SID4GOV Frequently Asked Questions (FAQs)

**What systems is SID4GOV integrated with?**

Currently, Dun & Bradstreet. SID4GOV will shortly be integrating with Bravo. Discussions are being held to integrate other key systems such as Due North, ProcServe and Intenda. If there are further requirements for additional systems to be integrated, please contact John Ellis from the Crown Commercial Service: john.ellis@ccs.gsi.gov.uk

**How often is the Financial Data updated?**

If a supplier's Financial Data is updated with D&B the supplier's SID4GOV profile will automatically update because SID4GOV pulls updates from D&B on a nightly basis.

**How can I encourage my suppliers to register?**

Crown Commercial Service (CCS) are developing wording that can be included within tenders. In the meantime, please include the supplier registration link on tenders – [https://sid4gov.cabinetoffice.gov.uk/organisation/register](https://sid4gov.cabinetoffice.gov.uk/organisation/register).

**How long does it take for a supplier to register?**

Supplier registration is a quick and easy process once the supplier has identified their organisation through the DUNS number or organisation name. The supplier will then need to complete a registration form requesting basic information such as name, email address, telephone number. The supplier will then receive an activation email requesting a secret question and password to be set. Once this is completed, the supplier will be asked to complete the Organisation Profile (if not already done so).

**How often is the suppliers Organisation Profile updated?**

This is dependant on the supplier, they are able to update their profile at any time.

**When do the supplier's Organisation Profile details expire?**

After 12 months from the date of completing the Organisation profile. We are currently exploring the ability to send suppliers a reminder email one month prior to expiry in order to encourage them to update their details. Once updated, the details will again expire 12 months on from this date.

**What happens if a supplier does not know their DUNS number?**

Guidance can be found on the system to assist suppliers in obtaining their DUNS number.
Is there a charge for the supplier to use SID4GOV?

There is no charge for the supplier to utilise SID4GOV.

Is it mandatory to use SID4GOV?

No, however it is strongly recommended to make use of the system and encourage all suppliers to register. SID4GOV has been developed to create a single supplier registration portal that will provide buyers with a single place to access supplier related information in support of market engagement and procurement processes.

What do buyers have access to on SID4GOV?

As standard, buyers are able to view the supplier's Organisation Profile and D&B Financial data including Organisation Indicators, Organisation Public Record, Organisation Public Accounts and Organisation Hierarchy.

Additional licences are available, allowing you to access advanced functionality within the SID4GOV platform. This includes access to sustainability and information assurance data on your suppliers, plus a range of tools to effectively manage your supply chain risk (nTier supply chain visibility, supply chain continuity mapping, corporate hierarchy etc). We are also able to provide an email alert service for your suppliers which flags when there have been any changes to their data.

If you are interested in accessing any of this advanced functionality, please contact Lauren Smith to discuss further - lauren.smith@nqc.com.

What can we export from SID4GOV?

As standard, buyers are able to download supplier's Organisation Profile, D&B Financial Reports and supplier data within specified categories to support your competitive tendering processes.

Is categorisation of suppliers available i.e. ability to categorise by product/service supplied?

When searching and adding new suppliers two of the search field options are by Master Categories and Categories e.g Clinical and Medical, Facilities etc. The supplier will select these categories when completing their Organisation Profile.

Does the 'updated date' within Category Details reflect the date in which the supplier has last updated their profile details OR the date in which the last update was made from D&B?

The updated date reflects when a supplier last updated a questionnaire e.g Profile Details
Is there a communication strategy in place regarding the wider roll-out of SID4GOV?

The Crown Commercial Service are working on a communication strategy for the wider roll out for SID4GOV.

Are all registered SID4Health suppliers migrated over to SID4GOV?

When SID4Health was replaced by SID4GOV a communication was sent out to all SID4HEALTH suppliers advising them to register on SID4GOV. However if you cannot find your suppliers on SID4GOV please encourage them to register here: https://sid4gov.cabinetoffice.gov.uk/organisation/register

Why do the RAG rated scorecard bars have a result on the left hand side and right?

The RAG scorecards are balanced scorecards marked up to 100. The scorecards are there to show the supplier areas they can improve in and to show buyers areas of potential risk. If a supplier scores 75% in a particular area this will be shown in green on the right hand side, the remaining 25% will be shown in red on the left hand side. The scoring indicates to a supplier even though they have scored highly there is still room for improvement.

What is CAESER?

CAESER is an additional data set available within SID4GOV, providing the ability to analyse supply chain performance against a wide range of sustainability topics. If you would like to discuss the opportunity of making use of CAESER please contact Lauren Smith to discuss further – lauren.smith@nqc.com.

What is HADRIAN?

HADRIAN is an additional data set available within SID4GOV, enabling the ability to identify and report on potential risks to data held within a supply chain in order to gain information assurance. If you would like to discuss the opportunity of making use of HADRIAN please contact Lauren Smith to discuss further – lauren.smith@nqc.com.