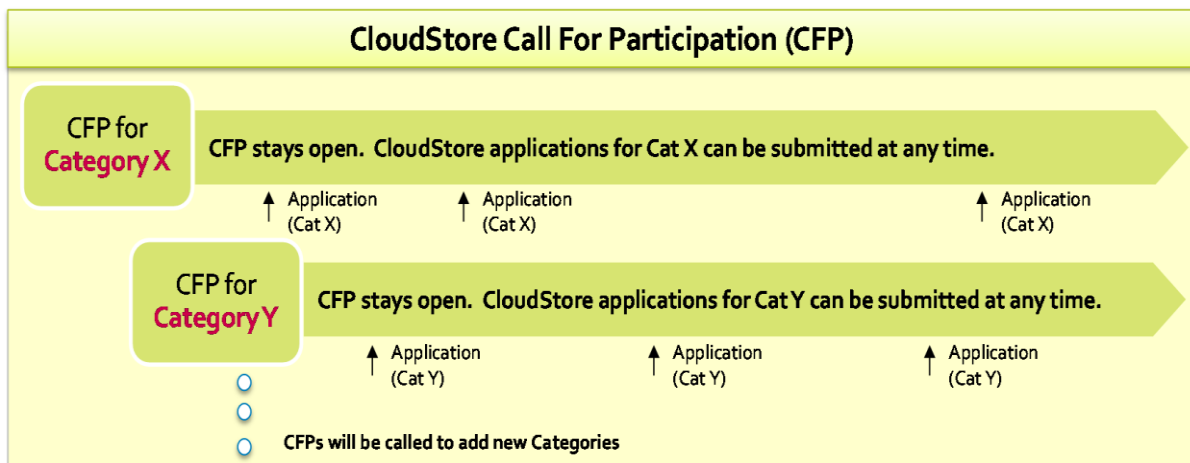


Figure 2: Call for Participation Process

- 2.2 The CloudStore Application Forms to be submitted for a given category will be spelt out in its CFP.
- 2.3 Evaluations of CloudStore Applications will be carried out in regular cycles.
- 2.4 Once GovTech declares a CFP closed, it will stop accepting CloudStore Applications for the closed category.

3. CloudStore Qualification

- 3.1 Participants should first ascertain the categories that are open for application. For easy reference, <https://www.tech.gov.sg/programmes-partnerships/programmes-partnerships/initiatives/govtech-cloudstore> lists all the CloudStore CFPs, the categories opened for application and the CloudStore Application Form for each category.
- 3.2 Participants shall submit CloudStore Applications for each offering they wish to offer on the CloudStore.
- 3.3 The basic qualification criteria for the Service Offering is primarily based on assessed capability with focus on strength and track record, technical and operations which include service features, service delivery and service support criteria.
- 3.4 Evaluation of CloudStore Applications will be carried out periodically at regular cycles. While CloudStore Applications for a category can be submitted at any time during its CFP period, evaluation of the CloudStore Applications by GovTech will only be carried out at the next evaluation cycle.
- 3.5 Any CloudStore Application received when an evaluation cycle is in progress shall be processed during the next evaluation cycle.
- 3.6 Participants shall note that if there is a re-submission of a CloudStore Application when an evaluation cycle has commenced, GovTech will suspend the evaluation of the CloudStore Application and process the re-submission in the next evaluation cycle.
- 3.7 Participants shall provide clear information about their offerings to enable evaluation to be carried out.

- 3.8 CloudStore Applications which GovTech have evaluated to have met the qualification criteria will be awarded the Qualification by GovTech.
- 3.9 The Qualification shall be valid for 24 months.
- 3.10 Participants shall be notified about the result of their application as outlined in the CloudStore Terms and Conditions.
- 3.11 The Qualification is only applicable to the specific version of the Qualified Offering that had undergone the evaluation. It shall not be transferrable or be applicable to other portfolio or versions of product(s) under the Qualified Provider.

4. CloudStore Listing

- 4.1 Upon Qualification, the Qualified Offering shall be listed on the CloudStore.
- 4.2 Participants shall note that all information about the Qualified Offering submitted for evaluation (including technical, service catalogue and pricing information) will be made available on the CloudStore. The CloudStore website will be available on the Government intranet with unrestricted access.
- 4.3 The availability of the CloudStore website on the internet shall be at GovTech's sole discretion.

5. Update Qualified Offering Information

- 5.1 Qualified Providers can submit requests to update the Qualified Offering by using the appropriate form provided by CloudStore.
- 5.2 The process for the update of Qualified Offering information is illustrated in **Figure 3** below.

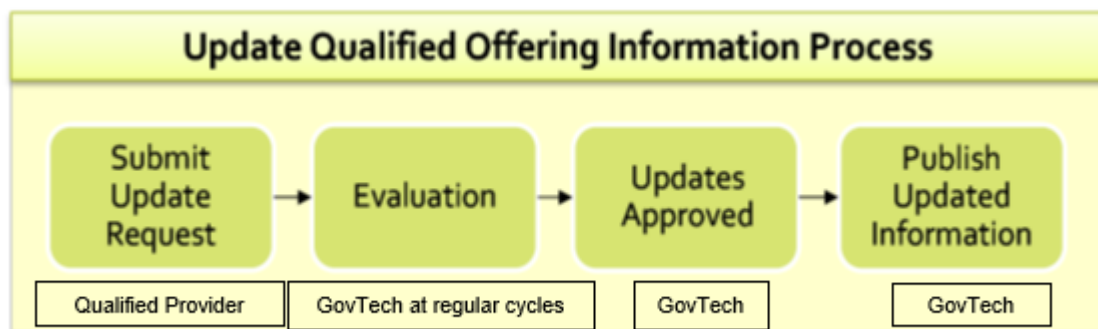


Figure 3: Update Qualified Offering Information Process

- 5.3 Update requests shall only be processed during an evaluation cycle. Once processed, GovTech will notify the Qualified Provider about the outcome of the update request via email. GovTech shall not be obliged to provide any reasons for rejecting the update request.
- 5.4 When the update request is approved, the updated listings shall be published as described in clause 5.

6. Renewal of Qualification

- 6.1 Qualified Providers shall submit the qualification renewal form provided by CloudStore in order to renew any Qualification before it expires. The renewal application shall be made to GovTech no later than four (4) months before the expiry of the Qualification.

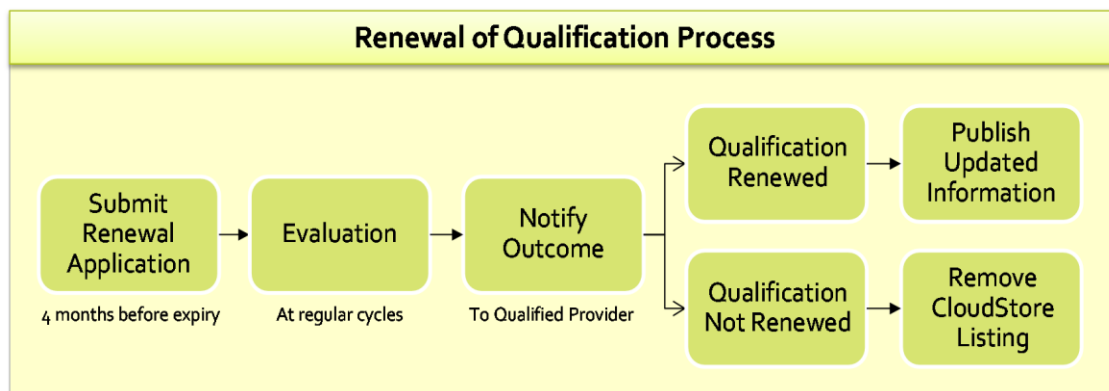


Figure 4: Renewal of Qualification Process

- 6.2 When the qualification renewal is approved, the renewed listing shall be published as described in clause 5.
- 6.3 If the qualification renewal is not approved, the relevant CloudStore listing will be removed accordingly.
- 6.4 If no Qualification renewal application is received by GovTech, the CloudStore listing will be removed when the Qualification expires. In such cases, GovTech reserves the right to remove the listing without notification to the company.

7. Government Agency and Statutory Board Procurement

- 7.1 Government agencies and statutory boards will be able to view a listing of Qualified Offerings and access information for each Qualified Offering on CloudStore.
- 7.2 When a Government agency or a statutory board decides to procure from the CloudStore, all procurement shall be carried out via GeBIZ.
- 7.3 The Government and statutory boards are not bound to procure from the CloudStore and have the option to procure via other procurement methods.
- 7.4 Qualified Service Providers shall be required to provide regular reporting, on the spend by Government agencies and statutory boards on its Qualified Offering/Qualified Offerings, to the CloudStore.

8. Fee Structure

- 8.1 Currently, GovTech does not collect any fees for CloudStore qualification and participation. GovTech reserves the right to impose fees in the future.