Spark: The Technology Innovation Marketplace

Customer guidance (RM6094)

Crown Commercial Service

contents

1. Introduction **03**

2. Before you start **06**

3. Appointing a supplier **10**

- Obtain a supplier shortlist from the Marketplace **10**
- Capability Assessment (optional) **10**
- Issue your specification **11**
- Review proposals from suppliers **12**
- Face-to-face presentation stage (optional) **12**
- Award the contract **13**
- Provide feedback to suppliers **14**

4. Managing your contract and being a good customer **15**

5. Other agreements **17**

Annex 1: Timetable for appointing a supplier **18**

Annex 2: Specification writing guidance **19**

Annex 3: Document checklist before issuing your call for competition **22**

Annex 4: Evaluation matrix and score definitions **23**

6. Contact details **24**

1

Introduction

This guidance has been produced by Crown Commercial Service (CCS) to help you understand what Spark: The Technology Innovation Marketplace (RM6094) is and how to use via the Dynamic Purchasing System (DPS).

This guidance document covers:

- How to use the marketplace to identify a supplier list
- What to include in your specification
- The information you need to provide when issuing a call for competition
- Managing your contract with your appointed supplier

The guidance provides you with the best practice approach to using the agreement. If you have a particularly complex requirement you may wish to seek additional advice from your own commercial team.

What is Spark: The Technology Innovation Marketplace?

Spark: The Technology Innovation Marketplace has been established to enable government and public sector to access new and emerging technology products that have already been developed.

Our stakeholders identified a gap in our supply base associated with the onboarding of new products emerging from technology innovation, such as those developed as proof of concepts between a public sector customer and a supplier.

To address this, we are pursuing a new approach via this Dynamic Purchasing System (DPS) for emerging products that will enable customers to access genuine innovation, and provides suppliers a route to market which is adaptable as their capabilities change.

The principal benefits of using the agreement are:

- Allows customers access to proven new technology innovations which are useful for solving public sector problems
- Agility and flexibility to meet the public sector's changing technology needs
- Accessible route for suppliers to apply to join at any time
- A dynamic filtering system, giving customers flexibility based on requirements
- The filter system enabling the right suppliers to be matched and hear about the right opportunities
- Quality and price can be assessed based on an individual customer’s requirement
- An efficient structure and approach to finding potential solutions, including the option of using a 2 stage competition process and supplier presentations
- Fully compliant with UK and EU regulations

The agreement can be used for any size of project, there is no minimum or maximum value.

You can select the areas of work you want to commission to produce a shortlist of suppliers; this enables you to select as broad or as specific range of suppliers as is appropriate for your requirement.

Who is on Spark: The Technology Innovation Marketplace?

We have a wide range of organisations on the marketplace who are interested in working with the public sector.

New suppliers can apply to join the marketplace at any time, and they identify the areas of work they specialise in as part of the application process.

In order to be awarded a place on the DPS, suppliers need to demonstrate their ability to offer suitably innovative products.

Within the context of this agreement, the suppliers need to demonstrate an innovation that fits within either of the following 2 definitions;

A **Radical Innovation:** a new product, service, process or strategy introduced into a market, but designed to make a significant impact by completely replacing existing technologies and methods. Effectively, it replaces the existing system or process with something entirely new;

(e.g. streaming services replacing video rental stores)

or

A **Disruptive Innovation** that creates a new market and value network and eventually disrupts an existing market and value network, displacing established market-leading firms, products and alliances.

(e.g. light emitting diodes (LEDs) replacing traditional light bulbs).

Within the context of the innovation their contract example also needs to explain the customer benefit and the control of the intellectual property and is required to be ratified by the customer.

Once an application is complete, the process to assess and appoint a supplier to the marketplace may take up to a maximum of 15 working days but is often much shorter than this.

Customers should use the filter system within the DPS to identify a shortlist of capable suppliers, and you may use as many of the filters as you wish.

The short-listing process is described in **Appointing a Supplier.**

Who can use the agreement?

This agreement can be used by all UK public sector bodies which includes:

- Central government departments, arm's length bodies and executive agencies
- Non departmental public bodies
- Devolved administrations
- NHS bodies
- Education, including universities, colleges, schools, academies, further education providers
- Fire and rescue
- Local authorities
- Police
- Not for profit (charitable)
- Housing associations

The role of CCS

Our role is to provide you with advice and guidance to help you get the best outcome from the marketplace.

We can help with any queries you may have such as the best way to appoint a supplier and advice on structuring your evaluation criteria and how to structure your contract.

CCS manages the overarching marketplace and the suppliers at agreement level. You are responsible for managing the contract with your appointed supplier.

CCS is able to help with any issues you may have that require escalating, **see Managing your contract and being a good customer** for further details.

If CCS currently undertakes procurement activity on your behalf please email info@crowncommercial.gov.uk to seek advice at the earliest opportunity.

If you have any other queries please email us at info@crowncommercial.gov.uk or call our Customer Service Desk on **0345 410 2222.**

The basic process

Appointing a supplier through Spark: The Technology Innovation Marketplace includes the following key steps:

1. Define your objective and the issues you are trying to address/solve
2. Develop your written specification with defined outcomes and deliverables
3. Use the marketplace to obtain a supplier shortlist
4. Option of using a Capability Assessment to identify the suppliers that can meet your requirements
5. Issue your final specification, evaluation criteria and associated weightings to identified suppliers
6. Receive and evaluate written proposals from suppliers
7. Inform unsuccessful suppliers providing feedback and evaluation scores
8. Conduct a face-to-face presentation and evaluate (optional)
9. Award the contract to the successful supplier and confirm the award to CCS
10. Provide feedback and evaluation scores

There are additional optional steps that you can take depending on your requirement, which are outlined in detail in the **Appointing a Supplier** section within this document.

2

Before you start

Getting approval to spend

Before using this agreement you should ensure that you have applied for and received the necessary budget approval and agreed your procurement strategy.

Allow sufficient time for proposals and evaluation

You should agree who will evaluate the proposals and presentations (if used) before you run a competition and build in enough time to evaluate the responses. Ideally, allow up to 6 - 8 weeks to complete the process, which is from the date of issuing your competition to contract award. An example timetable has been provided in Annex 1.

Your tender process should be proportionate to the value and complexity of your requirement. Suppliers will need a reasonable period of time to review and prepare a response. This includes allowing sufficient time for suppliers to ask clarification questions and consider your answers before the deadline for written responses.

Agree how you want to work with the supplier

There are different types of arrangements you can have with suppliers using the Spark: The Technology Innovation Marketplace agreement, for example:

- **Project specific agreement**

A contract for a specific project, within a time period.

- **Defined term agreement**

A call off contract for a fixed period of time to work on any number of projects. Your contract will need to cover the range of services you will need during the term and should be considered when establishing your evaluation criteria and associated weightings.

- **Retainer agreement**

A call off contract for a fixed period of time where you agree to pay a supplier a retainer fee on a regular basis.

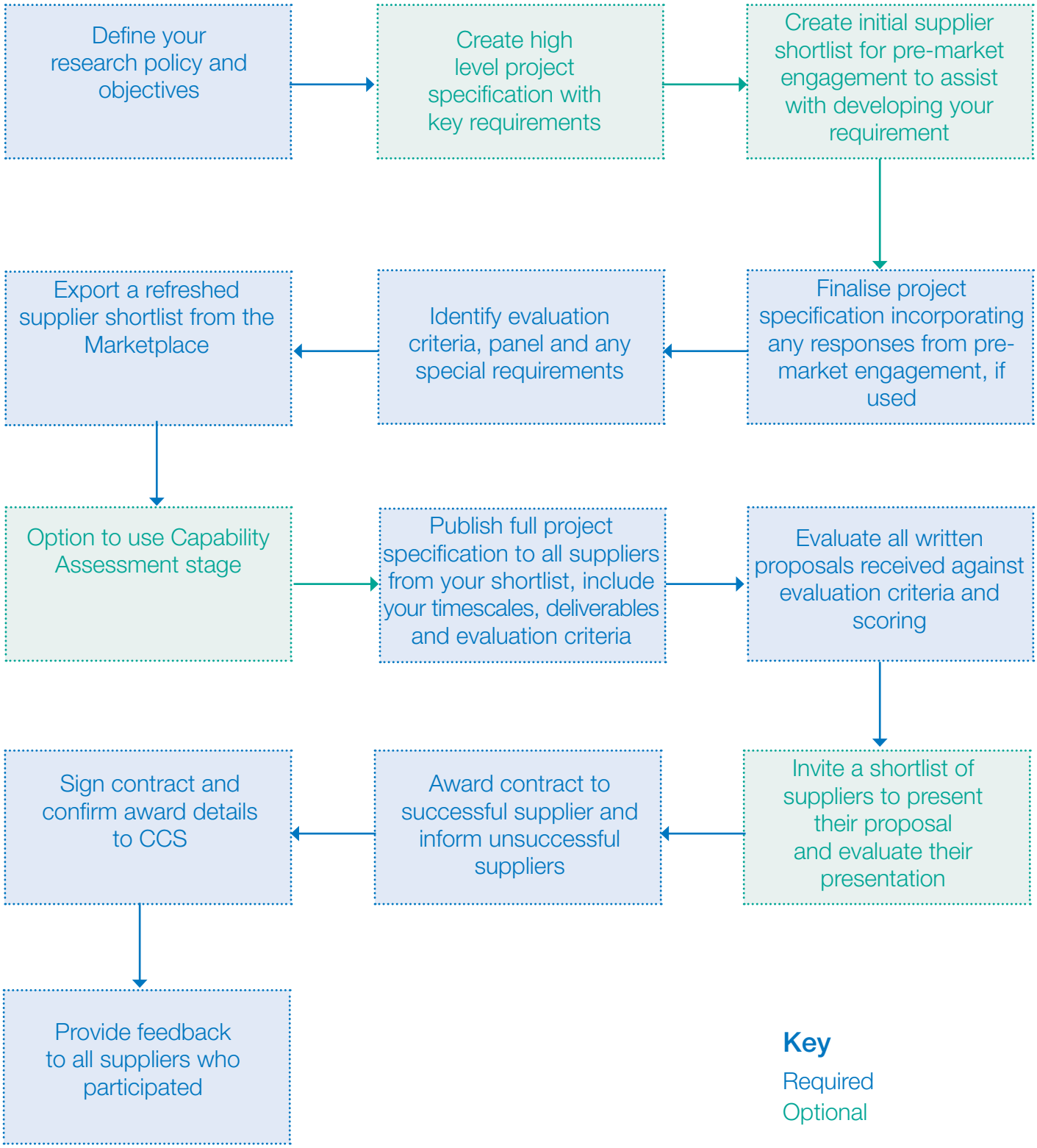
The initial maximum call-off contract term is 3 years and the maximum duration of call-off contracts under the agreement is 5 years which includes any extensions.

We recommend a fixed term with the option for one or more extensions i.e. 3+1 or 3+1+1 to give you flexibility.

Please seek advice from your commercial function regarding the most suitable type of agreement for your requirements.

Using the Marketplace

The flow diagram sets out the best practice approach to using the Marketplace.



Defining the project objective

The first step to procuring a supplier is identifying what problem/issue you need them to solve/help with, along with the outcome required.

SMART[1] objectives are the best place to start, however not every issue will be so clear cut at this stage. The important points to establish are:

- The project objectives
- The target group/area for the project
- The role of technology innovation in meeting those objectives
- Any significant barriers to reaching this objective

Writing your specification

The stronger the specification, the better the result.

Focus on the project objective and provide any relevant information that will help suppliers to understand your requirement and the outcome needed.

It should include any relevant policies and standards that the project is looking to meet or that the supplier needs to adhere to should be clearly described, for example the Government Design Principles.

Tip: Sometimes pinpointing objectives can take time but it's time well spent to ensure your project achieves the desired outcome.

Tip: We have produced a sample template showing the type of information you need to include in your project specification, please see Annex 2. This template is not mandatory and can be amended according to your requirements.

Evaluation criteria

You will need to decide in advance what information you need from suppliers and include this in your specification.

Evaluation criteria must be linked to your requirements. This will allow suppliers to see how their proposals will be evaluated and the weightings that will be applied against the quality and price scores.

We recommend an 80% quality / 20% price split, however you can choose the overall weightings and sub-criteria.

The suppliers have provided a contract example as part of their selection process of being appointed to the marketplace.

You can request to see evidence of this example as part of your compliance check prior to awarding your contract, further detail on this process is in **Appointing a Supplier.**

As contract examples have already been provided by suppliers when joining the marketplace, you should not assess this in your call for competition criteria.

You may seek relevant experience of personnel assigned to perform the contract to ensure they can meet the specified level of quality.

If you are including a presentation stage, you will need to allocate a percentage score for this stage.

The weighting split between stage 1 (written) and stage 2 (presentation) will vary depending on the requirement, however you would generally expect to allocate a higher weighting for the first stage which includes quality and price elements.

Please set different evaluation criteria for each stage and ensure the weightings for both stages add up to 100% of your quality score.

[1]SMART stands for Specific, Measurable, Achievable, Relevant, Time-bound

Please specify the maximum number of suppliers you will invite to the presentation and/ or the minimum score required to be included in the next stage within your specification.

Pre-market engagement (optional but recommended)

You may find it useful to communicate with suppliers ahead of issuing your final specification by undertaking a pre-market engagement exercise.

This phase is about ensuring that the market has a clear understanding of your requirements and to allow you to further shape your specification, gather ideas on new innovations and understand if there are any changes within the market that may influence your requirements.

Please ensure this activity is undertaken in a fair and transparent way providing each supplier in your shortlist with an equal opportunity.

This phase is not about refining you shortlist. If you wish to do this then use the option of a **Capability Assessment** prior to your main competition.

If you decide to speak to the industry ahead of your call for competition, you must prepare an outline of your specification before you contact suppliers, this can be done using a draft specification.

You will need to contact all the suppliers from your shortlist but you can choose how you contact them - for instance you can email them for information, invite them to an event or meeting to discuss your requirement or issue a formal Request for Information.

This stage is for information gathering and to help refine your specification and / or requirements.

If suppliers do not engage at this stage, don't assume that they do not want to participate.

All suppliers shortlisted from your marketplace search should have the option to bid when you issue your call for competition or capability assessment.

Dos and don'ts checklist:

Do

- ✓ Contact all suppliers from your shortlist
- ✓ Provide a reasonable time limit to email requests to make sure suppliers know when they need to respond by
- ✓ Keep an audit trail of all communication

Don't

- X Limit contact to suppliers that you know
- X Contact suppliers in different ways; each supplier should be given an equal opportunity to respond (i.e. don't email some suppliers and phone others to discuss your requirements)
- X Forget that all suppliers can bid when you issue your final specification

3

Appointing a supplier

This section covers the process on how to invite suppliers to your call for competition.

You should engage with your procurement function prior to making any contact with suppliers.

Customers are able to access the marketplace by following these steps:

1. Obtain a supplier shortlist from the Marketplace

A. Register or log-in to the DPS

B. Navigate to the Spark: The Technology Innovation Marketplace

C. Choose the 'Access as a buyer' option and confirm your acceptance of the customer access agreement

D. Click on 'create new category export' and use the filters to reflect your specification and create your supplier shortlist

E. Save your shortlist by clicking on 'Save category' and give the shortlist a unique name specific to your competition. Export the list of suppliers from the marketplace.

When selecting the filters under this agreement, please think carefully about the ones you select, particularly those associated with the technology type.

Where a problem could be solved by different technologies you should include all suppliers that could solve the problem for you.

We recommended that the exported supplier list is used within 2 working days, as new suppliers may be added at any point, thus changing the list of suppliers eligible to compete. Please refresh your final list as necessary.

2. Capability Assessment (optional but recommended)

You can start your call for competition using a **Capability Assessment** stage, this will help you to identify which suppliers from your shortlist are going to be the most suitable.

You may wish to run this process to refine your shortlist or to assess if any suppliers are capable of meeting your requirement.

You can use a series of 'yes' and 'no' questions that are mandatory for suppliers to pass to get to the written stage - you could, for example, use the ability to meet your stated deadline as a question.

Please use questions that relate to key requirements only at this stage, and not those that you would like to score in the main tender stage.

You do not need to send the final specification to suppliers who have deselected themselves or not engaged in the **Capability Assessment** unless you make material changes to the specification as a result of the exercise.

Tip: We have provided a template Capability Assessment which you can use, see the agreement webpage. The template is not mandatory and can be amended according to your requirements.

Invite all the suppliers on the shortlist to a call for competition using a tendering portal, this could the CCS portal or your own.

Please refer to the eSourcing user guidance for further information on using CCS' portal.

3. Issue your specification

Your completed specification along with all other relevant documents, must be issued to all shortlisted suppliers, unless they have been deselected through a **Capability Assessment**.

Please invite the contact listed in your exported shortlist to reach the right supplier contact.

This can be done either via the CCS online procurement tool (eSourcing), your organisation's own procurement tool or by emailing suppliers.

Using a portal gives an auditable approach to the tender process.

It is used to:

- Respond to clarification questions
- Track bid responses
- Send reminders to bidders
- Communicate to successful and unsuccessful suppliers

Dos and don'ts checklist:

Do:

✓ State that the competition is being run through CCS Spark: The Technology Innovation Marketplace agreement (RM6094) at the start of competition documents

✓ Provide a clarification period for suppliers to ask questions

✓ Specify any particular requirements that need to be fulfilled

✓ Provide a clear deadline for responses

✓ State whether there will be a face-to-face presentation and what format this will take

✓ Make sure that your requirements, documentation and evaluation are proportionate to the value and complexity of your specification

✓ Ensure suppliers have equal access to information during the competition process and publish all responses to questions asked or clarifications raised to all suppliers involved

✓ Provide feedback to all parties

Don't:

X Be overly prescriptive, give the supplier space to propose an innovative solution

X Use acronyms or civil service terminology - use plain English

X Overwhelm the reader with excessive data

X Forget to disclose any conflict of interest issues you may have in your specification

Tip: A checklist of everything that you will need to include in your call for competition has been provided in Annex 3.

4. Review proposals from suppliers

All suppliers will need to provide a written proposal in response to your specification.

It is recommended that you assign 3 people to evaluate the proposals as this makes reaching an objective decision easier.

Responses should not be discussed outside of the evaluation team and pricing information should be treated as commercially sensitive.

Make sure that you maintain a fully documented audit trail of the results and final award decision, which will be useful when providing feedback to the participating suppliers.

Evaluation of presentations (if used) should form part of your overall quality score.

The weighting for the presentation must be published in your call for competition from the outset. You should not repeat the questions asked in the initial written stage.

Tip: To help make reviewing proposals easier, a template has been developed for scoring written proposals. See Annex 4.

5. Face-to-face presentation stage (optional)

After reviewing written proposals, you may choose to invite suppliers with the best written response to present their proposal as an opportunity for face-to-face dialogue.

A face-to-face presentation will allow suppliers to present more detailed proposals and answer any specific questions you may have regarding their written response.

It is also a great opportunity for you to meet the operational team and better understand the skills and expertise they will bring to your project.

If you decide to include a face-to-face presentation, you should outline from the outset of your call for competition how you will select the invited suppliers to any presentation and the criteria you are looking for and scoring them on.

You should only invite suppliers who have a realistic chance of winning the competition to the presentation stage.

The evaluation panel should prepare the structure of the meeting and it is recommended to share this with the shortlisted suppliers so that they are able to properly prepare.

Dos and don’ts checklist:

Do:

- ✓ State in your call for competition whether you intend to hold a face-to-face presentation
- ✓ State how you will select the suppliers invited to any presentation, i.e. the top 3 or any that score over x%.
- ✓ Stipulate that supplier’s presentation team should ideally include the key people that will be working on your project
- ✓ Ensure the suppliers are aware of any technology or other logistical restrictions for the presentation
- ✓ Inform suppliers in advance of who will be on the evaluation panel and their role in the organisation/project
- ✓ Communicate any additional information that comes out of the face-to-face presentation stage to all shortlisted suppliers

Don’t:

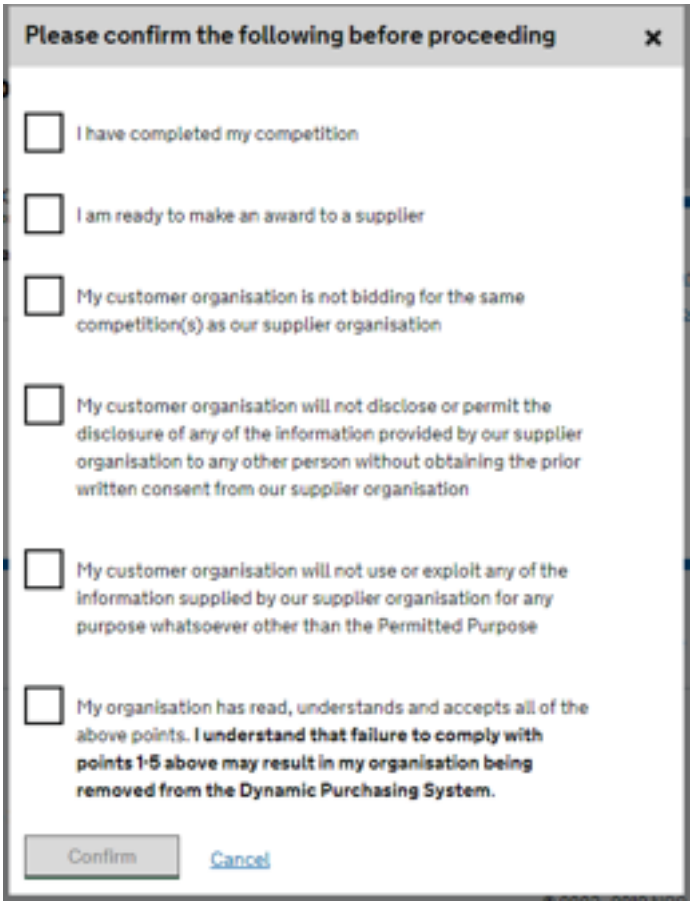
- X Discuss additional information with a particular supplier that has not been shared with another
- X Share any information regarding a particular supplier’s approach
- X Introduce new elements to the specification

6. Awarding the contract

As part of your compliance check before awarding your contract, you have the option to request evidence of contract examples, insurance and cyber certificates provided by the suppliers on the marketplace.

To do this, you will need to log-in to the marketplace and navigate back to your saved search. Find the supplier(s) you wish to see further information for and click on ‘see evidence’.

You will need to complete the following form on the DPS system to gain access to the evidence.



Please confirm the following before proceeding ×

- ☐ I have completed my competition
- ☐ I am ready to make an award to a supplier
- ☐ My customer organisation is not bidding for the same competition(s) as our supplier organisation
- ☐ My customer organisation will not disclose or permit the disclosure of any of the information provided by our supplier organisation to any other person without obtaining the prior written consent from our supplier organisation
- ☐ My customer organisation will not use or exploit any of the information supplied by our supplier organisation for any purpose whatsoever other than the Permitted Purpose
- ☐ My organisation has read, understands and accepts all of the above points. **I understand that failure to comply with points 1-5 above may result in my organisation being removed from the Dynamic Purchasing System.**

Confirm Cancel

The suppliers will then be sent a notification and will give you access to see the evidence.

Following the successful completion of your competition evaluation you can now award a contract to the successful supplier.

Once you have the relevant internal approvals in place you can notify all participating suppliers of the outcome.

A standstill period is not mandatory but can be used voluntarily for high value contracts.

You **must** use the Order Form to create your contract, which is aligned to the contract terms set out in the agreement.

There are some sections of this contract that you can alter depending on your organisation and requirements.

The Order Form must be completed by the customer prior to being sent to the supplier for signature. The document includes guidance so you understand how to fill in the relevant sections.

Once your contract has been signed, please send your award details to info@crowncommercial.gov.uk, including:

- Contract name
- Contract length (including any extension options)
- Contract total value
- Winning supplier name

Please remember to fulfil your organisation's transparency requirements and publish details of your award on Contracts Finder, where necessary. (Customers need to sign-in via the link in the top right corner in order to post details).

The Procurement Policy Note relating to the use of Contracts Finder can be found here.

7. Provide feedback to suppliers

You should provide constructive, written feedback to all participating suppliers and include a full breakdown of their scoring.

Feedback comments should be objective and link back to the evaluation criteria. This will help suppliers understand how they can improve for future opportunities.

4

Managing your contract and being a good customer

For customers using the Spark: The Technology Innovation Marketplace DPS we recommend a relationship based on partnership with our suppliers.

A collaborative approach will allow you to make the best use of their knowledge and expertise to help you to get the best outcome from their technology.

Your obligations as customers

There are a number of obligations you have as customers. These include:

- Providing a clear specification setting out your requirements (services and deliverables) and timelines of each phase of work
- Communicating with your supplier on a regular basis to discuss progress and research performance
- Promptly addressing any issues with your supplier
- Agreeing at the start of the project how frequently you expect to receive reports from your supplier, this should be in line with the requirements in your specification
- Pay your supplier within 30 days of approving the invoice. Check invoices against the rates and deliverables agreed in your contract

You should be able to rely on your supplier to give you expert advice and consultation that comes from its collective wisdom and experience.

A good supplier will explain its strategy, offer honest advice and acknowledge when the topic has shifted outside of its expertise. As a customer, you should also proactively advise the supplier on anything it needs to know to deliver the best results.

The call off contract

Spark: The Technology Innovation Marketplace DPS uses the CCS Dynamic Purchasing standard contract.

In order to enter into the contract you need to complete the Order Form. The form is found in Part One of the customer call off contract.

We have drafted the standard clauses to take a balanced approach to risk and performance, please bear in mind that when implementing new technologies there will be a risk of failure. The best way to mitigate this is through the relationship with your supplier.

As this DPS is aimed at secondary exploitation of innovation we have taken a default position the supplier (and any 3rd parties) retains ownership of intellectual property (IP) and that the customer is given licencing to background and foreground IP in order to achieve the desired business outcomes.

Should you, for any reason, need to adjust the default IP position you can do so within section 10.11 of the Order Form.

Before doing so we would recommend discussing your needs with CCS or if you need access to specialist legal assistance we have the following available;

Wider Public Services Legal Services Agreement: Legal services for wider the wider public sector

General Legal Advice Services: Legal services for central government and arm's length bodies (ALBs).

How to manage issues

By ensuring you have regular communication with your supplier you should be able to avoid any major issues. In the event that you do experience performance issues with your supplier, you should take the following steps to address the issue as quickly as possible.

1. Raise the issue with your supplier lead and / or commissioner lead as soon as possible
2. Clearly set out your concerns and agree a plan of action with the supplier including a deadline for resolution - put in place more frequent status updates if necessary
3. If the issue is not resolved by the agreed deadline, escalate the matter internally and to supplier directors
4. If the issue is not resolved by the agreed deadline, contact the CCS marketplace manager to notify them and agree next steps
5. If you have carried out all reasonable steps to rectify the issue, allowed time for recourse and are still not satisfied, then you will need to decide how to resolve the issue with internal colleagues and CCS.

5

Other agreements

There are other agreements and options that you may wish to consider to deliver your project.

- **Digital Outcomes and Specialists** - ideal for procuring the specialist supplier to design, build and deliver bespoke digital services, either through commissioning an outcome for the suppliers to build, such as a new application, or bringing in external resource to work on a problem.
- **G-Cloud** - choose and purchase cloud computing services covering software, support, hosting, infrastructure and platform.
- **Data and Application Solutions** - the route to market for customers purchasing holistic software led solutions.
- **Technology Products** - a flexible route for all your commodity technology product needs; from IT hardware and off-the-shelf software to support and maintenance.
- **Traffic Management Technology** - access to a wide range of transport technology products, solutions and professional services from traffic monitoring to solutions that improve air quality.

Glossary of terms

Term	Meaning
Call for competition	Is undertaken to establish which of the suppliers can offer the best value for your specific needs. Your specification and supporting documents are issued for this tendering process.
Capability Assessment	An optional stage in the further competition process which allows the customer to pass or fail suppliers before the written proposal stage.
Contract	A legally binding agreement for the provision of services made between a customer and supplier. This is completed following a call for competition.
Request for Information	Is the name of the document used when collecting information for your pre- market engagement exercise.
Specification	This is the equivalent of a Statement of Requirement and forms part of your call for competition.

Annex 1

Timetable for appointing a supplier

The timetable below provides an example of the timescales that are involved in a call for competition, from the date of issuing your tender to contract award. Please engage with your commercial function when planning the timetable.

You should allow up to 6 - 8 weeks if you choose all recommended options. You may require more time for more complex, high value projects.

Task	Required/ Optional	Task owner	Day	Week
Tender Issued	Required	Customer	1	1
Deadline for submission of Capability Assessment	Optional	Supplier	5	1
Evaluation of Capability Assessment	Optional	Customer	7	2
Shortlisted agencies from Capability Assessment notified	Optional	Customer	8	2
Deadline for the submission of clarification questions	Required	Supplier	11	2
Deadline for response to clarification questions	Required	Customer	13-14	2
Deadline for submission of proposals	Required	Supplier	18-19	3
Evaluation of proposals	Required	Customer	20-27	4
Suppliers for presentations notified	Optional	Customers	27	4
Supplier presentations	Optional	Supplier	32-34	5
Award contract	Required	Customer	35+	5
Project Inception Meeting	Required	Customer & Supplier	38+	6

Annex 2

Specification writing guidance

Drafting an outcome based specification

The section will take you through the following areas of developing your supplier project specification.

A good specification should include all of the following:

1. Title

This notifies the reader of the focus of the project.

2. Summary

Use this section to set out the nature of the issue and the project specification to the supplier. The supplier should be able to use the summary to decide whether it would be appropriate for them to bid for your work.

Make sure you cover:

- A clear and specific description of the problem, explaining why the project is needed
- A short summary of your objectives
- Any mandatory service standards or policy requirement e.g. Government Digital Service Standards or particular project outputs
- Who the end customer is (e.g. are multiple central departments going to use the technology, will it be citizen facing?)
- Expected project length

3. Background to the issue

Use this section to provide detailed information on the background to the project.

Make sure you cover:

- Outline the issue the project relates to
- Explain who you are as a customer - don't assume the supplier knows your department/ organisation
- Set out any campaign or policy information the supplier needs to understand
- Provide data, existing research and any useful links

4. Project objectives

What is the aim of the project?

This should be clear-cut, detailing the overall objectives plus a bullet point list of specific objectives.

If you already have SMART objectives you should include these here.

5. Existing and future technology estate

Detail of the technologies, current and planned, that will interact with the technology you are buying through this project.

This information will help suppliers determine whether they can meet your needs and an appropriate methodology for integrating with your technology stack. The details need to be unambiguous.

Make sure you include:

- Any systems that data will need to be exchanged with, and what that data will be
- A high level technology roadmap (of relevant technologies)
- Any suppliers that they will need to work with and how the relationship will be governed

6. Suggested approach and analysis

Use this section to explain your proposed approach (if you have one).

If you do have an existing approach you should be very clear where/if you are seeking new ideas.

The project specification should encourage suppliers to problem solve rather than being prescriptive in its strategy.

You should be clear in this case that you wish the supplier to develop the approach and what it needs to consider in doing so.

Make a clear statement of the type and complexity of analysis needed. Be sure to specify requirements for any sub-contracting, if you have any.

7. Outputs

The deliverables required, expanding on the high level outputs – such as any data, reports, any service levels and KPIs[2] and the Intellectual Property position. Detail frequency of any reporting.

8. Liaison and governance arrangements

The requirements for contact and liaison throughout the project. Is there a team or advisory group the supplier will need to meet? What are the envisaged frequency, type and reporting details required?

9. Timings

Give dates for awarding the contract, completion of the project – and any interim deadlines. This will help in the planning of what is feasible e.g. the successful supplier will be notified by [date]. A project set-up meeting is scheduled at [department] for [date]. We require the project / service to be complete and operational by [date].

[2] Key Performance Indicators (KPIs), used to help you measure how well progress is being made towards a project or business objective

10. Form of proposal

A clear statement of how the proposal should be presented. This might include a list of headings for the proposal, the order of the headings and the detail required.

e.g. a proposal of a maximum of eight pages is required by [date].

Project team CVs can be included as an appendix, along with any additional company information you think is relevant.

The proposal should contain the following:

- A succinct summary of the proposal
- Details of the approach and the technologies to be used in support of this work, including your rationale for choosing this approach
- A demonstrable understanding of required outcomes [and sector]
- Your organization's experience of similar projects and [relevant] capability
- Details of the personnel to be involved including their role for this project and their relevant experience
- Arrangements for managing this work and quality assuring outputs, including how you would like to work with the customer during the project
- A detailed budget / costing, including a breakdown of time and costs per activity and per team member

11. Evaluation criteria

The basis on which the contract will be awarded including the weightings of the sections / questions. The criteria could include;

- Suitability of methodology
- Experience in the area
- Evidence of understanding the brief
- Whole life costs

Annex 3

Document checklist before issuing your call for competition

- State RM6094 Spark: The Technology Innovation Marketplace at the start of your competition document
- Tender timetable which sets out the high level stages of the process and when you intend to award and start the contract
- Tender timetable include dates for the clarification period, when suppliers have to ask questions by and when you will provide responses.
- Detail on the process and evaluation of the Capability Assessment stage (if used)
- Detail on the process, evaluation and weighting of written proposals
- Detail on the process, evaluation and weighting of the presentation stage (if used)
- Appendices (if used)
- Draft letter of appointment and contract terms
- Tendering instructions (details on the submission process specific to your organisation)
- Procurement tool registration details (if inviting suppliers to your organisation's own portal)

Annex 4

Evaluation matrix and score definitions

The table below provides an example scoring matrix with potential weightings that can be used during the evaluation process. You can adapt this to reflect your individual requirement.

The table below provides example score definitions that can be used during the evaluation process, you can adapt the mark score i.e. by using a 1 - 5 point scale or amend the score definition based on the complexity of your requirement. You may wish to include a minimum pass mark for questions considered vital.

Stage	Stage Weighting	Section	Section Weighting	Score awarded	Comments
Quality Stage 1 - Written tender	60%	Objectives	15%		
		Methodology and approach	30%		
		Implementation	30%		
		Scoring	25%		
Stage 1 Score					
Quality Stage 2 - Face to face presentation (optional)	20%		40%		
			10%		
			30%		
			20%		
Stage 2 Score					
Price	20%	Whole life cost	100%		
Price Score					

Mark	Comment
0	Failed to provide confidence that the proposal will meet the requirements. An unacceptable response with serious reservations.
25	A poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.
75	A good response that meets the requirements with good supporting evidence. Demonstrates good understanding.
100	An excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

Contact us

If you need general advice about using Crown Commercial Service or further information in relation to your brief for Spark: The Technology Innovation Marketplace please contact:

0345 410 2222
info@crowncommercial.gov.uk
www.crowncommercial.gov.uk

@gov_procurement

Crown Commercial Service

5083-19 (July 19)